

**N. Gervais Cleaning
Service Information
Booklet. 2021**



Please note some of our services have been reduced in accordance to covid government legislations.

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January 2021

Information purposes:

Dear Service user.

Please read through this Information Booklet, this is a basic overview of the services we provide.

Overtime some of our services relevant to you may change.

About us.

We are a specialised cleaning service providing a bespoke service for our Customers/Clients and service users since 2000. We are an online service, serving the communities nationwide.

We are a service that deals with social issues, such as preventing evictions, prohibition orders and much more.

Working on behalf of the General Public, Local Authorities, Adult Social Services, The NHS, OT, Discharge Team, Law Firms and Non-profit organisations. We are contracted by Private Landlords, Housing Associations, and the local council. We cater for all situations. Re-Sale/Restoration, Biohazard, Needle Sweeps, specialising in De-cluttering and Hoard Restoration, Crime Scene & Trauma Restoration and much more please read further or ask for details.

Free no obligation quote & risk assessment:

Once you contact us: 1-2 Xtreme Team Coordinators will visit the property to do a risk assessment also gathering information on the type of clean that will be required. This is done during the free quotation. This will also give you the opportunity to ask question on the type of clean needed.

We use categories of levels from 1-5 which consist of de-cluttering, Hoarding and Biohazard to determine an accurate price. (Determined on the type of clean or service needed) This alongside picture evidence for a quoted estimate to be established. Xtreme Team members only gather information. Which is then sent to the relevant team who will process the information which is used to generate an estimated quote.

Once the information given is processed you will then receive an estimated quotation from our Accounts Team.

The Customer/Client or next of Kin or Support worker will receive a complete breakdown of cost and equipment, cleaning specification and plan of action detailing the estimated time the clean will take explaining what type of clean it is.

A provisional date, which is the provisional day services will take place. Once you have accepted the estimated quote clean/services, a deposit of 50% of the overall is required or payment in full

How our Xtreme Team was formed:

Our Xtreme Team was formed in 2007 after numerous requests for house clearance. "Having worked within the Care Sector for over 15 years hoarding was common practice amongst the elderly" it is now established that the age of Compulsive Hoarding has become younger over the years.

We are now dealing with generation hoarders, children of hoarders.

N.G recognised the signs of hoarding and the downside. As we provided a domestic service, we have jobs to clean out properties where the occupant has passed away. Majority of the time the occupier had passed way amongst their hoard. This is the sad fact. We as a service would rather help before it gets to that stage and formed the Xtreme Team. We realised that Hoarding was not just a personal issue it is also a social issue. Majority of our Xtreme Team Members have worked or work within the Care Sector.

We have a professional approach having empathy, understanding and compassion for the person we are helping. Most importantly a non-judgemental attitude.

Most Hoarders live in isolation, making it extremely hard to trust anyone. The Xtreme Team believe in building trust and a long-lasting relationship providing **After Care** once the clean has been completed. Which can range from **2-6 months first 2 months free** (Please ask for

details) **Please note:** Due to pandemic this service may be reduced.

This helps the service user not to fall back into bad habits.

We have found it works. We can also offer this service for declutter cleans free for a period of 1 months, after 1 month this is available for £20.00 per hour, min 2 hour per visit. This service is only provided for clients on state benefit living within the Birmingham area. Private/other clients & customer is, the cost for aftercare varies on the area & mileage outside of the Birmingham area.

Aftercare consists of 1-2 Team Members: 2 Team Members 1hour= 2 hours per visit to maintain clean. This is generally available between 4-6 weeks after clean is completed.

Please note due to covid home visits, are reduced or not available at the time of service.

1-2 members will visit your property to establish cleaning needs. If you are maintaining your clean you will be given the option to continue with the aftercare after the 2-month period. Please see Terms & Conditions.

We generally work with, Service Users, Support Workers/Social Services or we encourage the Service User to seek professional support such as counselling. We also refer clients if they wish, on to non-profit

organisations/local authorities that deal specifically with hoarding issues. So, there is support after a clean is completed. This is especially important; we encourage through our services or other third-party services.

What are the Levels of cleans and what do the Levels 1-5 mean?

To ensure you receive the service you need, we establish a level of 1-5. Each level establishes an overview of the condition of the property. Each level has an av a rate per hour.

Level 1 = Untidy, moderate slight clutter. Floor visible, rooms used for their intended purpose.

Fire risk: Low: Window's, doors ways walkways, stairs and exits are clear.

