



# Vinci Response Services

# A dedicated team committed to delivering quality.

Specialising in cleaning and restoration, Vinci Response Services have the solution for you when disaster strikes. The team cater for various sectors, including **facilities management, education, construction** and **many more** to help when your business or home suffers damage.

The Vinci Response Services team works around the clock to ensure our customers' homes and businesses experience minimal disruption of times when disasters hit. These situations vary significantly from mould, sewage backups, and floods, but our team is on hand to handle these dilemmas as and when needed.



Industry Leading  
Technology



Accredited  
Professionals

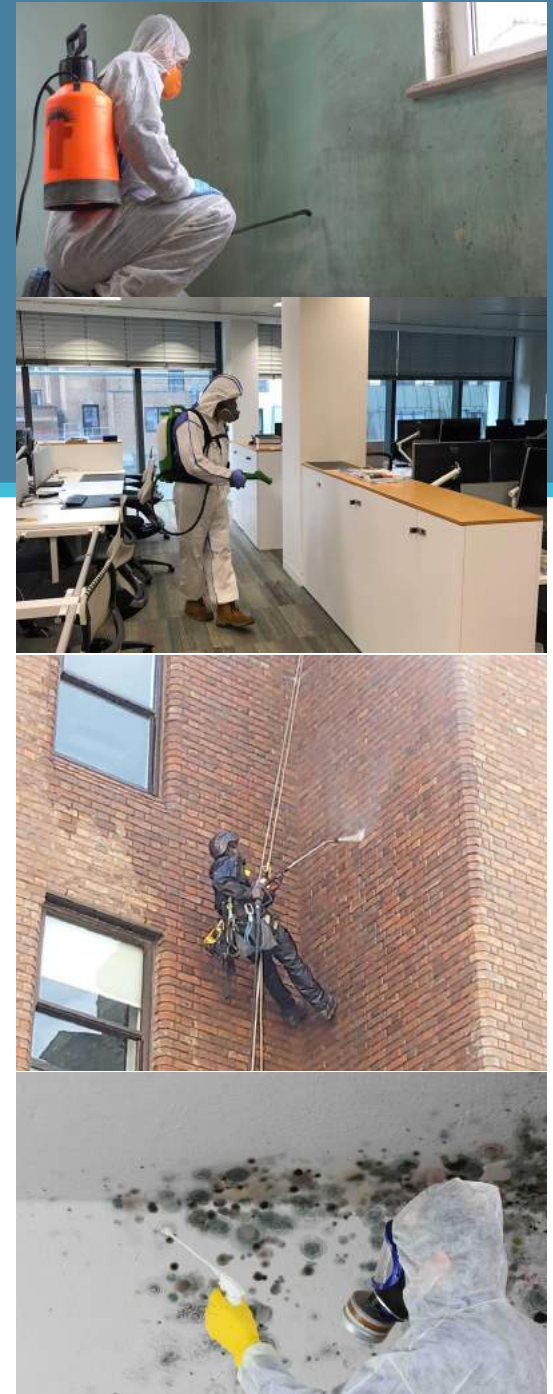


Emergency Response



Available 24/7

Vinci Response has several nationally recognised accreditations, including **BDMA, IPAF, CHAS** and more. Being within the industry for several years, our team has a breadth of almost new knowledge. With such experience and 24 hours a day, seven days a week support line, your only moments away from speaking to one of our team and our team being manoeuvred to help.





# Our services.



## Water & Fire

- Fire damage remediation and restoration
- Flood damage cleanup and restoration
- Mould remediation
- Sewage remediation

## Industrial

- Industrial cleaning
- Brick and stone cleaning
- Rope access cleaning
- Car park cleaning
- Oil spill cleaning

## Decontamination

- Virus decontamination
- Trauma Clean Up



## Find Out If We Serve Your Local Area



Our technicians cover large areas of the UK, from London to the Isle of Wight, giving you various coverage across the South of England. Whether you have just one location or multiple, Vinci Response Services are here to help.

If you require a dedicated team to help with any of your cleaning requirements, check to see if we cover your location and contact us by phone and a member of our team will be in touch with you shortly.



## Water & Fire Services:

- ✓ Fire Damage Remediation and Restoration
- ✓ Flood Damage Cleanup and Restoration
- ✓ Mould Remediation
- ✓ Sewage Remediation





# Fire Damage Remediation & Restoration

✓ Comprehensive fire damage restoration services

## Our fire damage cleaning services include:

When a fire occurs, it can understandably be a devastating and overwhelming time; all you want is for your home or business to be back to the way it was before the fire, as quickly as possible. Call us today and let our team help remove the stress and worry of making your building safe again and restoring it to its original state.

- ✓ Make the building or area safe to enter, this also prevents any secondary damage.
- ✓ Remove and store contents
- ✓ Strip out and dispose of materials safely.
- ✓ Extract any water left behind from the fire being extinguished
- ✓ Assist you in identifying valuable items to be removed and restored if necessary.

