



WELCOME TO

# STRATACARE

An intelligent approach to  
**building glass** for Strata Managers



At Express Glass, we believe the only way to service the Strata industry is to give you **what you need** - and the only way to do that is by listening to **what you have to say**.

We're in this  
for the long term  
and we want to take you with us.

So, we've developed an elegant solution to **building glass maintenance** for Strata Managers, **StrataCare**, and we're proud of what we've done.

“ Express Glass continually prove to strive for and achieve **high quality standards** and actively employ continual philosophies. ”

Peter Daly | Director

MASON & BROPHY STRATA MANAGEMENT



# Introducing StrataCare

## The industry solution to building glass maintenance

Our purpose-built program is designed to ensure everything works **when you need it to**. When you register for **StrataCare**, you can look forward to:

- ✓ A dedicated StrataCare Account Manager - or basically, direct access to your very own PA
- ✓ A dedicated StrataCare phone number – 02 9313 0555
- ✓ A dedicate StrataCare email – stratacare@expressglass.com.au
- ✓ A dedicated StrataCare portal – coming in 2018
- ✓ Fixed StrataCare pricing
- ✓ Real-time StrataCare email job updates
- ✓ Access to free technical advice
- ✓ Quarterly StrataCare newsletters
- ✓ Invitations to various, exclusive events with likeminded audiences
- ✓ Invitations to private industry education sessions



“ The absolute integrity of Express Glass makes our job easier - we can count on the quality of the workmanship and feel secure in the knowledge that they'll get the job done. ”

Daniel & Olivera Ferguson  
Managing Directors

STRATA PLUS



Not registered for  
StrataCare?

Register here now!



# Our Values

/ Communication

/ Passion

/ Make an impact

/ Selflessness

“ We’re well-known for being able to do things others can’t, and solving problems in the most efficient way. We design work methods that save time and ultimately reduce costs for our customers. ”

Adrian Grocott  
Managing Director

EXPRESS GLASS

# Express Glass

On top of everything StrataCare just mentioned, our promise is that we’re...

## EXPERIENCED

- Servicing the Strata industry for more than 30 years
- Residential and commercial buildings
- 'Hard-to-access' expertise
- Some of the largest property portfolios in the country
- Active platinum sponsors of the SCA

## ACCESSIBLE

- Head Office in Sydney
- Glaziers in your local area
- A great fit

## EQUIPPED

- Large or small glass repairs
- Enjoy fast turnaround times - we have cranes and cutting machines that other suppliers don't
- Window tinting and film
- Scratch removal and anti-graffiti options

## ASSURANCE GUARANTEED

- Workmanship guaranteed
- Fully accredited tradespeople (AGGA, AIP, Tradesmonitor, Iprolive, Cm3)
- We operate using the highest quality safety standards

## UNDERSTANDING

- You have liability considerations when engaging trades
- We're your ambassadors on site

## CONVENIENT

- We work with Insurance companies so you don't have to
- Real-time email updates on job progress

## AVAILABLE

- 24 hour emergency services
- 1 hour response times for emergencies
- 24/7/365
- 02 9313 0555



We aim to deliver the **most advanced solution** around, **StrataCare**, and to keep it that way, with constant refinement and improvements.

As a part of StrataCare, you can also enjoy...

## Our commitment to bringing you more in 2018...

/ More trucks

/ More glaziers

/ A new web portal for Strata Managers

/ Inclusive of a new online resource centre for Strata Managers

/ Inclusive of a job progress updates



## and more generally.

We're always looking for ways to better serve Strata.

Complex problems that no one else wants to take on? No matter what's around the next corner, we're ready to get your **job done**, Strata.



# STRATA, WHO ARE YOU GOING TO CALL?

**StrataCare**

**02 9313 0555**

[stratacare@expressglass.com.au](mailto:stratacare@expressglass.com.au)

[expressglass.com.au/stratacare](http://expressglass.com.au/stratacare)