Level 2 = Visibly untidy, low volume of apparent clutter, unorganised, Floor visible rooms used for their intended purpose. May experience, pest/rodent infestation.

Fire risk: Low- medium: Window's, doors ways walkways, stairs and exits are getting cluttered.

Level 3 = Visibly untidy, medium- high volume of clutter very apparent, walkways, stairs, hallways, rooms unorganised, clutter very apparent this can include domestic debris. Room/s may not be used for its

intended purpose, or walkways not clear, having to step, over or on items on the floor. Fire hazard exits may not be clear. May not have hot running water or heating. May have pest/rodent infestation. Cause for concern for occupant's wellbeing. Considerably basic living conditions.

Fire risk: medium-high: Window's, doors ways walkways, stairs and exits are cluttered and may not be accessible.

Level 4 = High volume of clutter very apparent, walkways, stairs hallways, rooms unorganised, clutter very apparent this can include domestic debris. Room/s inaccessible not being used for the intended purpose. Over 4-5ft or more compacted clutter. May not be able to utilise basic facilities or use basic facilities such as the kitchen and bathroom. Debris organic, breakdown. Biohazard maybe apparent. May have pest/rodent infestation. Cause for concern for occupant's wellbeing. Property not fit/ living conditions.

Level 5 = Extremely high volume of clutter, walkways, stairs hallways un-walkable, rooms inaccessible very unorganised, clutter very apparent this can include domestic debris. Room/s inaccessible not used for their intended purpose. Over 5ft or more compacted clutter. May not be able to utilise basic facilities, i.e.: Bathroom & Kitchen. May not have Heating, hot water or electricity. Debris breakdown. Biohazard maybe apparent. May have rodent infestation. Cause for

concern for occupant's wellbeing. Property not fit/living conditions.

Biohazard may be apparent in all cleans this will be added to the breakdown of the estimated quote.

Hourly rate	Declutter/hoard/clean	Bio-hazard
Level 1	20-25	25-30
Level 2	25-30	35-40
Level 3	30-35	45-50
Level 4	35-40	55-60
Level 5	45-50	65-75

Price guide:

Prices may vary due to nature of the service being provided.

Hourly rate: Per Team Member.

Hours daily: Min/2hrs/ max 5hrs

We use a daily rate based on each level 1-5 and if a bio-hazard exists. Bio-hazard includes removal of waste.

This does not include hiring of skips or equipment needed.

Specialised services we provide:

- Decluttering Service
- Hoard clean up service
- Garden hoard clean
- Bio-hazard cleaning
- Professional kitchen hygiene cleans (for food rating schemes)
- Professional residential care home cleans.
- Packing service
- Re-sale House Restoration
- De-contamination cleaning
- Crime & Trauma Removal and restoration cleaning
- Needle Removal/Sweep
- Bio-hazard Thermal Fogging
- Bio-hazard removal
- Professional Needle sweep

General services we provide:

- Commercial Contract cleaning
- Domestic cleaning
- Professional End of Tenancy cleaning
- Oven cleaning
- Carpet cleaning
- One off deep cleaning

We are registered Waste Carriers, DBS checked, Public Liability & Employee Liability. Please note: Due to covid we will only be providing skips.

De-cluttering Services:

Are part of the clean-up operation helping to establish what you need from what you do not need. The Xtreme Team will take the time to help you sort through your belongings nothing is thrown away without your consent you have full control. This is to help reduce the volume of belongings and re-organise, giving your belongings a home. Making the environment safe, especially for vulnerable clients that are not steady on their feet or have reduced mobility.

Restoration Resale Cleaning for Domestic Residence & Commercial:

A Restoration clean for a domestic premise comes in many different categories such as: Resale/Re-letting of a property this consists of removal of all unwanted items within the property except fixtures and fittings, unless specified.

The property is stripped backed to the original floorboards or original flooring in the property.

This is to create a blank canvas.

Once this is done the property will undergo a complete de-contamination clean, expertly ridding the property of any traces of previous hazards or occupancy. This is an in depth clean throughout the property. Disinfecting all areas to complete decontamination of the whole property. Leaving the property hygienically cleaned.

