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5/5 ★★★★★

**master
plumbers**



BT PLUMBING

Pty Ltd

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Quality & Professional Plumbing Services

SOUTH-EAST & MORNINGTON PENINSULA'S #1 TRUSTED
COMMERCIAL PROPERTY MANAGEMENT PLUMBING EXPERTS

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Letter from the director – Mitchell Bassett

Plumbing runs in my blood.

My grandfather was a plumber. Three of my uncles were plumbers. My brother's a plumber. You get the picture – I'm a plumber at heart.

In 2007, I was lucky enough to start working with John Tuck, a 4th generation plumber and owner of Tuck Plumbing – a respected name in the Melbourne commercial maintenance space since the 1980s.

John took me under his wing and taught me the real meaning of craftsmanship and customer service. He ran his business the old-school way, with pride, integrity, and genuine care for clients – and I absorbed every bit of it.

Over the next 13 years, I had the privilege of working alongside John and our long-standing clients, building relationships founded on trust, respect, and mutual loyalty.

When John decided to retire, he entrusted me to continue his legacy, and I took that responsibility to heart.

In 2020, I rebranded the business to BT Plumbing, marking a new chapter built on the same trusted values that have guided us for decades: reliability, professionalism, and customer care that goes beyond the call.

Everything we do at BT Plumbing is built on one simple principle that John taught me:

Customer service is everything.

Whether it's an emergency call-out or a long-term maintenance contract, we treat every property like it's our own and every client like they're part of the family.

I look forward to continuing that legacy – and building new relationships with property managers who value the same things we do:

Quality, reliability, and genuine service you can count on.

Sincerely,



Mitchell Bassett
Director // BT Plumbing



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Saving You Time & Money

We know that as a property manager, **YOUR TIME** and **YOUR CLIENT'S MONEY** are the two most important assets you manage.

You're busy as hell managing properties, landlords and tenants – and your clients are savvy investors who don't want to spend a dollar on anything they don't have to, so successfully managing the both of them can be an absolute nightmare!

But that's where we can help. As the Mornington Peninsula's #1 trusted plumbing specialist for commercial property managers, here are some examples of how we save you time and your clients money:

- **Fast response times:** Whether it's a blocked drain, burst pipe, or urgent repair, our team responds quickly so you're never left waiting.
- **One point of contact:** No chasing multiple trades. You deal directly with us, and we handle the rest.
- **Proactive communication:** Updates, photos, and completion reports delivered straight to your inbox, so you don't waste time chasing us up.
- **First-time fixes:** Our qualified team is trained to diagnose and solve issues properly the first time – reducing repeat callouts and wasted spend.
- **Transparent pricing:** No surprises. Clear quotes and detailed invoices mean you and your clients know exactly what's being spent and why.

Some of the property managers who trust our expert service:



Plus, many, many more...

Hear From Our Property Managers

**Stephen Fischl**

1 review



a day ago

NEW

As a property manager, I've worked with many trade services over the years, and BT Plumbing consistently stands out for their reliability, professionalism, and quality of work. They respond promptly to maintenance requests, communicate clearly, and always deliver efficient solutions for both tenants and landlords. Their team is courteous, well-organised, and take pride in their work — which makes my job a lot easier. I highly recommend BT Plumbing to anyone looking for a dependable and trustworthy plumbing contractor.

Stephen Fishchl // Associate Director // Aston Commercial

**Rebecca Tyler**

Local Guide · 55 reviews · 20 photos



4 days ago

NEW

Outstanding Service from BT Plumbing

I've been using Mitch and his team at BT Plumbing for several years now, both personally at home and professionally to assist my clients—and I honestly couldn't recommend them more highly. Their pricing is fair, they're excellent communicators, always prompt and reliable, and their reports are incredibly thorough, complete with photos that clearly explain the issues. The level of professionalism and care they bring to every job is exceptional. Thank you Mitch and the entire BT Plumbing team for your consistently excellent work!

Rebecca Tyler // Building Manager // Cambridge Management Services

**Lan Nguyen**

1 review



17 hours ago

NEW

Mitch from BT Plumbing is great to work with — super reliable and always goes the extra mile. He finishes the job when he says he will and is upfront and honest about everything. He's done heaps of jobs that I manage and always delivers top-quality work. Couldn't recommend him more!

