

Capability statement

# Strata cleaning and periodic maintenance

## Common areas residents are proud of, all year round.

We look after the common areas of apartment buildings, unit complexes and strata-managed properties across Adelaide. Regular cleaning keeps the building presentable week to week, and a planned program of periodic work keeps it in good condition all year.

**Social Traders**
certified social enterprise

**$20 million**
public liability insurance

**Employed team**
police checked, no subcontractors

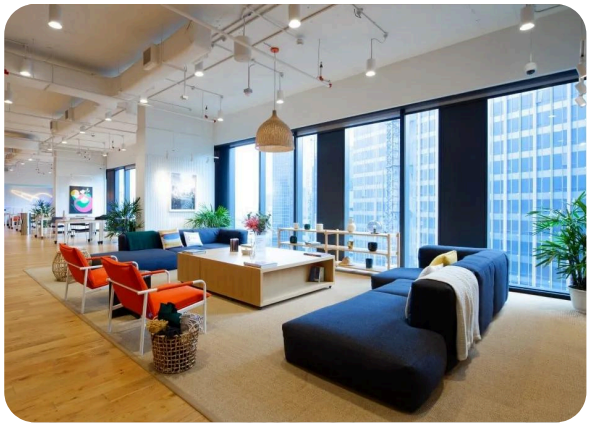
**Adelaide owned**
office and depot in Hackney

08 7083 8722 admin@filoservices.com.au filoservices.com.au

| 35+ | $20M | 40 km | 1 day |
|---|---|---|---|
| staff employed directly by us | public liability insurance | service area around Adelaide | usual turnaround for a quote |

### Who we work with

- Strata managers and body corporates
- Strata committees and presiding officers
- Apartment buildings and unit complexes
- Townhouse and mixed-use developments
- Building and facility managers



## What's included

- Entrance lobbies, foyers, glass doors and letterboxes
- Common toilets and amenities, with consumables supplied if you'd like
- Bin rooms, bin areas and bin rotation
- Periodic machine floor scrubbing
- Carpet steam cleaning
- Gardening and grounds upkeep, including green waste removal
- Lifts, lift tracks, corridors and fire stairs
- High-touch points such as handles, buttons and rails
- Car parks, undercrofts and outdoor common areas
- Pressure washing of paths, driveways and car parks
- Window and gutter cleaning (reachable areas)
- Blow vac of entries and outdoor areas

## Where we work

Greater Adelaide, about 40 km from the city

City and inner suburbs · Western suburbs and beaches · Northern suburbs to Gawler and Two Wells · Eastern suburbs and the Hills to Mount Barker · Southern suburbs to McLaren Vale

## Visible, accountable cleaning

Every job runs through Filo Care, our own job management app.

**Clock in and out**
Every visit is time-stamped in Filo Care

**Photos**
Before and after photos when you need them

**Job report**
A report after each clean, viewable online

# Why strata managers choose Filo Cleano

### A 12-month cleaning plan
We set out what's done every visit, monthly and through the year, so the committee knows exactly what the building gets and when.

### Periodic work from one team
Machine scrubs, pressure washing, carpets, windows, gutters and gardening from the same provider, with no extra contractors to manage.

### Monthly reporting
A written report each month on the building's condition, the work completed and any issues found.

### Issues reported the same day
Graffiti, faulty lights or insecure doors are reported to the strata manager straight away, with photos.

### Feedback from residents
A communication book on site and optional QR code feedback in common areas, so residents can raise things with us directly.

### A consistent, employed team
The same police checked cleaners every visit, who get to know the building, its residents and its rules.

## You deal with the owners

When you work with Filo Cleano you deal directly with the owners, Mirra and Jacob. No call centre and no scheduler you've never met. If something needs attention, you know exactly who to call, and we'll get back to you the same day.



## Our team

- More than 35 staff, all employed directly under the Cleaning Services Award
- Police checked, inducted and trained to the same standard
- No gig platforms and no subcontractors, so you see familiar faces

## Equipment and products

- Commercial-grade vacuums, mops and microfibre, brought to every job
- pH-neutral, low-irritant products with a Safety Data Sheet for each
- Nothing for you to buy, store or manage

# Credentials and compliance

**$20 million public liability insurance**
Held by Filo Cleano Services Pty Ltd. Certificates of currency available on request.

**Workers compensation**
Every employee is covered through ReturnToWorkSA.

**Cleaning Services Award 2020 (MA000022)**
All cleaners are employed under the Award. No subcontractors.

**Police checked team**
Every team member holds a current police check.

**WHS policy**
In line with the Work Health and Safety Act 2012 (SA).

**Chemical handling policy**
Safety Data Sheets kept for every product we use.

**Risk management framework**
Consistent with ISO 31000.

**Modern Slavery Act 2018 (Cth)**
Our employment model is built to meet its principles.

Trusted by organisations like

## A local social enterprise

Founded by Mirra Bengua, a Filipino migrant, and Jacob Habner, a South Australian local, to create stable, fairly paid work. Every dollar you spend goes into Award wages and training, and we report on our social outcomes every year.

**Kapwa** shared identity and respect

**Pakikisama** working well together

**Bayanihan** working together for the common good

## Getting started

1

### Tell us about your site

Email, call or use our online form. Let us know the type and size of the space, how often you need us and anything specific.

2

### We visit and confirm the scope

Our management team is happy to meet you on site, walk through the space and make sure we understand what you need.

3

### Get a clear, fixed quote

You'll have a written quote, usually within one business day, with the scope set out so there are no surprises.

## Let's talk


**08 7083 8722** or text 0423 243 537

admin@filoservices.com.au

filoservices.com.au

Mon to Fri 8:00 am to 7:00 pm, Sat 10:00 am to 7:00 pm

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