



Luminoso Electrical
& Plumbing services



Luminoso Electrical & Plumbing Services

COMPANY PROFILE

LUMINOSO COMPANY PROFILE

“For genuine and reliable compliance services”

Vision

To be the biggest and best electrical and plumbing company in Cape Town by 2023, servicing residential and commercial property and to be an established leader in the industry.

Mission

We aim to create a productive and efficient service for our clients, such that it compels our clients to only choose us for an excellent service and a high level of workmanship. We aim to create sustainable employment for skilled tradesman.

Company Values:

Reliability:

We are totally committed to fulfilling the promises we make to our clients/partners. We can be relied upon to provide the agreed product and service on time and according to specification.

Professionalism:

We believe that high standards of professionalism should be demonstrated at all times. This is lived out through the competence of our people.

Ethics:

We display high level of honesty, fairness and integrity in the way we conduct our business. Our business practices are in line with relevant legislation and agreements. We believe that ethical behaviour will give us an inner peace, better quality of life and will contribute towards our long-term survival and growth.

Sustainability:

By undertaking all our projects in a manner that ensures the protection of the environment, we demonstrate our commitment to being an environmentally conscious group.

Quality:

We are proud to produce work of high quality, within the programmed time, to standards greater than expected. We adopt the principle of “First Time Right” and are committed to on-going learning and will continuously improve our standards and processes.

Innovation:

In applying ingenuity, innovation and adaptability, we ensure our client’s needs are met and their expectations exceeded.

OUR SERVICES INCLUDE



1. **ELECTRICAL**

- ✓ Certificate of Compliance
- ✓ 24H emergency call-out service
- ✓ Fault finding
- ✓ Rewiring installation
- ✓ New installations
- ✓ Electrical alterations
- ✓ Prepaid meter installations
- ✓ Timer switch installation



2. **PLUMBING**

- ✓ Replacing burst geyser
- ✓ New geyser installations
- ✓ Plumbing maintenance
- ✓ Blocked drains & sinks
- ✓ Change of elements and thermostat
- ✓ Repair of leaks
- ✓ All plumbing repairs
- ✓ Plumbing certificate of compliance
- ✓ 24H emergency call-out service

The Certificate of Compliance (CoC) Process

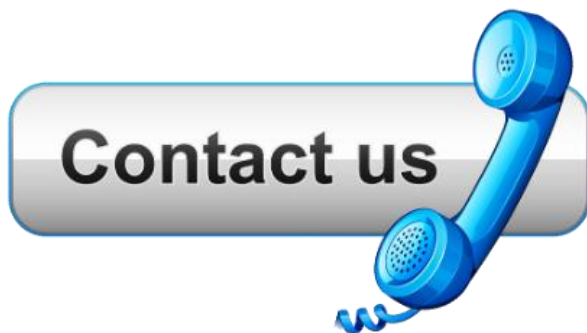
At Luminoso we specialise in certificate of compliance work. We do compliance testing and certification wiser and faster than the average service providers in the industry for we plan our jobs thoroughly before engaging. We understand that when one desires to sell their house they usually wish to close the deal faster and better. As such, we help clients sell their houses through careful management and our knowledge of the compliance industry.

Our teams have several years of experience in the industry and are always willing and ready to help sellers get a Certificate of Compliance (CoC) so that they can seal their property sales deal.

We offer various inspections but mainly specialize in electrical and plumbing certifications.

As a seller you are required by the law to provide a certificate of compliance for the property to be legally transferred to the buyer. At Luminoso we have made it simple for anyone to get a compliance certificate.

Contact Us



We recommend that you contact us as early as possible for us to get on with the inspection. Time is of essence and an early start always helps in cases where we discover repairs that require detailed work. As a seller, the state of your house affects its selling price. Have your electrical & plumbing in order by contacting us.

We have standard prices that beat competition. Our general inspection fee is only R450.

There are key items that are involved in issuing a certificate of compliance. Bigger properties have complex installations that can cause the inspection to be at times more costly, in such cases the services are charged per hour.

You may contact us using the following **phone numbers**:

- 065 857 0241
- 060 326 4289

You may also **email** us at info@luminosoelectrical.co.za or simply visit our website and fill the contact us form and we will get back to you.

You also may contact us on our business Whatsapp: 060 326 4289.

We are also on social media: Facebook @Luminoso & Instagram.

Service Booking



Call us to book an inspection date. We will come and inspect your property, after inspection we will send you a report of the work to be done or you will get your certificate if all passed. You simply give us a verbal instruction and we will raise a written quotation for the inspection which you will sign and we will begin the work.

We have made it a company policy to begin all work upon receipt of a signed instruction from the client, authorizing our quotation or approving it via email. This helps all parties to be clear of the scope of work to be done, the times of engagement and how it will be billed. Being organized is a virtue to both our clients and us.

When the quotation has been approved and details of engagement have been agreed upon we then send our teams with a manager for supervision. The role of our site managers is to ensure that all inspections have been done according to regulations and the scope of the work as assigned by the client. Normally our teams work in pairs to ensure quick turnaround time at minimal cost to the client. Our managers are aptly qualified and are registered with appropriate boards.

