



What makes Barclays different?



FEBRUARY 2017

"I believe Barclays is different from other companies in our field in a number of ways.

Our people, our values, our culture and our passion to continually improve the quality of services we provide to our customers and the insured.

Thank you for taking a few minutes to read our brochure. We look forward to providing quality building services to you and your customers."

*Bill Barclay
Founding Director
Barclays Building Services (WA) Pty Ltd*



Contents

Values	4-5
Services	6-7
Systems	8-9
Innovations	10-11
Contacts	12-13

Values

We're building Barclays on a foundation of shared values.



Values such as honesty, professional integrity, teamwork, compassion, openness, the ability to listen, the ability to engage with our customers and a company-wide passion to continually improve the quality of services we provide to our customers and the insured.

Three generations of Barclays have helped us get to where we are today and we work hard to ensure all our staff feel like they are part of the Barclays family.

"I hated school. So when I was 15 I left school and joined my Dad as an apprentice in the building industry. I loved it from day one and I still love it today, almost 50 years later."

Bill Barclay – Founding Director



Service

We specialise in domestic and commercial related insurance work.

Our objective is to ensure our clients receive a premium level of service. From the original quotation, right through to the final steps in completing the contract. We aim to demonstrate the highest level of workmanship, timeliness and customer satisfaction and with minimum inconvenience to the client and the insured.

The scope of work carried out by the Barclays team can range from a minor building claim, right through to a major re-build of either residential or commercial buildings.

All tradespeople working on our sites hold trade certificates to ensure the highest level of workmanship in all facets of building repairs.

The types of damage we cover include:

- Storm damage
- Water damage
- Fire damage
- Impact damage
- Malicious damage
- Break in damage





The specific services we provide are:

- Carpentry / Joinery
- Electrical
- Plumbing & Gas
- Roof plumbing
- Bricklaying
- Painting
- Glazing
- Fencing
- Cabinet making
- Plastering
- Leak detection
- Floor polishing / replacement
- Ceramic tiling
- Roof tiling

"To ensure we deliver the best quality of service, we need to attract and retain the best trades-people. That's why we always pay them on or before time."