Lan Nguyen // Commercial Asset Manager // Wilson Commercial



Our Expert Services

At BT Plumbing, we offer a full suite of plumbing services tailored specifically to meet the needs of commercial property managers, landlords, and facility teams. Whether it's urgent repairs, scheduled testing, or preventative maintenance – we've got it covered.

General Plumbing Maintenance: From leaking taps to faulty fixtures, we handle all general plumbing maintenance jobs quickly, cleanly, and with minimal disruption.

Gas Fitting & Installations: Licensed gas fitters for everything from appliance installations to leak detection and rectification – all done safely and to Aus standards.

Toilet & Urinal Plumbing: Fast, hygienic servicing and repairs of toilets and urinals to keep your amenities fully operational.

Hot Water System Installation & Repairs: We service, repair and replace electric, gas, and continuous flow systems to ensure reliable hot water supply for tenants.

Backflow Prevention Testing & Servicing: Testing and reporting for backflow prevention devices, giving peace of mind to both property managers and landlords.

Blocked Drains & Drain Cleaning: Equipped with CCTV drain cameras and high-pressure jetting gear to diagnose and clear blockages quickly – no guesswork.

Roof & Gutter Plumbing: Downpipes, gutters, flashings and roof leaks – we're your go-to team for keeping rainwater systems watertight and compliant.

Leak Detection & Repairs: We use advanced leak detection tools to pinpoint issues fast – saving time, water, and money.

Thermostatic Mixing Valves (TMV) Testing & Servicing: Scheduled testing for aged care, medical and commercial buildings to meet safety and compliance standards.

What Makes Us Different

1.

WE DON'T LEAVE YOU IN THE DARK:

As a property manager, you're already flat out as it is, so the last thing you need are more unnecessary headaches and hassles from a plumber who is unreliable, non-transparent and always leaving you in the dark. That's why seamless and transparent communication with our property managers is our #1 priority! This means you'll never have to follow us up or hunt us down to get updates on progress, to answer any queries, or to get confirmation on work orders sent. If you have questions, we the have answers.

2.

WE'RE RELIABLE WHEN OTHERS AREN'T:

Nothing is worse than unreliable trades. You book them in, they don't show up – or they turn up late, leave a mess, and give you vague answers that you then have to explain to your client. That's not just inconvenient – it reflects badly on you as the manager and damages trust with your tenants and landlords. Apologising to clients shouldn't be part of your day. We respect that we're representing you and your business – which means we're always professional, respectful and focused on tidy workmanship.

3.

DETAILED REPORTS:

We know how frustrating it is when you have to chase trades for updates, call tenants for more information, or try to explain vague plumber notes to landlords. That's why every job we complete comes with a comprehensive, easy-to-read report, so you know exactly what was done, what was found, and what's recommended next. This means less back-and-forth phone calls, fewer follow-ups, and faster approvals from your landlords.

4.

WE'RE PROBLEM SOLVERS:

We think like owners, not just tradesmen. So, you'll never hear "it just needs replacing" without a proper explanation. This means finding the most practical and cost-effective solution, not just the most convenient one for us. Whether it's a recurring leak, a drainage issue, or an old system on its last legs, we'll always give you honest advice, clear options, and transparent pricing.





Hear From Our Property Managers



Kerry Demos

Local Guide · 45 reviews · 7 photos



★★★★★ 5 days ago

NEW

Mitch Bassett and his team at BT Plumbing provide an outstanding service that is both reliable and efficient. They are excellent to deal with, offering fast turnaround times and a consistently helpful, can-do approach where nothing is ever too much trouble. Their workmanship is matched by their competitive rates, making them an exceptional choice for any plumbing needs. I would not hesitate to recommend BT Plumbing to anyone seeking professional, friendly, and cost-effective service.

Kerry Demos // Commercial OC Manager // OCV Management



Kerryn Keogh

1 review



★★★★★ 4 days ago

NEW

We use BT Plumbing to attend to our Real Estate Plumbing issues and are impressed with their promptness, professionalism and quality of work. Very happy to recommend. Jacobs & Lowe Real Estate

Kerryn Keogh // Commercial Portfolio Manager // Jacobs & Lowe Commercial



Luke Woollard

Local Guide · 14 reviews · 2 photos



★★★★★ Edited 4 days ago

PILOT body corporate's clients consistently receive excellent service from BT Plumbing. Their professional team arrives promptly with quality equipment and efficiently handles complex plumbing issues. They provide thorough, transparent reporting and fair pricing while maintaining clear communication throughout. Highly recommended for reliable plumbing services.

