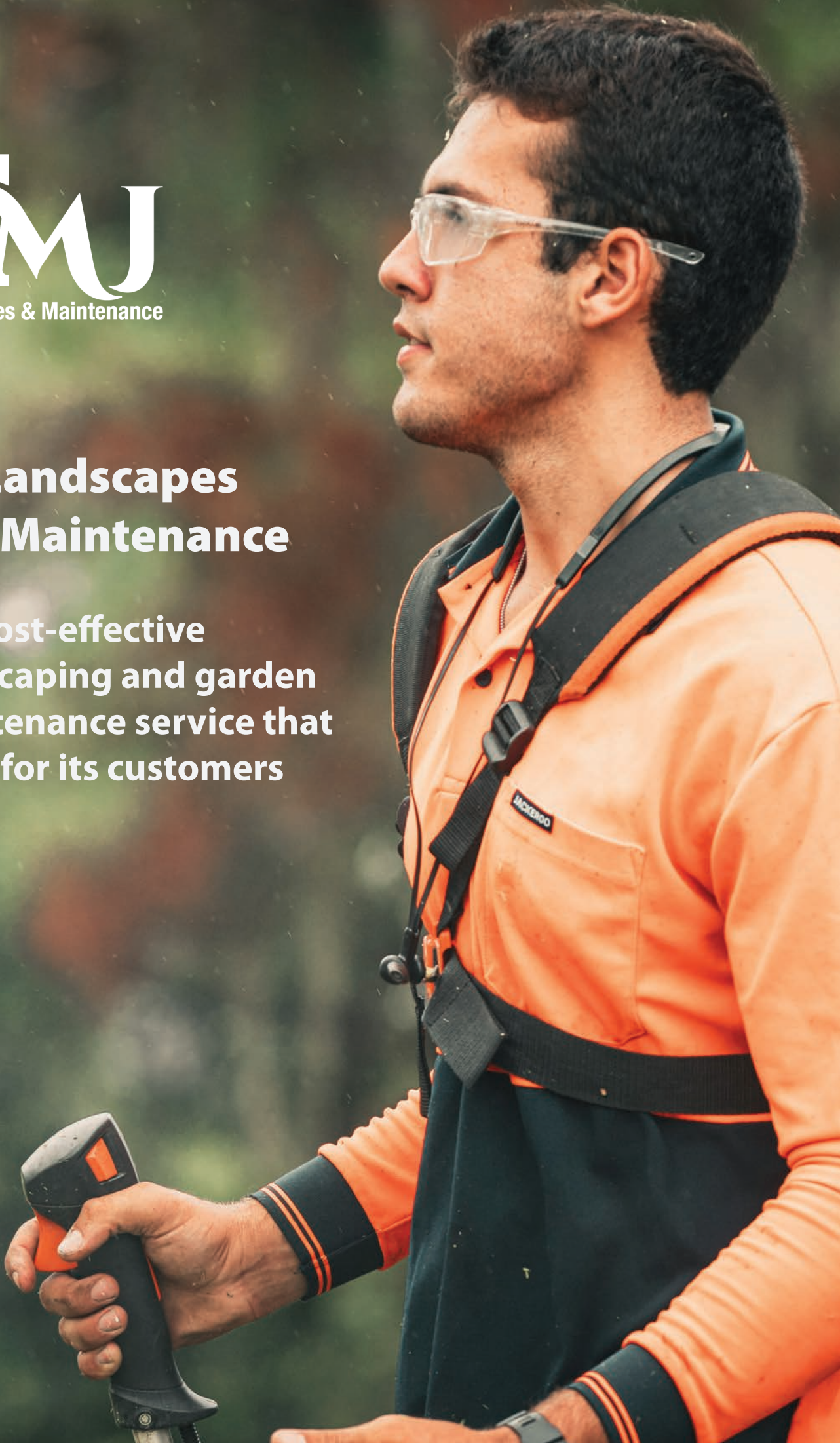




## **MJ Landscapes and Maintenance**

**The cost-effective  
landscaping and garden  
maintenance service that  
cares for its customers**



## ► Message from Marco Piedrabuena

Managing Director  
MJ Landscapes and Maintenance



I originally started MJ Landscapes and Maintenance with a friend, Jordan, to mow lawns on the weekend (hence it was originally called MJ Mowing). We both had full-time jobs and started out with no idea about what was ahead—we were just keeping ourselves busy on the weekends by earning a little bit of extra money.

