

Heating and cooling · KPI dashboard

17 1 Oct 2024 – 30 Sep 2026

Compare: previous 12 months

Service line: All

Technician: All

Overview

Jobs and technicians

Cash and data checks

Revenue ex GST

\$3.25M

▲ 6.3%
vs 12 months to Sep 2025

Jobs done

3,185

▲ 9.0%
vs 12 months to Sep 2025

Gross margin

48.5%

▲ 0.0 pts
vs 12 months to Sep 2025

Average job value

\$1,033

▼ 2.1%
vs 12 months to Sep 2025

Quote approval rate

46.7%

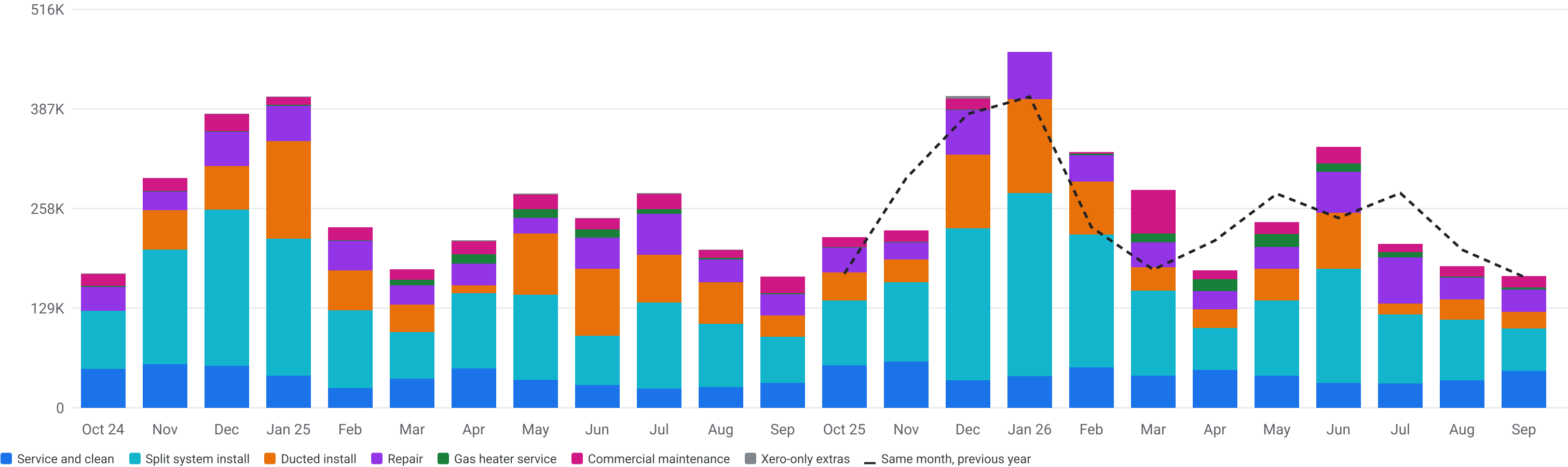
▼ 0.7 pts
vs 12 months to Sep 2025

Callback rate

3.7%

▲ 0.1 pts
vs 12 months to Sep 2025

Revenue ex GST by month and service line, 24 months (dashed: same month a year earlier)



Service lines, 24 months

Service line	Jobs	Revenue ex GST	Gross margin	GM %
Service and clean	3,050	991,532	642,872	64.8%
Split system install	690	2,714,625	1,158,505	42.7%
Ducted install	98	1,220,380	473,017	38.8%
Repair	1,110	867,591	431,359	49.7%
Gas heater service	720	127,492	73,039	57.3%
Commercial maintenance	440	377,320	274,207	72.7%

Year on year

Measure	To Sep 2025	To Sep 2026
Revenue ex GST	3,057,504	3,248,606
Jobs done	2,923	3,185
Visit hours	9,064	9,828
Quotes decided	1,312	1,381
Quotes approved	622	645
Callbacks	105	117