This type of clean may require skip hire, van removal hire to enable all items left in the property to be

disposed of legally. This includes bulky items. This includes fridge/freezers which are charged individually. Each property will undergo an assessment to determine type of clean which is then quoted for accordingly. The property will be cleaned to a high standard, structural damage, damp proofing or building works of any type are not included in the Estimated Quote. We use reputable third-party contractors if building works are needed. (This may depend on the area & subject to availability)

A certified Gas Safe Engineer if required can cap or turn off the Gas Supply for any gas appliances that may require removing such as a gas cooker or gas fire this is normally recommend for older properties or properties that have not had regular Gas Safety Checks.

Heating systems can be drained at your request for insurance purposes including turning off the water and electricity. (This may depend on the area)

The property can also be whitewashed to give a fresh look adding extra appeal. Using neutral colours such magnolia/white. All woodwork within the property can be re-painted if requested.

Please note: We do not strip wallpaper or re-wallpaper. Painting ceilings are not included unless requested which incur additional costs.

Professional Deep Clean:

This type of clean consist of decluttering and removal of unwanted items, decontamination cleaning to restore the property to a good hygienic standard of clean. This can also include white washing the property if request. Please ask for details.

Domestic debris & Clinical waste removal:

We are registered waste carriers. We can remove all types of rubbish unsalvageable goods and bulky items. This includes clinical waste.

We will bag your waste, load, and off load. Due to a location of property, we may store the rubbish on site until cleaning services are ready to begin.

We recycle and treat all waste accordingly. In some instances, we may use third party services.

Please note due to Covid 19 waste removal to council tips are delayed. Reducing this service.

Skip use: We can also hire a skip on your behalf if required. You can provide your own skip also. Rubbish will be bagged and loaded into skip.

All cleans are personally put together for your individual needs!

Payment Scheme.

We introduced this because we found Clients that really needed our specialised cleans, especially those facing eviction or court action or prohibition orders, often cannot afford to pay for the cleaning services up front.

Most cleaning services that provide similar services expect full payment before a clean or services commences.

This is a non-interest free payment plan based on your circumstances. This is not a loan but re-payment for services rendered. Payment plans re-payments are

depending on prices quoted or final invoice. Time scale can range from 6 months to 18 months. Payment plans are subject to our Terms and Conditions.

Estimated quotes: By an assessment based on the areas cleans are required and what type of clean is needed. All our assessments are documented. We use photographic or video images to determine the level of clean needed. All documented images collected are confidential. This is then passed to the accounts team. Based on a level from 1-5 costing is determined. Costs are also based on the number of team members needed for each project Each team member represents 1 hour.

Questions we are asked:

- **Q. Can I be there for a declutter or Hoard clean?**
- **A.** Yes, we encourage you to be there only in some circumstances will you need to vacate the premises depending on the hazard or type of clean established.
- **Q. This service is not for me, how do I book you to come out on their behalf?**
- **A.** You will need to email the service or call giving the details of the person, please be aware we cannot do an assessment if the person in question is not aware you have contacted us.

- **Q. What is the assessment for and what do you do during the assessment?**
- **A.** Our Xtreme Coordinators will book a convenient time to visit the property. This is to establish the type of clean and services needed, to establish any biohazards within the property and to also make sure the property is structurally sound for the team to work in. This is also the opportunity to meet the person in question to assure by answering any questions they may have. This is also when we document the property to establish via pictures and video footage the levels 1-5
- **Q. can you give me a price after you have assessed the property?**
- **A.** No this is the job for the accounts team; it is their job to review the video footage provided and read the report submitted by the Coordinators, who have assessed the property.
- **Q. How long do I have to wait for the estimated quote?**
- **A.** We try to get the estimated quote out to you within 3-4 days there are times it can take 5-7 days.
- **Q. I don't want my neighbours to know who you are or why you are here. What if some asks or sees your van?**
- **A.** We try to be as discreet as possible, our vans are unmarked plain white vans, no logos or signage. We will never discuss your situation with anyone, confidentiality is paramount.

Neighbours do tend to be curious and want to know what's going on. If asked we politely let them know it is private and confidential. In all honesty most neighbours are aware there is something going on.

- **Q. will you turn up like looking like something out of a CSI programme?**
- **A.** No we only wear whites if there is a major biohazard such as blood. We tend to wear blue suits to protect our clothing and reduce cross contamination.
- **Q. will you throw everything away?**
- **A.** No we will help you to de-clutter and re-organise, giving everything a home what is not needed, that is in a good condition can be donated to a charity of your choice. If items are contaminated or deemed unsalvageable, items will be disposed of in the correct lawful way.
- **Q. Do you sell what I don't want or need?**
- **A.** No this is against company policy.
- **Q. will you take away the rubbish?**
- **A.** Yes, we are registered waste carriers. There is a separate set fee added to the estimated quote. You can also arrange for your waste to be taken away if that's what you require. **Due to covid subject to availability.**
- **Q. what if I need a skip will you provide one?**
- **A.** We can provide a skip on your behalf, if you require. You can also provide your own. Where will dispose of the rubbish on your behalf.