When materials burn, they can produce fumes and chemicals that are incredibly dangerous to your health and can even be fatal. Soot, ash and smoke are hazardous to health and can embed themselves into material unseen by the naked eye. Materials expand and then cool down, trapping the soot inside. We use special techniques to remove the after-effects of smoke, soot, odours, and any other particles the fire damage has left behind.



Fire damage can be very complex and each situation is different. One of our senior surveyor's will visit your building to complete a thorough site survey. During this site survey they can determine the full extent of the damage and produce a plan on how to deal with all aspects of the damage. Our goal is to get you back up and running as quickly as possible.

# Flood Damage Cleanup and Restoration

- ✓ Servicing Commercial and Residential Customers

## Understanding why you need to act fast

The water level you have can quickly transform to the next level; if left too long clean water can turn into greywater, and greywater can turn into black water (which is very dangerous). When water is absorbed into a building, it can cause structural damage, so the sooner the water is extracted, the less damage it can cause. Water can cause corrosion and electrical damage and can also cause rot, mould and other harmful pathogens.

## We have experience working with the following:

- ✓ Homeowners
- ✓ Tenants
- ✓ Business owners
- ✓ Landlords
- ✓ Insurers



## What we will do:

- ✓ Vinci Response understands that when it comes to flood and water damage, speed is critical. If you act fast, you can mitigate further damage. We also know it can be a very worrying time.
- ✓ We can, therefore, be onsite within a matter of hours. We use state of the art steam cleaning and drying technology.
- ✓ We have the knowledge and experience to deal with the most demanding challenges. If you are worried about what to do for your safety and that of the building, speak to our team member today.







# Mould Remediation

- ✓ Comprehensive Mould Removal Solutions

## Mould Remediation Service for Residential Commercial Customers

Vinci Response offers a fast and effective mould remediation service for both residential and commercial properties. Whether you have an issue with mould growth on a bedroom wall or a severely affected commercial property, we can help.

### What our technicians will do:

- ✓ We will arrange a suitable time with you to visit and carry out a site survey. Work can be carried out immediately after the site survey if required.
- ✓ We will successfully diagnose the root cause of the mould and use industry-leading technology to prevent it from rotting even further
- ✓ We will ensure all used chemicals are safe and non-abrasive, meaning they pose no threat to your health.



Inhaling or ingesting mould spores can be dangerously harmful to people and animals; it is especially detrimental to the young and elderly and anyone with respiratory conditions. Also, if mould is growing in machinery, a washing machine, for example, then it can cause damage and affect performance.

Below are some common areas where mould grows; however, if there has been water damage to the property or poor ventilation, mould can be found in many areas of a building.

- ✓ Lofts
- ✓ Bedrooms
- ✓ Bathrooms
- ✓ Kitchens
- ✓ Basements
- ✓ Conservatories
- ✓ Garages

# Sewage Remediation

✓ Available 24 hours a day    ✓ 7 days a week

## Sewage Clean-up Service

Vinci Response offers a fast and comprehensive service for all types of sewage cleanup for both home and business owners. When finding sewage in your property, it's imperative that you act quickly to mitigate further damage.

**Do not try to clean the sewage yourself;** that you contact a specialist cleaning company with the correct procedures and equipment. Not only do sewage spills look and smell unpleasant, but they can also have disastrous effects on your health and building.



All of our technicians have received extensive training to ensure we provide the highest standard of cleaning. Safety is our top priority, and all technicians will have full Personal Protection Equipment (PPE).

### Our technicians will safely:

- ✓ Extract sewage and water
- ✓ Remove any debris and materials that cannot be restored
- ✓ Clean, deodorise and disinfect all areas, this will kill all pathogens and remove harmful gases
- ✓ Thoroughly dry out areas (including walls, ceilings and floors) and any materials that can be restored. This will prevent damp and mould

**Our technicians will then provide you with a hygiene certificate upon completion of the clean up.**

This process may differ slightly depending on the type of clean up required, however our technicians will keep you updated throughout the process.







## Industrial Services:

- ✓ Industrial cleaning
- ✓ Brick and Stone cleaning
- ✓ Car park cleaning
- ✓ Rope access cleaning
- ✓ Warehouse cleaning
- ✓ Oil spill cleaning



# Industrial Cleaning

✓ Accredited industry cleaning professionals

## Industry Cleaning Services

Vinci Response offers a professional and fast solution to your industrial cleaning needs. Whether you require an emergency, one-off or periodic cleaning service, we can provide this for you with minimum disruption, using state of the art technology and years of experience.

