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Why does Survival Solutions charge a site revisit fee?

Survival Solutions has been established over the past 14 years and we are able to provide you, our customers, with the highest level of service based on experience and qualified resources and have invested many years into developing the skills required to work for you.

In order to provide you with the level of service you require and expect we must ensure our staff are the most experienced and qualified available in the industry, and they are continuously up skilled to meet the demands of the fire protection industry and that of our customer and regulatory authorities.

Survival Solutions must secure combined revenues from several areas within the business, including routine inspection and (CAR) corrective action reports, to ensure the continued technical and administration resources required, along with insurances and certification, to provide this service.

The routine inspection of equipment is generally non trade related; however most (CAR) corrective action works are either electrical, plumbing or carpentry related.

These works are generally provided by Survival Solution at higher rates than most trade related contractors, due to the cost associated with assessing compliance issues, preparing, submitting and following up corrective action reports, and insurances and time required to provide annual fire safety statements (AFSS) and other professional advice.

Naturally many customers present these reports to independent trade contractors to determine if we are competitive, only to find our quoted price can at times be up to 15% higher.

This is generally because the contractor that reviews the quote has incurred no cost in the assessment, report preparation or professional indemnity insurance required to give the advice.

Unfortunately these corrective action works are allocated to the cheapest bidder with little or no consideration of Survival Solutions time to present the report. Survival Solution is then expected to certify this contractor's work.

Survival Solutions understands and accepts our customers wish to reduce cost in this manner; however any AFSS required for the work being rectified by the independent contractor will require a re-inspection fee of \$285.00 excluding GST.

This fee is charged for the assessment, report preparation, follow ups and re-inspection of the site, to confirm the works have been performed, in accordance with the requirement of the corrective action report.

It is hoped that when this additional fee is taken into consideration that the cost of works proposed by Survival Solution will be more competitive to that of the independent contractor.

We trust this explanation assists our customers to understand why this policy has been established and see most corrective action works allocated to Survival Solutions so we can continue to build a strong, stable and reliable business for you and us into the future.

Kind regards

Jeff Terry

Managing Director

"Where service and compliance meet"

ABN: 85 121 214 104
Survival Solutions (Aust) Pty Ltd trading as Survival Solutions
Electrical Contractors Licence 127719C
Member of Fire Protection Assoc. of Australia Member No: 4735