With a run-down mower and whipper snipper that would barely start, our first job was our neighbour's lawn. Eventually we were pushing the equipment up and down the street looking after nearly all of the lawns on our street!

From the start, I really enjoyed the positive impacts we were having on people lives through the little value-adds we provided. I soon realised that I had found something that was really fulfilling. While Jordan moved on to follow his own passions, I quit my studies and full-time job and dived straight into the business adventure.

Soon afterwards, I was mentored by an experienced landscaper, who wanted to help me succeed. He taught me as much as he could about the industry: mowing and looking after a lawn properly so that the grass can thrive; pruning trees correctly; managing hedges for their best growth; controlling weeds and pests; re-mulching and re-turfing; and many more skills. It was a terrific education.

After this informal apprenticeship I dedicated the next 12 months to experimenting and investing in the landscaping, gardening and lawn care business.

I fell in love with the community around me. I always would try to find a better way of getting the job done even if it was as simple a job as mowing a small strip of grass. I do not want to leave a client's property without achieving my job to 110%.

Since then, I have recruited and developed a team of highly skilled gardeners, landscaping and maintenance people who share my passion to exceed the expectations of our customers. We aim to expand our business by always delivering safe, sustainable and value-for-money operations.



## ► About MJ Landscapes and Maintenance

**MJ Landscapes and Maintenance—the cost-effective landscaping and garden maintenance service that cares for its customers**

MJ Landscapes and Maintenance is focused on always making your project our main priority. We have skilled team members and up-to-date equipment to service your account.

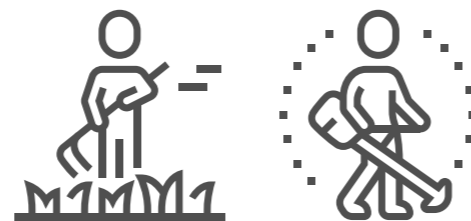
We have fully integrated quality, safety and environmental systems in place to provide a consistent service with minimum risks to the people and places where we work. We are fully-insured, licensed and bonded.

We service commercial properties, complexes and residential properties throughout the Queensland Gold Coast. Our hundreds of clients include individuals, body corporates, government and various commercial entities, including real estate agents.

Our core business is grounds maintenance and landscaping, including both hard and soft landscaping. We provide a complete, one-stop-shop solution.

We are a fast-growing business supplying a range of services to public and private sector customers.

## ► Our services



**GARDENING MAINTENANCE SERVICES**—Increasing the appeal of your property starts with the garden! We understand what is needed for a perfect-looking garden. Our landscaping and gardening services ensures you get the best from your property.



**LANDSCAPE DESIGN, CONSTRUCTION AND MAINTENANCE**—We provide the vision you want with the attention to detail that comes from a committed team. Our licensed landscape construction teams provide high quality outcomes at a value-for-money price.

**FACILITY GROUNDS MAINTENANCE**—We develop customised and value-for-money facility grounds maintenance programs to deliver what our clients need.

## ► Our vision & mission

Our aim is to provide a professional one-stop-shop service that fulfils our clients' needs and expectations, whilst delivering top quality work that represents good value for money, delivered within agreed timescales.

We are a cost-effective landscaping and maintenance service that cares for our staff and customers. Our core values are summed up in our three Cs.

**CARE**—We value our people and invest in their training so that they will go the extra mile and give that care to our customers.