We advise it is cheaper to order your own skip directly. Please be aware depending on the volume of rubbish or bulky items to throw away. You may require multiple skips.

- **Q. I have no electricity or gas or running water will you still clean?**
- **A.** Yes, we are prepared for most circumstances. Once clean is completed we will contact the relevant services for you (if required) if there is no running water, we will provide water to clean. We can provide 5 ltr bottles this may incur additional costs.
- **Q. Why is my clean deemed a biohazard?**
- **A.** If your clean is a biohazard that means when the property was assessed we have found the following: Human or animal faeces', Sanitary products, urine, blood or any other bodily fluids or dead animals/rodents or needles within the property.
- **Q. Who pays for the clean?**
- **A.** It is the responsibility of the Tenant or Homeowner or third-party contact to arrange payment for the clean.
- **Q. What if I cannot afford it.**
- **A.** We require a 50% deposit to start the clean, we can offer a payment plan, to pay an affordable amount monthly until payment is made. Please note you must be in receipt of some sort of state benefits that is classed as your only income.

- **Q. Do I pay interest, is it a loan and how is it paid back.**
- **A.** No it is not a loan it is a payment of services rendered. We can arrange automated invoice payments, standing orders and BACS payments directly into our bank account. For your convenience, a monthly invoice can be sent directly to your nominated email address, this is a third-party service, this incurs a Fee of 2.75% of the overall amount is added to the overall amount of the invoice.
- **Q. Do other cleaning services have a payment plan?**
- **A.** No, in general other cleaning services expect the full payment before cleaning commences.
- **Q. What do you do during the aftercare?**
- **A.** We will visit you once a month (subject to availability) to help you maintain the clean. This service is provided for free for the first month. We take this opportunity to see how you are doing, see how you are coping maintaining your clean. If needed, we will provide domestic cleaning to help you maintain your home. Regular domestic services are a separate service. This is only provided for clients that are deemed vulnerable. Please ask for details.
- **Q. How long does a clean take?**
- **A.** Depending on the nature of the clean, timescale is estimated depending on the service we are providing: Example a hoard clean up where a property is full (see levels) may take 7-

8 working days. The estimated time scale will be provided within the estimated quote. You will always be notified of any additional hours before they commence.

- **Q. How long after the assessment will the clean take place?**

- **A.** Once assessment is done a provisional date will be offered or made available on the actual estimated quote. The estimated quote is valid for 30 days after the assessment.

Once the required deposit has been received this confirms your provisional date to a confirmed date. Dates to commence cleaning also depend on availability.

- **Q. Why are these cleans & services so expensive?**

A. This type of specialised cleans and services take a lot of time, energy, organisation, sheer hard work and manpower. Majority of these cleans & services cannot be done in one day. Teams must be formed on ability, to perform the best service possible. Teams consist of two members. Additional team members are added to lower the days needed. Depending on how big the service we need to provide.

Each team member represents an hour, in other words if you are quoted: 2 team members at 6 hours each per day, amounts to 12 hours for the day.

The service provided is as individual as the person. Equipment used is not the average cleaning products you find in a local supermarket. We also must insure on we have and wear the correct PPE.

Q. What if I cannot afford the services at all?

A. Unfortunately we will not be able to provide services. We as a service have campaigned for years for subsidised funding for services regarding Hoarding & De-cluttering services. To get funding speak to your local M.P and Local Authorities, the more this condition is recognised the more the government will be pressured into helping Compulsive Hoarders.

Q. Are you insured to be in my property.

A. Yes, we hold Public liability Insurance and Employer's Liability Insurance. Covered by AXA Insurance.

Q. If I hoard again will you come back and clean, for free?

A. We can give you free advice on how not to re-ward. Unfortunately, we cannot provide services for free.

Q. How far do you travel?

A. We travel nationwide.

Q. How do I learn more about your services?

A. If you have access to the internet enter our website www.ngervais7cleaningservice.co.uk or just google N Gervais cleaning service. Or just

give us a call, or speak directly to our Xtreme Team Coordinators Caz: 07463 277177 or Tee: 07805 278150

What is considered a biohazard?