Michele Barclay - Founding Director

System

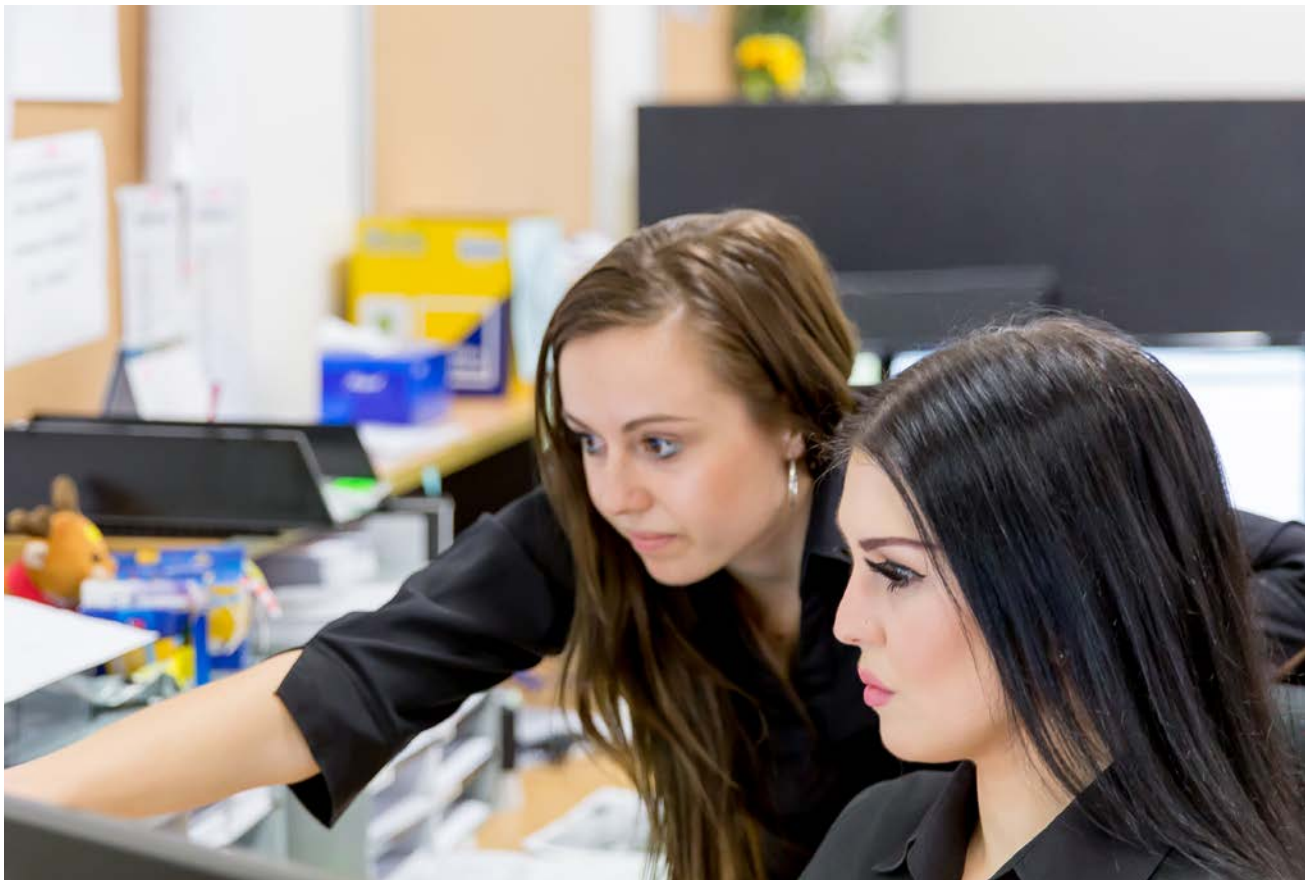
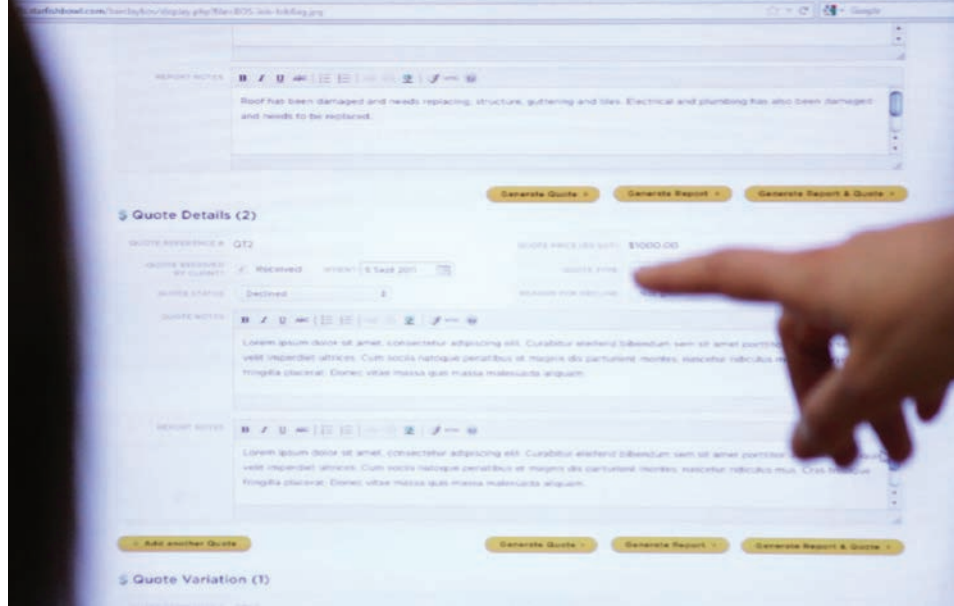
We're proud of our state of the art job-tracking system, **bartrack**, which we believe is the best in the industry.

Our **bartrack** system has been designed to make it easy for customers and the insured to see how we are handling the projects they assign to our care.

Not only have we created a new state of the art system, we provide our clients with free in-office training sessions to show them how to get the best data out of our system in the shortest possible time. What's more, **bartrack** users can access the data anywhere, anyhow and anytime – on PC, laptop, iPad and iPhone.

bartrack[®]
JOB TRACKING AND QUOTING SYSTEM

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*"My team and I are excited with the new developments of **bartrack**, our state of the art Job Tracking and Quoting System."*

Leah Hodgson - Office Manager

Innovat

We're constantly looking at innovative ways to improve the quality and speed of our service.

That's why we equip all our project supervisors with the latest iPad and iPhone technologies to enable them to transmit video and photo images to our office staff, our tradespeople and our customers within seconds.

The quicker we can transmit the information, the quicker we can scope and quote the job. It all helps to speed up the process to repair the damage and makes the customer, the broker and most importantly the insured happy with the speed and quality of the response.



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"I've learned a lot from my Dad and I've been able to teach him a few things as well, like how to use the latest iPad and iPhone technology to further improve the speed and quality of our service."

Leigh Barclay - Managing Director



barclays[®]
building services



*Leigh Barclay
Managing Director*

*Michele Barclay
Founding Director*

*Bill Barclay
Founding Director*

*Farhan Kerbelker
General Manager*

Contacts

New Customer enquiries:

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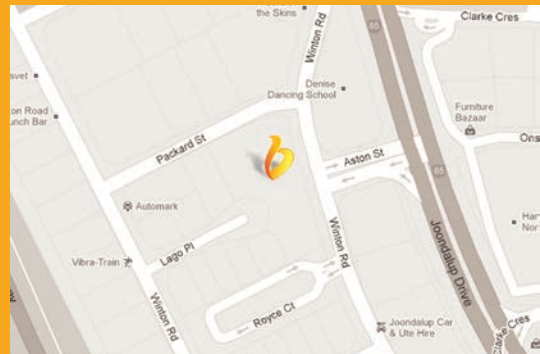
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