Luke Woollard // Director // Pilot Body Corporate



Our Simple 5-Step Process

We know how frustrating it is when trades go quiet after you send a work order. You're left wondering if they got it, when they're going, and what's happening – all while fielding calls from tenants and landlords.

That's why at BT Plumbing, we follow a simple but rock-solid 5-step communication and service process that keeps you, your tenants, and your landlords in the know.

STEP 1: WORK ORDER RECEIVED

As soon as your work order hits our inbox, it's tracked, prioritised, and logged into our system. You don't need to chase us up or wonder if it's been seen – we're already on it.

STEP 2: CONFIRMATION & TENANT COORDINATION

We respond straight away to confirm receipt of the job and advise when we'll be attending. If access is required, we'll reach out to the tenant directly to lock in a time – saving you the hassle of coordinating back and forth.

STEP 3: TENANT NOTIFICATION BEFORE ARRIVAL

We send the tenant a courtesy text or call 30 minutes before arriving. This not only keeps them informed but also helps reduce no-shows and access issues – saving time for everyone involved.

STEP 4: WORKS COMPLETED

Our experienced team attends site as scheduled, completes the works professionally, and treats the property with care. We tidy up after ourselves, take before/after photos where applicable, and ensure everything is left safe and functional.

STEP 5: REPORTING & INVOICING

If the job is urgent or involves additional issues, you'll receive a same-day update – including the invoice, a comprehensive job report, photos, and any quotes for further work if required. And for standard non-urgent jobs, all documentation is submitted within 48 hours, so you're never left in the dark or chasing up paperwork.



Our 8-Point Guarantee

1. One-Stop-Shop Solution

From emergency callouts to preventative maintenance and compliance reporting, we handle everything under one roof. We guarantee a complete end-to-end service that saves you hours of coordination and delivers seamless results.

2. Your Trusted Advisor

We want to be more than just a 'typical' plumber. That's why we strive to always act as a trusted advisor for our property managers, helping them with all things plumbing, to streamline their service for their landlords and tenants.

3. Like Our Own Home

In a commercial premise, wearing boot covers, not making a mess and cleaning up should be the industry standard. But sadly, this isn't the case. So, we're making this commitment to you with our 'Like Our Own Home' Guarantee.

4. Lines Open

Getting left in the dark is the last thing you need from your plumber when it comes to getting updates, answers and work order confirmations. Keeping the lines of communication open with our property managers is our #1 priority!

5. Solutions Over Excuses

We guarantee clear communication, realistic timelines, and practical solutions – not excuses. If an obstacle comes up, we own it and fix it, so you can keep your clients happy without having to chase us or cover for us.

6. Your Best Interest

We do what needs to be done to fix the problem properly with yours and your client's best interests in mind. That's why we guarantee to always give you the right solution without any sneaky 'ulterior' motive! No ifs or buts!

7. Hassle Free

Rather than add to the pile of headaches you deal with on a daily basis, we actually choose to have a strict no hassle, no friction, 'easy to do business with' policy, to just make your life a hell of a lot easier – this is our commitment to you!

8. Your Satisfaction

As a property manager, we're more than just a contractor, we're an extension of the overall service and value that you provide. That's why, we pride ourselves on delivering quality work that meets your standards, in fact, we even guarantee it!

Our Service Areas

BT Plumbing is dedicated to serving clients across the entire Mornington Peninsula region, from Portsea & Sorrento to Mount Eliza & Mornington and Flinders to Hastings & Somerville.

With convenient access to the Peninsula Link, our team also service suburbs South East of Melbourne including Frankston, Langwarrin, Carrum Downs, Seaford, Patterson Lakes, Cranbourne, Somerville, Hastings and more.

Please refer to our service area map to see if we will service your area.

If you require plumbing services within our service area, please don't hesitate to reach out. We are ready to assist you with your plumbing needs.





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