Items containing or apparent in the property that is hazardous to health:

Human or animal faeces', Sanitary products, urine, blood or any other bodily fluids or dead animals/rodents or needles within the property (overly excessive and apparent).

Cleaning over the years has become an excessively big business, especially with specialised services like us. We do not hide the fact our specialised services we provide are expensive. Hence why over the years we have tried to find ways to cut costs and keep our prices reasonable.

We do not cut costs when it comes to training our Teams and updating their training to continue to give the best service possible in any environment or situation.

There are so many types of cleaning and services that may not have the right training to deal with biohazards, cross contamination and disposal of waste, whether its domestic or hazardous, clinical waste. Or the correct

training and approach to deal with people suffering with underline mental health issues.

We have put together a list of things to look out for:

1. **Fly tipping:** Business waste is generated from the waste a service like ours will take away from a property. All Business waste must be paid for and disposed of correctly by law. Anyone who takes your waste away must have a waste carrier license with a unique number associated to that service or business.
This can be checked and verified via this website:
<https://environment.data.gov.uk/public-register/view/index>
2. If Joe Bloggs with a van offers to take your waste away for next to nothing, ask for his waste carrier license it might be cheap and cheerful at the time, but it could cost you in the long run. You could be fined for fly tipping even though you paid Joe Bloggs to dispose of the waste legally. **It is your responsibility to make sure your waste carrier is licensed.** **Fly-tipping** is a criminal offence punishable by a **fine** of up to £50,000- or 12-months imprisonment if convicted in a Magistrates' Court. The offence can attract an unlimited **fine** and up to 5 years imprisonment if convicted in a Crown Court.

3. **You have found a service, that specifies what you need:** You have contacted them, asked all the right questions, then you ask “can you give me a rough idea how much it will cost” a genuine specialised service will take the time to visit the property rather than give you a guesstimate.

A guesstimate will cost you in the long run especially if the property or site has not been assessed properly. Always remember a genuine service will rather see what they are dealing with, allowing you the opportunity to ask more questions at the time of an assessment.

A genuine service prices will generally vary from £25-£35 per hour (this does not include biohazards) anything lower per hour you should be weary of. If the service cannot make time to come out to the site/premises and asks for pictures instead of seeing the property live, will surely cut corners. Even if it is your suggestion to get someone out asap. Remember it took time to fill your home, take the time to find the right service for you and your needs.

A service that generally wants your business will make the time regardless. For you as the Customer, time should never be of the essence.

Due to covid 19 subject to availability.

4. **A service should never be pushy:** Once you have made your first enquiry a simple email should be sent with details of what that service provides or what you have discussed. If the service starts cold calling block the number. You have a right to take the time to look around.

A good service will not badger you.

5. **How to find a good service for your required needs:** Google if you do not know of a service google will find one for you. Once you have found one look at the reviews. Take a closer look at the services that pop up with (Ad) beside the write up. There is nothing wrong with paying google to advertise a service. The proof is in the pudding a website that ranks on the first few pages of google that has not paid for Ad's is doing something right. It takes a long time for a website to be recognised and trusted by google, it could take years. Use key words to find the right service. Every good service should have a digital footprint floating out in cyberspace. Most genuine services are on most media sites like Facebook, Instagram, Twitter, Snap chat and LinkedIn. Take the time to research the services, ask all the questions you need to.

Once you have chosen the services for you and are happy with the services provided rather than slip a cleaning operative a tenner for a cheeky drink for a job well done, that you have already paid for. Take the time to leave a review on google so others can find the same service, worth using.

6. **Difference between a Hoard & De-clutter service and house clearance:** A hoard clean & de-clutter service takes time. Everything needs cleaning and re-organising. A house clearance is what it says, it's a clearance of possessions from the property. A lot of people mix up the two services. A lot of services that provide house

clearances, tend to clear houses to find items worth reselling, not in all cases. There is no in-depth cleaning provided or re-organising involved. Someone suffering from compulsive hoarding needs a service that genuinely understands their needs and has experience and patience in that field.

Compulsive Hoarding:

1.5-3 Million in the U.K suffer with Compulsive Hoarding also known as Hoarding Disorder.

We specialise in Hoarding decluttering and Restoration cleans.

What is hoarding?

Hoarding happens when you collect large amounts of stuff and can't throw anything away. Unlike a hobby, this sort of collection is usually very disorganised. You can feel very attached to the things you have collected and can get upset if someone tries to throw them away.