Job Preparation



At Luminoso we take job preparation seriously no matter the size of the job. Each job is planned and handled with diligence to ensure excellent results. We are passionate about property compliance and therefore are always looking at the best way of conducting our jobs to impress both the seller and the buyer.

There are various key factors we look into when preparing for our assignments. In addition, we identify for each assignment the non-negotiables. The non-negotiables might include

being green-compliant for clients that are particular about going green. Other common non-negotiables include Safety, Health and Environment issues which we never compromise on.

Preparation is what distinguishes us from our competitors. It always gives us success and enables us to do our job systematically. Preparation brings order and effective coordination amongst our team members as well as with our clients. Things that may seem simple such as job start time coordination or access to property can often turn out to be a nightmare if not planned for. Time is money – we are not pleased to bill clients for idle time for such extra costs can be avoided through careful planning and coordination with client.

The Luminoso team



We value our employees. We live on the motto or mantra that teaches – *do unto others as you would have them do unto you.*

We can assure you that when we are both on and off premises we adhere to labour laws. We reward fairly and have career progress paths for each of our staff. At Luminoso we do not just look at the short term but always plan ahead. With our vision of becoming the household name for compliance services in Western Cape, we know the secret to success lies within our employees.

Periodically we send staff for refresher courses and continuous education to ensure they deliver the best service to our clients. We have both on the job training as well as off-site training so that our services are always up to date with latest best practices and technologies.

We wear uniforms with our logos. This assures our clients that whenever they see a person from Luminoso at their workplace or home it means quality work is about to be produced. We always wear uniform on duty. Our staff wear name tags for easy identification on site.

We also wear appropriate industry apparel such as work-suits, overalls and safety shoes. We also comply with industry standards.

Liability insurance



Insurance is key in the compliance sector especially when it comes to electrical work and installations. We are insured for third party liability insurance, so that clients may have peace of mind with our work. We carefully sit down and select our insurance partners so that we may get the best value for our clients.

Our current insurance provider is OUTsurance insurance company limited, who have more than twenty years of experience in the industry. We chose OUTsurance due to their good reputation and proven track record to settle claims quickly. Our Policy number is:

OT32317092

Authenticity



We do not issue certificates for any price if things are not in order. We do authentic work. If all things are in order we issue certification, If they are not in order we write it on our report and if the client wishes to engage us to do the repairs then we gladly do so and issue certificate at no extra charge. We only report what is not compliant with the rules & regulations.

Non-negotiables



Please always ensure that all people, pets and animals have been moved to other rooms or areas of the premises when we carry out our work for health and safety reasons.

Although we are insured for third party liability yet we strongly believe prevention is always better than cure. We have a minimal harm and zero death policy wherein we seek to minimize accidents at working sites. We use quality material/parts from reputable leading suppliers.

Checklist



We do have our checklists from our industry and this covers all the usual inspections we are supposed to conduct and report on. Only when the inspection passes do we issue the official compliance certificate. Below are the checks we do on both the electrical and plumbing tests.

ELECTRICAL

- The Distribution Board (DB)
 - ✓ Is it labelled correctly
 - ✓ The correct-sized conductor links have been used
 - ✓ Earth leakage is working in order
 - ✓ Breaker's ratings are visible and have sufficient breaker protection

- Geyser
 - ✓ Has an accessible isolating switch
 - ✓ Water pipes are earthed and bonded
 - ✓ The cover is secure and has a gland

- Stove
 - ✓ Is cabled up correctly and has an accessible isolator

- Socket outlets, switches and light fittings
 - ✓ Are all secured and earthed
 - ✓ Socket outlets have shutters and are working in order
 - ✓ Light fittings are rated for their specific areas

- Satellite and TV antenna
 - ✓ Are earthed and bonded

- Fixed Appliances
 - ✓ The following: geyser, gate motor, garage door motor, extractor fans, ceiling fans, air-con units, water feature and any pump must be fitted with an isolator within 1.5m of the appliance.

- General
 - ✓ All conducive parts of the installation shall be bonded and earthed and be the same electrical potential as the supply authority earthing.
 - ✓ The correct cable size and colour has been used for the various applications
 - ✓ There is no exposed black and red house wire
 - ✓ No open joints or broken conduit

WATER COMPLIANCE CERTIFICATE

- ✓ The hot water cylinder is plumbed correctly.
- ✓ The pressure reducing valve (PRV) is of the correct value, vacuum breakers are correctly installed, emergency temperature pressure valve overflow installed with correct correctly sized copper pipe. All three overflows to be separately plumbed to the outside and where they can safely discharge
- ✓ None of the terminal water fittings leak and they are correctly fixed in position
- ✓ No storm water is discharged into the sewerage system
- ✓ The water meter registers when a tap is open and stops completely when no water is drawn. If there is no movement on the meter this points to a defect between the portable supply and grey water or plumbing
- ✓ The water pipes in the plumbing installation are properly saddled

End Processes



The whole engagement ends if the inspections reveal there are no problems. However, should faults be found, they will be included in the report. The client will then be given a quote on the extended scope of work.

Our material quotations are from major suppliers who have a good reputation in the industry. They offer quality products and material and among them are:

- Plumstead Electrical
- Plumblink
- R. G. Jacks Electrical Wholesalers

If the client is pleased to engage us after receiving the quote we then do the repairs after which we then issue the appropriate certificate of compliance.