**CUSTOMERS**—We want to deliver the highest customer satisfaction because we want you to keep using us and helping us to grow.

**COST**—We match a service plan with your budget so that you get value-for-money and so that your expectations are always met.



## ► We CARE for our people

MJ Landscapes and Maintenance ensures that all our team is fully trained, insured and policed checked before starting each major project! We guarantee our lawn mowing services will deliver to the quality and price we have promised.

### Choosing the best people

MJ Landscapes and Maintenance cares about its people and realises that our success comes from this people focus. Therefore we put a lot of effort into recruitment and training. Our team members' values match our own and because of this we have a low turnover of staff.

All our staff are fully trained in the duties they are undertaking. Our people all speak English. All our team members have passed a background check; are non-smokers and are monitored for drug use as part of our safety requirements. We make sure our staff maintain a good work-life balance.

### Providing opportunities

We employ skilled, enthusiastic and qualified staff and help them to reach their personal ambitions. We are an equal opportunity employer and offer opportunities to all people without discrimination.

Our staff are always encouraged and supported in learning new skills. We have opportunities for people to contribute to the company's success from apprentice level right through to management.

## ► We are CUSTOMER focused

### Residential and commercial customers

MJ Landscapes and Maintenance delivers safe, reliable and cost-effective landscaping services to hundreds of residential and commercial properties throughout the Brisbane and Gold Coast region.

## Twelve point customer pledge

Our customer service focus includes:

- **We care about our people and realise that our success comes from this**
- **We always make your project our main priority**
- **We strive to fulfil our clients' needs and expectations**
- **We deliver top quality work that represents good value for money**
- **We always deliver within agreed timescales**
- **We follow sustainability principles**
- **We offer employment opportunities to all people without discrimination**
- **We provide a complete, one-stop-shop solution**
- **We comply with all safety, quality & environmental requirements**
- **We provide clear and regular communication with clients**
- **We are always courteous with clients, tenants and members of the public**
- **We source our people and equipment locally**



## ► Clear COSTS and pricing

### Open and transparent costs

MJ Landscapes & Maintenance understands that cost is a big part of the buying decision. We are open and transparent about our pricing structure when we prepare our quotes.

We believe that by making our costs, expenses, and prices transparent we will earn the trust of our customers, employees, and community. We have nothing to hide and want to give our customers all the information they need to determine if we are the right fit for their landscaping project or maintenance.

### Standardised pricing

We have standardised pricing on all the services we perform. We strive to make our business financially-sustainable so that we can make a living and serve our customers far into the future.

### Providing value for money

We are not the lowest price in town nor are we the most expensive. We aim to provide the best value-for-money to our customers. We therefore are constantly looking for ways to improve our efficiency and provide additional benefits in order to give our customers the best value possible.

### Payment methods

We invoice clients or take credit cards and auto-pay. Online payments are accepted and supported by our enterprise-grade network.



Before



After

## ► Garden maintenance services

### GETTING THE MOST FROM YOUR PROPERTY

Increasing the appeal of your property starts with the garden! We understand what is needed for a perfect-looking garden. Our landscaping and gardening services ensure you get the best from your property.

MJ Landscapes & Maintenance delivers consistent and reliable landscape management and maintenance solutions. It does not matter how large or complex your property, we will tailor a value-for-money solution to meet your requirements.

Our highly committed and professional team strives to provide our clients with a high-quality service. Their attention-to-detail ensures that quality is maintained within budget expectations. Getting it right the first time means we get our work done efficiently.

### LAWN MOWING

MJ Landscapes & Maintenance offers residential, commercial and government mowing services. MJLM provides a professional team to service your account. We are efficient and see providing a top-quality service as our priority. We provide the full service—mowing, edging, blowing with all the clippings removed.

We service hundreds of residential properties throughout Brisbane and the Queensland Gold Coast. Our cost-effective service means you can use your valuable time on things you enjoy while we look after your lawns and garden.