Other people may be bothered – but if you hoard, you often won't be bothered yourself, even though it can badly affect your life. You may not look after yourself very well, pay bills, or bother to have repairs done at home. You may collect so much stuff that you just can't use some of your rooms.

Your hoarding can also cause problems for any members of your family who live with you.

How common is hoarding?

About 1 or 2 people in every 100 have a problem which seriously affects their life.

What do people hoard?

It's usually objects which might be bought, picked up off the street or out of a skip, or even stolen.

Some people hoard a large number of animals, often believing they are rescuing them. But their animals are often kept in poor conditions and suffer.

Can hoarding be a normal part of life?

The difference is really between hoarding and collecting. Many of us enjoy collecting things but organise them well. The items we collect are often seen as interesting or valuable by other people.

People who hoard tend to collect things that others see as useless or of little value.

Some people may have a large number of possessions and live in cluttered, messy or neglected conditions. However, such things would not usually be considered a problem, unless they disrupt people's lives.

Is hoarding an illness?

Hoarding can be an illness, known as hoarding disorder (see below).

Hoarding can also be part of another health problem:

- **Physical illness** – can lead to tiredness and disorganisation.
- **Dementia** – memory problems can interfere with someone's ability to organise themselves and their belongings.
- **Depression** – can make you lose interest in your normal activities, make it hard to concentrate and make it hard to make decisions.
- **Alcohol and drug misuse** – can affect your ability to look after yourself.
- **Schizophrenia** – unusual beliefs and a lack of organisation can lead to hoarding.
- **Bipolar disorder** – can make you shop too much and will interfere with your organisation.
- **Learning disability** – can lead to problems with thinking and memory.
- **Autism and related disorders** – collecting things can be a source of comfort.
- **Obsessive Compulsive Disorder (OCD)** – you don't feel attached to your hoarded items, but you do fear what will happen if you throw them away. About 1 in 20 people with OCD have a problem with hoarding.

Hoarding disorder

Hoarding disorder can be diagnosed when there is no other illness to account for the problem. People with hoarding disorder often strongly believe that their hoarded items are valuable. They may call them a “collection”, even though the large number of items and their disorganisation means that individual things are inaccessible.

Until recently, hoarding disorder was thought to be a form of OCD. As hoarding disorder has only recently been recognised as a separate condition, there is not much research into the problem.

Many people with hoarding disorder have had a deprived childhood, but this is not always the case. The average age when people with hoarding disorder come to that attention of services is 50 years. By this time the problem is usually well-established.

It is thought that some people are more likely to become hoarders because of their personality. For example, they might be perfectionist or reclusive. They may then start to hoard after a major stress or change in their lives.

Is hoarding dangerous?

It can be dangerous in several ways:

- A home can become infested with mice, rats or cockroaches, often as a result of hoarding food.
- Hoarded belongings might catch fire.
- The sheer number of belongings can block your way out of the house – you can't escape.
- It can make cooking or eating at home difficult
- It can cause severe structural damage to a house or flat. Piles of possessions can collapse and crush you - perhaps even kill you. So, severe hoarding can be a risk to others as well to yourself.

Getting help for someone who hoards

Many people feel just too ashamed or embarrassed to talk about it – but it's best to get help as soon as you (or someone else) realise(s) that it is a problem.

It's often a relative or a neighbour who notices that hoarding is problem. It can be a difficult issue to ask someone about. Others can become quite critical of people who hoard, but the hoarding is the problem, not the person. It can be helped effectively, but also compassionately and sensitively.

A number of organisations may be involved - health, social services, the fire service. They will usually visit the person's home.

The person who is hoarding might refuse to let anyone assess the situation properly. If this happens:

- mental health legislation can be used, if there is a psychiatric disorder
- Public health legislation can be used, if there is a risk to that person or other people.
- When such legislation is used, there is always a balance between someone's individual rights and the public's right to health and safety.

Quoted by the Royal College of Psychiatrists.

D. white.

The Contract between You and N. Gervais.

We all hate reading the small print, but every good service should have a contract in place "Terms" they adhere to, it protects their services equally and You the customer, so both parties know where they stand, regarding all aspects of the service. It also deters from verbal agreements being made or false promises that have no substance if it is not in black and white.

