CITY WIDE PLUMBING SERVICES NSW

EST. 2002

CAPABILITY STATEMENT 2026

Commercial plumbing, pumps & excavation for sites that can't stop.

Planned maintenance, reactive works and 24/7 emergency response for facility managers, government and industrial clients across the Illawarra, Shoalhaven, Southern Highlands and Greater Sydney.

Plumbing

Backflow, TMVs, hot water, gas, roofing and fire hydrant plumbing.

Pumps & drainage

Sewer and stormwater pumps, grease traps, CCTV and hydro jetting.

Plumbing excavation

Excavators 2T–5.5T, hydro excavation and trenching for drainage and service repairs.

ISO 9001 Quality

ISO 45001 Health & Safety

ISO 14001 Environmental

24/7 JOB LINE
02 4295 3222

OFFICES
Barrack Heights · Smithfield

ABN
34 107 690 228

01

AT A GLANCE

COMPANY SNAPSHOT

One contractor for plumbing, pumps and excavation.

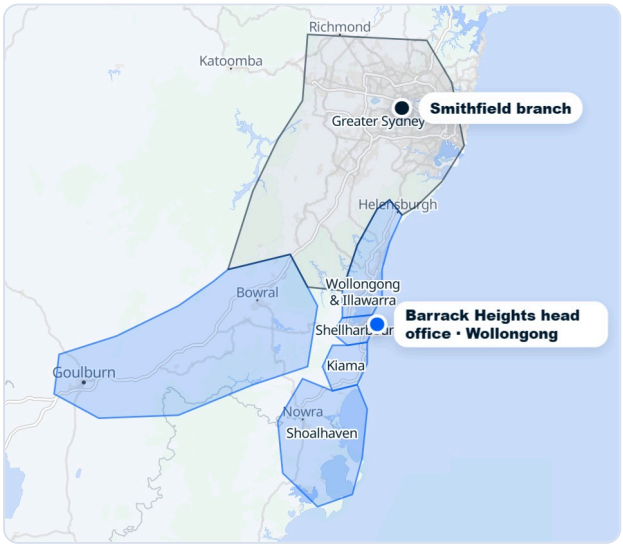
CityWide Plumbing Services NSW has delivered commercial plumbing in the Illawarra since 2002 and now services the Illawarra, Shoalhaven, Southern Highlands and Greater Sydney from two branches. We hold plumbing, pump and excavation capability in-house, so one call covers the whole job, from the blocked drain to the pump that failed and the trench needed to fix it.

2002	2	3	24/7
Established in Wollongong	Offices: Illawarra & Sydney	ISO certified systems	Emergency response, one number

COMPANY DETAILS

Trading name	**CityWide Plumbing Services NSW**
Legal entity	**Wollongong City Plumbing Pty Ltd · ACN 107 690 228**
ABN	**34 107 690 228**
Head office	**Unit 3, 29 Sunset Avenue, Barrack Heights NSW 2528**
Sydney branch	**Unit 2/40-42 Pavesi Street, Smithfield NSW 2164**
Workforce & fleet	**19 workers · 15 service vehicles · excavators 2T–5.5T · tippers 4T–10T**
Hours	**Office hours Monday to Friday · 24/7 emergency on 02 4295 3222**
Job orders	**maintenance@citywidegroupnsw.com.au**

SERVICE REGIONS



- **Barrack Heights head office · Wollongong**
  Illawarra · Shoalhaven · Southern Highlands, including Goulburn
- **Smithfield branch**
  Greater Sydney, including Western Sydney and Macarthur

Map data © OpenStreetMap contributors · © OpenMapTiles · OpenFreeMap

CITY WIDE PLUMBING SERVICES NSW

WHAT WE DELIVER

Capability by asset and service type.

The matrix shows what we deliver under each service model, so you can see at a glance which assets we can take on for your sites.