### BROAD ACRE MOWING

We are experienced in maintaining and managing commercial landscapes and open spaces from native environments to highly manicured gardens. We cater for a diverse range of service requirements.

Our trained horticulturalists follow our efficient work processes to always deliver the services at the agreed quality, budget and times.

We provide our services efficiently by combining these efficient work processes, with up-to-date and well-maintained equipment.

Our team is fully trained, insured and policed-checked before starting your project! We guarantee our lawn mowing services will be as promised.

### TREE CARE

MJ Landscapes & Maintenance provides tree trimming and tree removal services (for trees up to seven metres in height). Our tree specialists aim to preserve trees and maximise their health while making sure property users are safe. Our aim with tree management is to create perfectly balanced and appealing areas.

We help you to manage your trees if they are getting out of hand. We remove all sorts of trees from seven metres down! If palm fronds are getting in your way; a tree is encroaching on pedestrian area; or a general clean up feel free to ask us!

We ensure all our team is fully trained, insured & policed checked before starting.

### GARDEN CARE

MJ Landscapes & Maintenance knows that increasing the appeal to your property starts at the garden! MJ Landscapes understand what is needed for a perfect-looking yard. Our gardening service ensures top quality work as our main priority, that can be for a maintenance program or simply a one-off visit to clean up your garden.

Services include:

- Garden care
- Lawn planting, repair and maintenance
- Weed control
- Trimming and pruning
- Hedging
- Planting
- Rubbish removal and site clearance
- Garden clean ups

Our team is fully trained, insured and policed checked before starting your project!





## ► Landscaping services

### PROVIDING THE VISION YOU WANT

MJ Landscapes & Maintenance provides the vision you want with the attention to detail that comes from a committed team. Our licensed landscape construction teams provide high quality outcomes at a value-for-money price.

### LANDSCAPE MANAGEMENT

MJ Landscapes & Maintenance delivers consistent and reliable landscape maintenance solutions.

Our experience in landscaping ensures we provide the vision you want with the attention to detail that comes from a committed team. Our licensed landscape construction teams provide high quality outcomes at a value-for-money price.

Our project managers coordinate all trades onsite to deliver the specialist aspects of every project. We take the project all the way from design to completion.

### LANDSCAPE DESIGN AND CONSTRUCTION

Our landscape design service combines attractive visual design with low long-term maintenance costs. We can make small improvements to parts of your garden or grounds or provide a complete site makeover or property upgrade.

Our landscape construction services cover both soft landscaping (softscaping) and hard landscaping (hardscaping). We can provide hardscaping services for parks, streetscapes, revegetation zones, stormwater drainage easements, and commercial developments.

MJ Landscapes has close relationships with local nurseries and suppliers to make sure you get the best quality and price available.

Our hardscaping construction services include a large range of project types:

- Children's equipment
- Turfing, synthetic grass and softfall
- Park furniture including sun shelters, barbecues, seating
- Retaining walls and fencing, pavers, concrete paths, edging, gates and bollards
- Irrigation systems and water features
- Garden bed installations—exotics and natives
- Bushland rehabilitation—stones, rocks, native plants

## ► Facility grounds maintenance services

### DELIVERING YOUR NEEDS

MJ Landscapes & Maintenance ensures that our clients' facilities are maintained and managed to their agreed expectations. We develop customised and value-for-money facility grounds maintenance programs to deliver what our clients need. They take into account all aspects of the location including the changing seasonal and environmental conditions.

Some of the grounds maintenance services we provide include:

- Street sweeping
- Water feature, lake and pond cleaning
- Pool cleaning and maintenance
- Lawn care and lawn maintenance
- BBQ cleaning
- Playground inspection and maintenance
- Timber preservation and staining
- Pressure washing and drain cleaning
- Graffiti removal

We monitor changes and issues that affect your property. We also will suggest ways to improve your sites' appearance and amenity.