Supply of services:

The Consumer Rights Act 2015:

- A service must be carried out with reasonable skill.
- Within reasonable time.
- For a reasonable price.
- Information must be clear, understandable, and legible.
- Information provided before You enter, into a contract.
- Details of cost, all additional delivery charges.
- Arrangement of payment, delivery, performance and how long it will take to deliver services.
- The length of the contract.
- If the services changes information either before you make or at a later stage, it does not take effect unless you and the services have clearly agreed that it will.
- You must be given a copy of the signed contract or confirmation of services in a durable form (such as paper or email)
- Cancellation requirements (the times limit and procedures for cancelling) if You then decide to cancel, you may have to pay reasonable costs for the service you have received.
- If you have a right to cancel, a cancellation form must be provided on paper or email.

Other services we provide & Information purposes:

Crime Scene & Trauma Removal and Restoration:

What is Crime Scene and Trauma cleaning?

It is always assumed that the Police clean away Crime or Trauma scenes. Once a death has been investigated it is the responsibility of the family if the death occurred at home. Accident/death within a workplace it is the responsibility of the company.

Cleaning a crime scene is not easy and a long way from the work of a regular industrial cleaner – though most

qualified crime scene cleaners do the day-to-day stuff too. Crime residue and other biological waste and matter, especially hypodermic needles, need correct handling. Without the right procedure the team could be at risk of Hepatitis, HIV/AIDs, and other nasty infections and diseases.

Cleaners regularly cleanse murder scenes, suicides, trauma sites, and decomposing bodies. They are the first on site to incidents where suspects have trashed their police cells, as well as other smaller blood and body fluid incidents.

Each job requires a different approach, and a range of cleaning tools and products. You will get to understand the process and protocols, and the science behind the method. The Teams work in a specific way to avoid cross contamination of bodily fluids, whilst keeping their own safety paramount. They also must be respectful, as often it's the family members who are left behind to pick up the pieces.

The cleaning will include – decontaminating rooms, Thermal Fogging, insect infestations, and tracing and removing body fluids. The teams also then replace property, repaint rooms, and get everything habitable again for the client.

Biohazard cleaning and **chemical biohazard cleaning** are extremely skilled and complex tasks. Whatever the nature of the biohazard, specialist cleaners should be

called in to conduct biohazard cleaning. They will not only restore the scene to its pre-incident condition, but also ensure that the area is not left in a state that could be harmful to human health and are experienced with liaising with the authorities as required.

What are typical Biohazards?

Essentially, a biohazard is anything that has the potential to threaten life or health. The term Biohazard covers a huge range of incidents, includes chemical incidents, spillages and needle, blood or faeces contact and clean up. Although this list is not exhaustive, the most common biohazard cleaning examples are probably: This includes bathroom/ toilet areas that have become unsanitary overtime. The cleaning of blood or other bodily fluids as a result of an accident, and the cleaning of needles and sharps from areas subject to drug abuse.

How does Biohazard Cleaning Work?

Bio-hazard cleaning or bio-hazard removal are processes that should never be attempted by those who do not have formal training, as it can be a potentially dangerous job.

A professional company will be able to:

Use specialist chemicals and other agents to ensure that an area is completely decontaminated and safe for future public, domestic or commercial use

Dispose of sharp objects, syringes and contaminated waste in a safe and legal way.

Advise on how to prevent the situation happening again.

Why use a Cleaning Company for Bio-hazard Cleaning?

By far the biggest advantage of using a specialist cleaner is that the job is guaranteed to be done properly and that there is no risk to workers who may be in the contaminated areas, making the area safe to use again in the quickest possible time. This also means staff/or yourself won't need to get involved in handling potentially harmful cleaning processes and decontaminating chemicals themselves. Specialist biohazard cleaning teams are trained to deal with this aspect of the job efficiently and effectively.

Bio-hazard Sharps:

Drug related garbage including **used needles and syringes, sharps and hypodermic needles** is a growing problem found in a variety of locations across the U.K. Where it occurs, it will often generate fear and frustration. In the community.

The health risks to the public from used **Needles and Sharps**, are a serious health hazard where the public can contract a blood-borne disease from a discarded needle or syringe.

Sharps are needles, blades and other hypodermic needles that are necessary for carrying out healthcare work and could cause an injury by cutting or pricking the skin. Sharps injuries are a well-known risk in the health and social care sector and is becoming more alarming to the general public as the use of needles and sharps grows with the increase of illicit drugs and narcotics in the general community. **Sharps contaminated** with an infected patient's blood can transmit more than 20 diseases, including hepatitis B, C and HIV or AIDS

Because of this transmission risk, sharps injuries can cause worry and stress to the many thousands who receive them.

