

Paul Keane

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Norman Park

We engaged the services of 1300 Locate to find a storm water main that so far had eluded us for quite some time. During what in the end was a successful hunt, I had the pleasure of working with a number of the team at various points along the way. The team kept me informed at all times on how things were progressing, especially when facing unplanned challenges. That last item was crucial to me in that while you cannot prevent issues, proactive communication is key.

The team were also obviously very good at what they do, took the time to explain things and were a pleasure to deal with. They also didn't want to give up and explored every avenue.

Tony deserves special mention. While I can't imagine our job was the largest to cross his path, not at one stage did I think we weren't a top priority. He was a driver in exploring every path to completing the job, was proactive and very helpful - even while he should have been resting up while ill.

With working with any service provider, overall I judge them on whether I would recommend them to my friends/family. In this case I would actively recommend 1300 Locate to anyone who needed such a service.