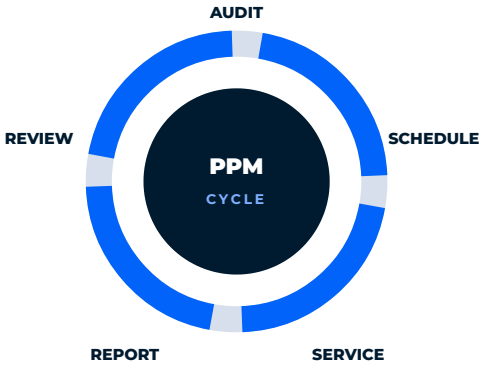
ASSET / WORK TYPE	PLANNED MAINT.	REACTIVE	24/7 EMERGENCY	INSTALL / REPLACE	TEST & CERTIFY
PLUMBING & WATER					
Backflow prevention devices	●	●	○	●	●
Thermostatic mixing valves (TMV)	●	●		●	●
Hot water systems	●	●	●	●	
Burst water & gas pipes		●	●	●	
Gas fitting		●	●	●	
Zip & Billi drinking units	●	●		●	
Roofs, gutters & downpipes	●	●	○	●	
FIRE SERVICES (PLUMBING)					
Hydrant boosters, landing valves & hose reels		●	●	●	
Fire hydrant pumps		●	●	●	
PUMPS & DRAINAGE					
Sewer, stormwater & grinder pumps	●	●	●	●	
Pump control panels	●	●	●	●	
Grease traps & pit pump-outs	●	●	○	●	
Sewer & stormwater lines	●	●	●	●	
CCTV inspection & pipe locating	●	●			●
Diesel hydro jetting	●	●	●		
Leak detection & thermal imaging		●			●
PLUMBING EXCAVATION					
Excavation (2T–5.5T) & trenching		●	○	●	
Hydro (non-destructive) excavation		●	○	●	
Tipper hire, site levelling & waste removal		●		●	

● Core service ○ Available on request

PLANNED PREVENTATIVE MAINTENANCE

A maintenance cycle built around your assets.

Planned maintenance keeps assets compliant and catches faults before they become callouts. Every site gets a schedule, a service record and a clear list of defects.



Audit
Site walk-through and asset register: pumps, backflow, TMVs, grease traps, hot water.

Schedule
Service intervals set to the Australian Standards and each asset's risk.

Service
Attendance as scheduled, with readings, photos and defects recorded.

Report
Test certificates and service history issued for your records.

Review
Defects quoted, intervals adjusted and the register kept current.

TYPICAL PPM SCOPE

ASSET	TYPICAL INTERVAL	WHAT'S INCLUDED
Backflow prevention devices	Annual	Test, tag and lodge results with the water authority
Thermostatic mixing valves	Annual	Service, temperature check and record
Grease traps & pits	Per trade waste agreement	Pump-out, clean and waste dockets
Sewer & stormwater pumps	Quarterly to 6-monthly	Inspect, test run, floats and control panel check
Hot water systems	Annual	Relief valves, anodes and safety check
Roofs, gutters & downpipes	6-monthly	Clear, inspect and report defects

Intervals are set per site to the relevant Australian Standards, authority requirements and asset risk.

RESPONSE PRIORITIES

PRIORITY 1 · EMERGENCY

24/7 attendance

Floods, sewer overflows, failed pumps, gas leaks. Attend and make safe.

Target: same day, 24/7

PRIORITY 2 · URGENT

Same day

Faults affecting trade or amenity, e.g. blocked fixtures, no hot water.

Target: same day

PRIORITY 3 · ROUTINE

Scheduled

Non-urgent repairs and quoted works, booked around your tenants and trading hours.

04

COMPLIANCE

GOVERNANCE, SAFETY & INSURANCE

Certified systems, documented on every job.