Because of the serious risks associated with a sharp prick can be life-threatening, it is imperative that any sighting of a used needle be reported immediately, and trained professional be called to remediate the area.

When providing a **Sharps and Needle Clean Up, N.**

Gervais Cleaning Services will only provide trained and experienced needle sweep professionals who will work methodically and systematically to ensure the area is left in a safe, needle and biohazard free state.

Why is asbestos dangerous?

- Asbestos still kills around 5000 workers each year, this is more than the number of people killed on the road.
- Around 20 tradesmen die each week as a result of past exposure
- However, asbestos is not just a problem of the past. It can be present today in any building built or refurbished before the year 2000.

When materials that contain asbestos are disturbed or damaged, fibres are released into the air. When these fibres are inhaled, they can cause serious diseases. These diseases will not affect you immediately; they often take a long time to develop, but once diagnosed, it is often too late to do anything. Therefore, it is important that you protect yourself now.

Gas safety checks why? it is important to have it done:

What is CO poisoning?

Unsafe gas appliances can produce a highly poisonous gas called carbon monoxide (CO). It can cause death as well as serious long-term health problems such as brain damage.

CO is produced by the incomplete burning of gas and Liquid Petroleum Gas (LPG). This happens when a gas appliance has been incorrectly fitted, badly repaired or poorly maintained. It can also occur if flues, chimneys or vents are blocked.

Oil and solid fuels such as coal, wood, petrol and oil can also produce carbon monoxide.

CO poisoning occurs when you breathe in the gas and it replaces oxygen in your bloodstream. Without oxygen, your body tissue and cells die. Even small amounts of the gas can cause CO poisoning, and long-term effects can include paralysis and brain damage.

Remember the six main symptoms to look out for:

1. headaches
2. dizziness
3. nausea
4. breathlessness
5. collapse
6. loss of consciousness

Being aware of the symptoms could save your life

CO symptoms are like those of flu, food poisoning, viral infections and fatigue. That's why it's quite common for

people to mistake this very dangerous poisoning for something else.

Other signs that could point to CO poisoning:

- Your symptoms only occur when you are at home and seem to disappear when you leave home.
- Others in your household (including pets) are experiencing similar symptoms and they appear at a similar time.
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What to do if you suspect CO poisoning

- Get fresh air immediately. Open doors and windows turn off gas appliances and leave the house.
- See your doctor immediately or go to hospital - let them know that you suspect CO poisoning. They can do a blood or breath test to check.
- If you think there is an immediate danger, call the Gas Emergency Helpline on 0800 111 999.
- Ask a Gas Safe registered engineer to inspect your gas appliances and flues to see if there is a dangerous problem.

The warning signs of a CO leak

Any of the following could be a sign of CO in your home:

- Flames of a lazy yellow or orange colour on your gas hob, rather than being a crisp blue;
- Dark staining on/around appliances;
- Pilot light that frequently blow out;
- Increased condensation inside windows.

Faulty appliances in your home can lead to CO poisoning. Get your gas appliances checked regularly to avoid this.

The benefits of having a CO alarm

An audible CO alarm will alert you to the presence of the poisonous gas in your home. Although no substitute for having your appliances serviced and checked regularly, fitting an audible CO alarm in your property is strongly recommended as a second line of defence.

Modern CO alarms are similar in design to smoke alarms (which do not detect CO) and can be purchased from around £15 at many major retail outlets including DIY stores and supermarkets. Before purchasing an alarm, make sure it is marked to EN 50291 and has the British Standards Kite mark or another European approval organisation's mark on it. We do not recommend the use of 'black spot detector' warning strips - they are too easy to miss and won't alert you if you have a CO leak when you're asleep.

It's advisable to fit an alarm in every room with a gas appliance – when installing and siting the alarm make sure you refer to the manufacturer's instructions. Typically, audible CO alarms have a battery life of up to 5 years. If you're unsure which alarm to get, you can ask a Gas Safe registered engineer for advice.

We hope you have found this informative of some of the services we provide.

Please see our website for further information:
www.ngervais7cleaningservice.co.uk

For your information purposes:

Abbreviations

I.D.C Intense decontamination clean.

P.D.C Professional deep clean.

D.C Decontamination clean.

P.R.D.C Professional Restoration deep clean.

R.C.f.R Restoration clean for Re-sale.

Live: Services are currently active.

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Kind regards

N. Gervais Cleaning Service.

Home of Extreme Cleaning.