Visit hours

9,828

 8.4%

vs 12 months to Sep 2025

Technician-months over 100%

37

at 30 Sep 2026

Quotes awaiting response

13

at 30 Sep 2026

Callbacks, 24 months

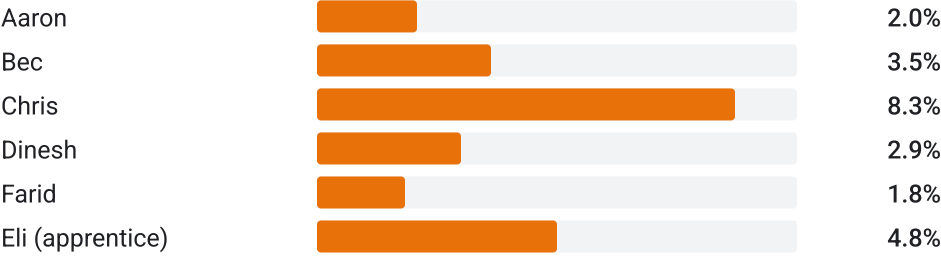
222

at 30 Sep 2026

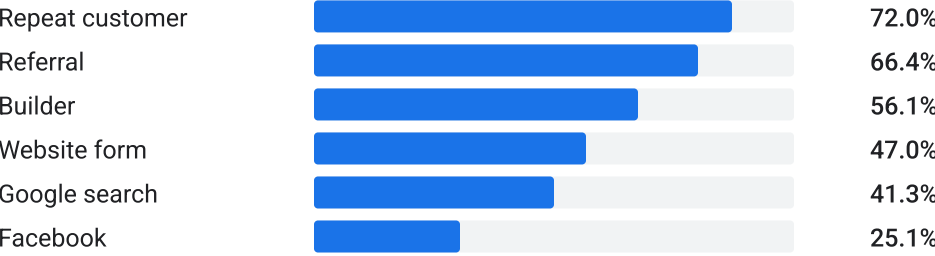
Utilisation by technician and month (% of contract hours; orange = overtime)

	Oct 24	Nov	Dec	Jan 25	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct 25	Nov	Dec	Jan 26	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Aaron	69	98	106	102	93	58	68	106	70	66	63	26	77	78	104	112	109	96	75	75	96	58	90	78
Bec	85	108	108	103	88	60	68	80	60	114	51	53	83	84	101	115	104	101	60	86	82	62	80	48
Chris	71	115	110	110	72	55	69	56	50	79	74	59	88	96	108	105	111	103	61	70	75	86	55	61
Dinesh	44	91	108	115	58	72	81	83	79	72	83	66	90	93	108	115	108	96	82	107	107	88	50	64
Farid	73	100	107	103	69	97	98	83	104	77	62	52	69	101	101	114	104	107	88	100	112	67	41	72
Eli (apprentice)	63	63	67	67	49	46	68	65	55	45	60	28	49	50	67	67	66	68	67	57	68	57	38	40

