

# YOUR FEEDBACK

## 'They do the legwork'



Maintenance work for BP Australia.

Time is crucial for Bayside Australia, a Perth based company which provides around the-clock building and maintenance services for the commercial, industrial and retail sectors.

"We hire anything and everything from Kennards," project supervisor Markus Stockinger said.

"BP Australia is our major client, so we frequently hire Kennards' cherry pickers because safe and quality equipment is essential for that work.

"One of the things we like most about Kennards is they understand how urgently we might need something, and are prepared to go out of their way to help.

"If they don't have something immediately available, they will do the leg work until they have it for us."

Markus sent the following email to Tony Symons, Kennards' general manager in Western Australia: *"Just a short note from a very happy customer.*

*"I would like to congratulate you and your staff, in particular the guys over here in Perth – Branch Managers, Dave at Balcatta, James at Malaga, Chris at Midland and Steve at Rockingham.*

*"I have dealt with those guys for a long period of time and their co-operation, professionalism and willingness to assist even in difficult times is second to none."*

### Send us your feedback.

We welcome customers' feedback. If you would like to comment on Kennards' equipment, service or anything else, or if you have a photo of one of your jobs, please email [manellem@kennards.com.au](mailto:manellem@kennards.com.au)



A Kennards' scaffolding tower facilitates treatment of a luxury private jet.

## 'Helping us to fly high'

Mark Pettit and Tony Ockleshaw are used to dealing with the "rich and famous".

They head the Australasian operation of Permagard, an advanced paint and gel coat protection systems company.

Permagard specialises in the total protection of luxury jets, airlines, super yachts and very expensive cars inside and out.

Their customers include some of Australia's best-known business executives, many of the rich and famous, so when a job is scheduled, they demand top service with the scaffolding and elevating work platforms they hire.

"We used Kennards for the first time in Melbourne, where their Airport West branch is close to Tullamarine and the private jet hangar at Essendon Airport," Tony said.

"We were very impressed, not only with the equipment but just as much by the guys who delivered it.

"From the first phone call we made to when we completed the job, Kennards could not have been more helpful.

"They were just lovely, lovely people.

"Instead of someone dropping the gear off with a 'good luck fellers', we found

they were genuinely interested in what we were doing and keen to make sure everything was right for the job.

"That was our first experience, and since then, wherever we go, it's a similar story.

"The service is first class and, where instruction is needed in the use of machines, they are excellent."

Permagard values the fact that Kennards operates Australia-wide.

"From our perspective, using Kennards has been a great thing," Tony said.

"We know they have hire centres everywhere we work, whether it's Sydney, Brisbane, Melbourne, Adelaide or Perth."

Tony said the company treats and maintains many super yachts valued at well over \$20 million, private aircraft up to \$30 million and commercial aircraft up to \$80 million.

"To be able to do this effectively, we have had to choose our partners very carefully, ensuring the Permagard teams work in the safest most stable environments," he said.

"Kennards have proved to be our partner of choice...thank you for all the support."