

Built on relationships, grown through trust

The Rowson's Plumbing Services story began in 1998 when Neil Rowson, after more than 20 years in the plumbing industry, established his own business to provide commercial clients with the high level of service he believed they deserved. Starting with a single commercial client, the business grew rapidly and, within just three months, Neil had employed four people.



Today, Rowson's Plumbing Services is an award-winning commercial plumbing maintenance contractor servicing a diverse portfolio of commercial, industrial, retail and government clients throughout Perth and the metropolitan area. Specialising in reactive maintenance, preventative maintenance and compliance services, the business has built a reputation for reliability, quality workmanship and long-term client relationships.

Staying true to core principles

Rowson's has always believed in being reliable, doing the job properly and looking after its clients. Those principles are just as important today as they were when Neil established the business.

As Neil says, "We've grown without losing that family business approach. Plumbing has changed a lot since I started, but the basics haven't. Quality workmanship, trust and strong relationships are still the foundation of our business."

Commercial clients now expect faster response times, detailed reporting, strong communication and high safety standards. Rowson's has continued to invest in technology, systems and processes to meet these expectations while maintaining the personalised service the business has become known for.

"We focus on the whole service experience, not just the plumbing repair itself," says Neil.

The people side of the business



Although the business has grown substantially, Rowson's remains a family business at heart. Teamwork, mutual support and pride in a job well done define the company's culture. The aim is to create an environment where people feel respected, supported and encouraged to build long-term careers.

Training and developing apprentices has always been a priority because they are the future of both the business and the plumbing industry.

Professionalism and industry recognition

Rowson's Plumbing Services is proud to be a member of the Master Plumbers and Gasfitters Association of Western Australia, aligning with an organisation that promotes professionalism, training, industry best practice and the highest standards of workmanship.

Membership reflects the company's commitment to quality, accountability and continuous improvement while supporting the long-term future of the plumbing industry.



Neil is proud of the business he and his family have built but is quick to acknowledge that its success is a team effort. The dedication of the plumbers, apprentices, supervisors and administration team has contributed to numerous industry awards and accolades over the past decade, including **Excellence in Commercial Maintenance Plumbing and Gas** in 2023 and **Commercial Maintenance Plumbing and Gas Business of the Year** in 2025.

Looking to the future

With three generations of the Rowson family now involved in the business, the focus remains on sustainable growth while maintaining the service quality, culture and values that have underpinned the business since 1998.

Looking ahead, Rowson's will continue investing in its people, apprentices and technology while adapting to the evolving needs of the commercial plumbing industry.



As Neil reflects, "We've always believed that if you look after your people, look after your clients and never compromise on quality, the business will continue to grow. That's what got us here, and that's what will take us into the future."