Callback rate by technician



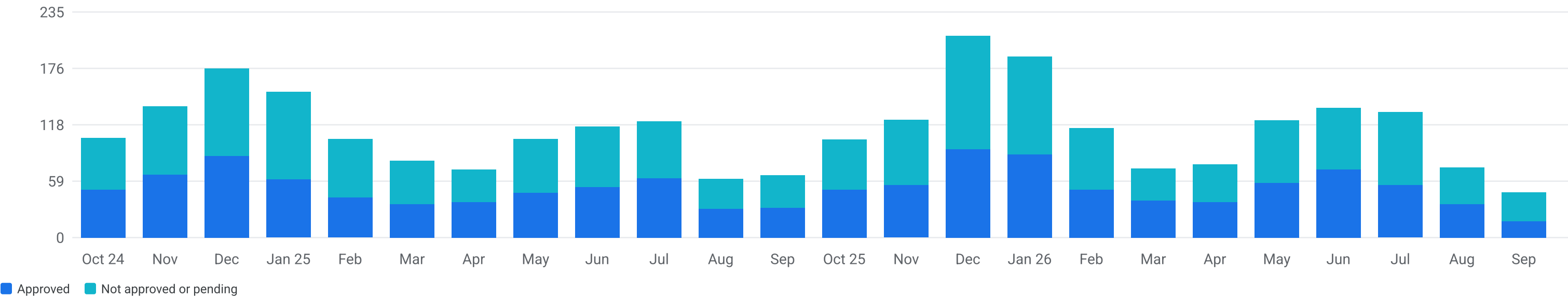
Quote approval rate by lead source



Revenue per visit hour by technician



Quotes sent and approved by month sent



Debtors

\$84,769

at 30 Sep 2026

Overdue

\$13,296

at 30 Sep 2026

Days to pay, residential

5.1

at 30 Sep 2026

Days to pay, commercial

33.5

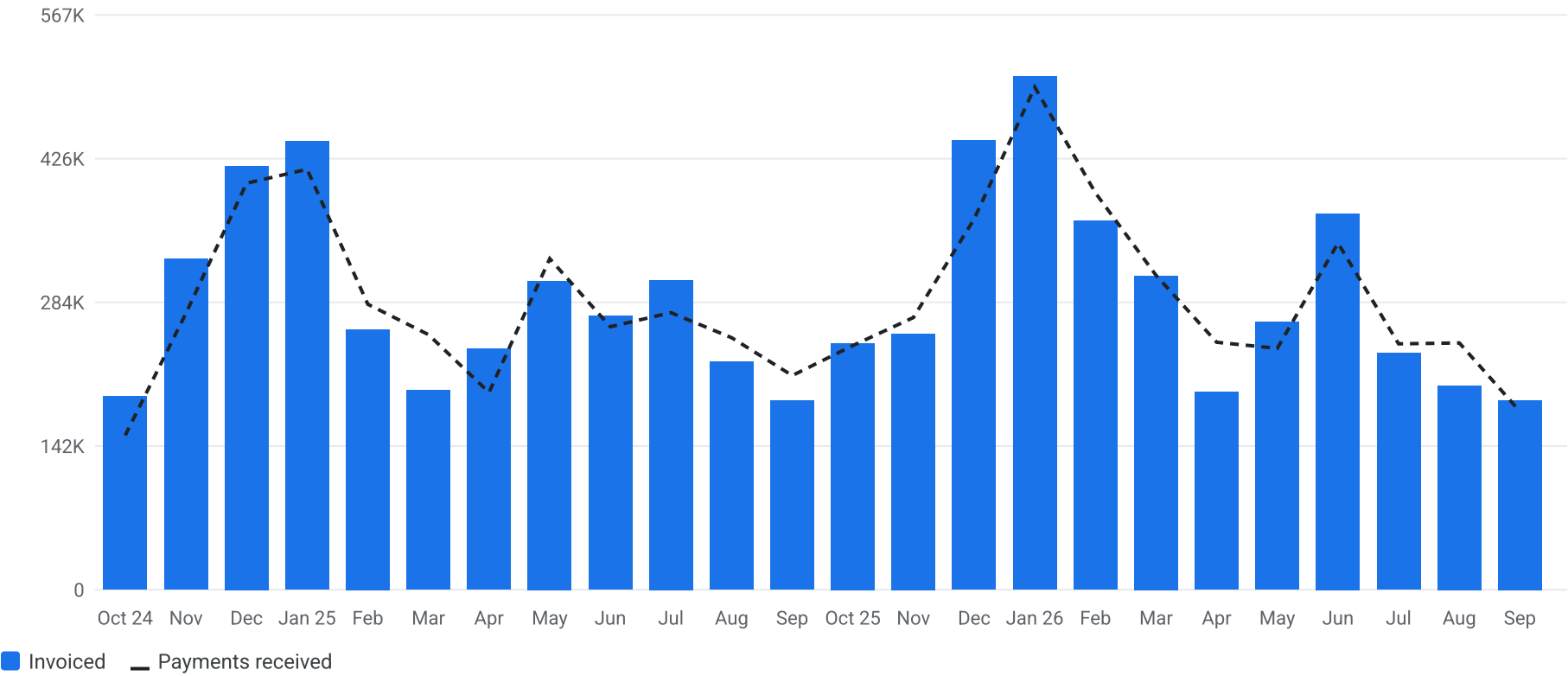
at 30 Sep 2026

Jobs not invoiced after 14 days

35

at 30 Sep 2026

Invoiced (incl GST) and payments received by month



Debtors ageing at 30 Sep 2026

Not yet due		\$71,472
1-30 days		\$7,476
31-60 days		\$2,068
61-90 days		\$2,156
90+ days		\$1,597

Largest overdue balances

Contact	Overdue	Days
Kew Aged Care	2,012.45	101
Docklands Co-working	1,914.00	122
Sunshine Warehouse	1,894.20	70
Ethan Clarke	1,672.00	2
Brighton Dental	1,078.00	4
Northcote Bowls Club	831.60	7

Data check: Jobber invoices against Xero

Status	Invoices	What happens
Matched	5,995	Counted
Amount differs	17	Xero amount used; -1,620.00 difference listed
Not in Xero	26	Sync failed: 40,434.50 missing from revenue
Xero only	35	Contracts and extras, counted
Voided duplicate	11	Excluded

Completed, not invoiced after 14 days (largest 12 of 35)

Job #	Service line	Technician	Completed	Days	Jobber total
J8095	Split system install	Eli (apprentice)	2025-08-01	425	6,900.00
J8337	Split system install	Bec	2025-06-16	471	5,600.00
J8493	Split system install	Farid	2024-12-24	645	4,300.00
J8539	Split system install	Eli (apprentice)	2024-11-11	688	3,450.00
J8364	Split system install	Bec	2026-02-02	240	2,990.00
J8287	Split system install	Aaron	2026-02-13	229	2,990.00
J9235	Repair	Dinesh	2026-01-27	246	1,128.50
J9460	Repair	Chris	2025-05-09	509	877.00
J8998	Repair	Chris	2026-01-29	244	809.00
J13713	Commercial maintenance	Chris	2025-10-28	337	760.00
J12162	Service and clean	Aaron	2026-06-23	99	567.00
J13841	Commercial maintenance	Bec	2026-03-03	211	520.00