

Brisbane Gateway Resort



Brisbane Gateway Resort is a popular holiday park located in Rochedale QLD at the southern gateway to Brisbane. The park is rated four and a half stars by Star Ratings Australia and industry accredited by the Caravan Industry of Australia. Holiday and short-stay accommodation includes cabins in one, two and three bedroom family layouts, caravan and camping sites are also available for touring vans, motorhomes, campervans and camper trailers. Resort facilities include a beautiful swimming pool, tennis court, playground, guest lounge and barbeque areas.

Whether staying in a self-contained holiday home or bringing their own caravan or motor home, guests who share a common love of the great outdoors desire a relaxed, natural experience whilst being close to the city and transport options. Everyone enjoys quality, space, freedom and comfort and so everything needs to be well maintained. Many of the guests are repeat visitors and Brisbane Gateway Resort is currently ranked 5th (and with the highest "thumbs up" ranking of 96%) on Trip Advisor out of over 100 specialty lodging properties listed in Brisbane. MEX has been used for many years to help maintain and present the property in a manner which is expected by these special guests.



How the MEX Maintenance Software is used?

MEX is used to register and track equipment, develop and administer routine maintenance programs, manage unscheduled maintenance and prioritise maintenance service requests generated from operations, front office, housekeeping and guest feedback. Every asset from buildings, utilities infrastructure, machinery and equipment, vehicles, accommodation cabins and all serviceable appliances within such as fridges, air-conditioning, and heat pumps are recorded on MEX according to area and asset type.

Where practical, maintenance is programmed and prioritized against these assets or groups of assets and work history is recorded for future reference. MEX also assists with scheduling work associated with external contractors, projects, risk and environmental management plans. The MEX Request system is used so staff can enter maintenance requests via the intranet and more recently MEX Mobile has been implemented in order to provide more efficiency and freedom for maintenance staff using iPad and iPhone apps over the resort's wireless private network and via the internet.

Benefits from using MEX

Similar to the way in which our property management systems helps us manage reservations and in-house stays

"MEX has helped us to manage our maintenance in a more sophisticated yet practical way than the maintenance modules available within our property management system could ever allow."

In our industry it is often said that large caravan parks operate like mini cities and maintenance and compliance requirements can be diverse and difficult to co-ordinate and manage. Without a dedicated maintenance system like MEX, managing our facilities and assets would be so much harder to do.



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