CERTIFIED MANAGEMENT SYSTEMS

STANDARD	SCOPE	STATUS
ISO 9001	Quality management	**Certified · certificate on request**
ISO 45001	Occupational health & safety	**Certified · certificate on request**
ISO 14001	Environmental management	**Certified · certificate on request**

LICENCES & INSURANCE

NSW contractor licence	**No. 227021C · NSW Fair Trading · current to July 2027** Plumber & roof plumber · drainer · gasfitter · LP gasfitter · waterproofing technician
Public & products liability	**$20 million any one occurrence · Probitas 1492 (Lloyd's) · current to Feb 2027 · certificate of currency on request**
Workers compensation	**icare NSW (claims: GIO) · current to June 2027 · certificate of currency on request**
Standards we work to	**Plumbing Code of Australia · AS/NZS 3500 · SafeWork NSW**

On site

- Site-specific risk assessments and SWMS
- Inducted, appropriately skilled crews
- Barricading, signage and correct PPE
- Confined space and excavation controls
- Permit-to-work systems followed on client sites

After every job

- Works, inspections and test results recorded
- Photos of before and after
- Defects reported with a quote
- Incidents, near misses and non-conformances logged
- Corrective action to stop repeats

DOCUMENTS AVAILABLE ON REQUEST

ISO 9001 / 45001 / 14001 certificates	AVAILABLE	Certificates of currency (insurance)	AVAILABLE
WHS policy & safety management plan	AVAILABLE	Environmental & quality policies	AVAILABLE
SWMS library for typical works	AVAILABLE	Contractor licence copies	AVAILABLE

CITY WIDE PLUMBING SERVICES NSW

PANELS, CLIENTS & PROJECTS

Trusted by facility managers and public bodies.

PREQUALIFICATION & PROCUREMENT

VendorPanel Procurement marketplace	**buyNSW** NSW Government	**Programmed** Registered contractor
Wollongong City Council e-tendering	**Shellharbour City** Council tenders	**Shoalhaven City** Council e-tendering
Wingecarribee Shire Council tenders	**Kiama Municipal** Council panel agreement	**Reece** Supply partner

CLIENTS

BGIS Facility management	**GLAD Group** Facility services	**Kiama Municipal Council** Council panel agreement
BGIS – Endeavour Energy Energy network sites	**AFFORD** Community services	**Local public schools** Education
CityFM Facility management	**SAWZ Construction** Builder	
Anchor Building Services Building services	**WIN Corporation** Corporate	

SECTORS WE SERVICE

- Commercial offices
- Retail & shopping centres
- Industrial & warehousing
- Government & council
- Energy & utilities
- Education & local public schools
- Health & aged care
- Strata & multi-residential

PROJECT EXAMPLES

GOVERNMENT

Sewer & stormwater pump upgrade

Client
Courthouse facility, NSW

Scope
New 3-phase submersible pumps, guard rails, control panel, BMS link

Result
Station kept running, alarms now on the BMS

COMMERCIAL

Basement car park stormwater

Client
Commercial building, Sydney

Scope
New pits and drainage, connected to Sydney Water

Result
Car park kept open, CCTV-confirmed clear lines

AGED CARE

Four aged care bathroom upgrades

Client
Aged care facility, NSW

Scope
Full plumbing, accessible fixtures and TMVs, to the builder's program

Result
Handed back on program, residents on site

CONTACT

Talk to us about your sites.

Send us your site list or asset register and we'll come back with a maintenance plan and a quote.

MANAGING DIRECTOR

Steve Joncevski

0428 406 132

steve@citywidegroupnsw.com.au

BUSINESS DEVELOPMENT

Jenny Gillard

0477 952 555

jenny@citywidegroupnsw.com.au

JOB ORDERS · 24/7

02 4295 3222

maintenance@citywidegroupnsw.com.au

ONLINE

citywidegroupnsw.com.au

Services, areas we cover and capability statement

HEAD OFFICE

Barrack Heights

Unit 3, 29 Sunset Avenue

Barrack Heights NSW 2528

SYDNEY BRANCH

Smithfield

Unit 2/40-42 Pavesi Street

Smithfield NSW 2164

CITY WIDE PLUMBING SERVICES NSW