Before



After



## ► How we deliver our services

### A CONSISTENT AND SYSTEMATIC APPROACH

MJ Landscapes & Maintenance's management system (quality, safety and environment) has been developed to assist our team achieve the aim of providing a professional one-stop-shop service that fulfils our clients' needs and expectations, whilst delivering top quality work that represents good value for money, delivered within agreed timescales.

The management system provides a consistent and systematic approach to:

- Delivering client projects
- Providing a safe place of work
- Minimising negative impacts to the environment and community

These are achieved by following our processes and procedures and a commitment to continuous improvement to ensure client satisfaction and compliance with all regulations and requirements.

### SAFETY

MJ Landscapes & Maintenance has a commitment to provide a safe, healthy and efficient place of work for all employees, sub-contractors, clients and the general public.

The management system is overseen by our managing director and the whole team is committed to maintaining standards of workplace safety.

Our safety management system is written in accordance with AS/NZS 4801: 2001—Occupational Health & Safety Management Systems.

### ENVIRONMENT

We are committed to sustainable gardening practices and implement a range of actions to minimise the environmental impact of our landscape designs. We are a member of Sustainable Gardening Australia's Green Gardening Professionals program.

Our environmental management system is written in accordance with AS/NZS ISO14001: 2004—Environmental Management Systems. Environmental responsibility is incorporated into all aspects of our procurement policies and service methodologies.

### QUALITY

We have adopted best-practice service delivery methods and we continuously monitor our delivery to these standards.

Our quality management system is written in accordance with AS/NZS ISO 9001: 2008—Quality Management Systems.

## ► Our performance

### What our clients say

We can put you in touch with many of our satisfied clients to hear first-hand what they think of us.

**"MJ landscapes took on a job no one else was interested in due the challenges it presented. The guys turned up and finished on time and committed to the quoted price with a great work ethic and sense of pride in their work."**

- Jonno L.

**"They are such a hard-working bunch of men who take pride in what they do. Nothing was too much trouble for them even when we changed something or added something extra at the last minute."**

- Jude P.

**"Great job and accommodating. Professional and affordable. Will have back on regular basis and would recommend highly to anyone."**

- Maria W.

**"The communication was great, they were punctual and went above and beyond to make sure we were happy."**

- Kellie M.

**"Great price, great communication and prompt. Will definitely be using in the future."**

- Ian G.

**"Proactiveness topped with professionalism."**

- Charlton C.

**"Brilliant work by your team. Bunch of professional guys and working with the right spirit!! Definitely recommend it."**

-Rish Z.

**"Professional, reliable and affordable. Service was exceptional and was able to complete the job in a timely manner."**

-Margaret E.

# ► Committed to sustainability

We believe that sustainability is key to the survival of the planet. By understanding the geology, climate, soils, plants and ecology of the places we work we can design, construct and maintain better landscapes.

We are a member of Sustainable Gardening Australia's Green Gardening Professionals program. We are committed to contributing to a sustainable future through the world of gardening.

## **WATER AND SOIL CONSERVATION**

Incorporate sustainability into landscape design to reduce its impact on the environment. We incorporate water conservation and soil preparation practices to protect plants and soil.

## **COMPOSTING AND MULCHING OF GREEN WASTE**

One of the most sustainable gardening practices is composting—recycling garden waste and lawn clippings to create organic fertilizer. Using composted or garden waste to mulch around plants saves water and waste removal costs.

## **GOING NATIVE**

Native plants are those plants that grow naturally in our region of Queensland. It's easier to grow and sustain these plants because they're already suited to the rainfall, soil and climate. Native plants require less effort and even less water to maintain and grow.

## **MINIMAL USE OF HERBICIDES**

Sensible use of chemical herbicides to control weeds and pests. Insecticides and pesticides are the last resort. Good plant and soil management come first.

## **HEDGING OVER FENCING**

Using plants as hedges instead of building walls or fencing reduces the amount of hard landscaping in a garden and improves the visual amenity.



## **MJ LANDSCAPES AND MAINTENANCE PTY LTD**

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