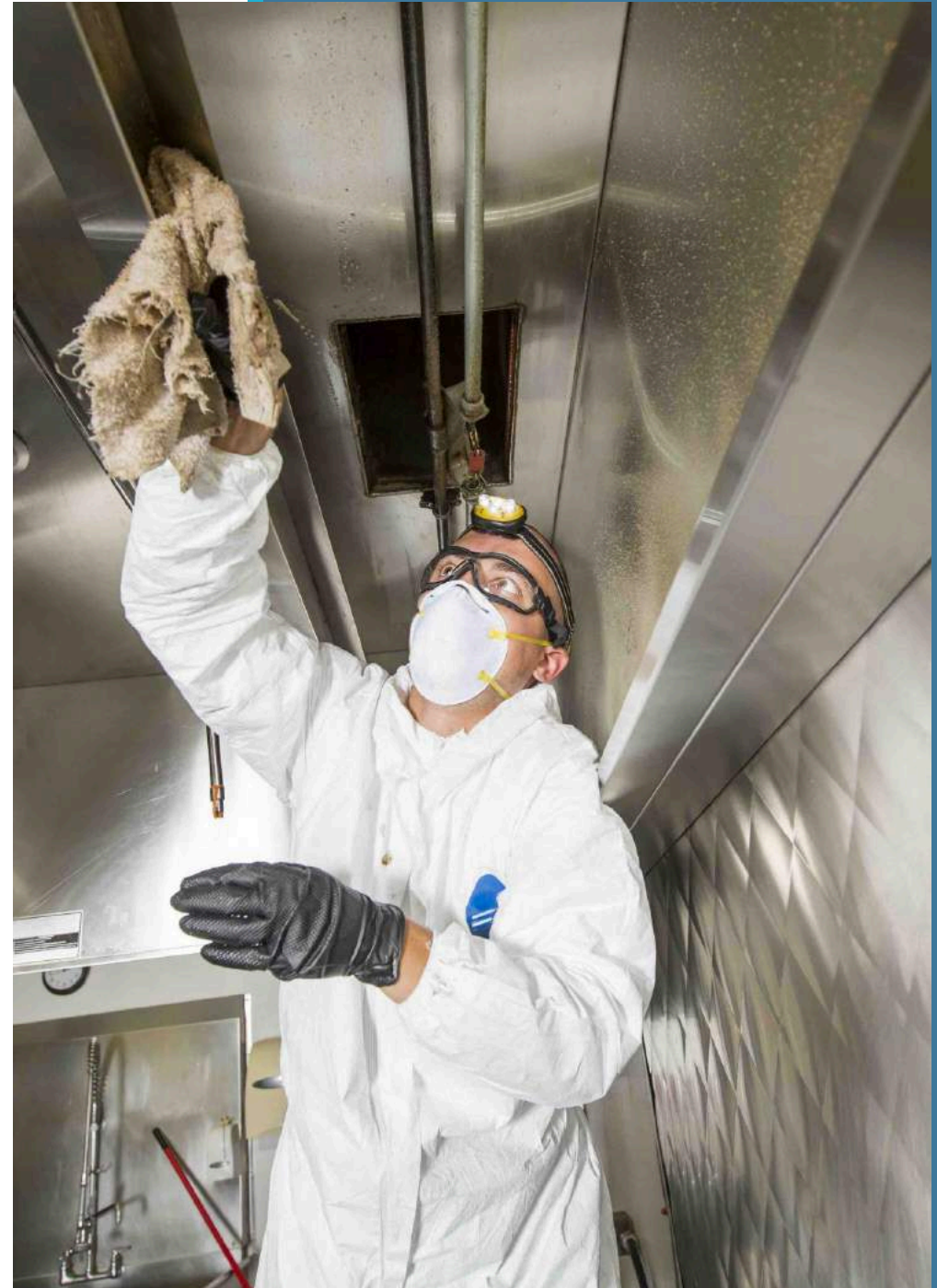
The overall look of your business premises is often the first area to be seen by potential customers so it is important to keep all areas clean and tidy to give a good first impression.

Furthermore, maintaining your business premises' cleanliness is often cost-effective as it reduces the need to repair damages. We provide deep cleaning services which are tailored to your requirements. We use specialist chemicals or chemical-free cleaning when we can. Our technology gives us the ability to apply high pressure, superheated water and steam for a more abrasive clean.



## Safety First

Our technicians are thoroughly trained to use specialist equipment to complete high-level cleaning and reach difficult areas safely. Prior to any cleaning being carried out, a senior surveyor will visit your building and create a risk assessment method statement (often referred to as RAMS). All cleaning services will be carried out with the full required personal protection equipment (PPE), in line with the senior surveyor's RAMS.







# Brick and Stone Cleaning

- ✓ High pressure, superheated water and steam for a more abrasive clean

## How do we achieve such great results?

- ✓ Our cleaning process is tailored to your specific requirements as well as your building's age, features and characteristics.
- ✓ Our technicians' equipment and technology at their disposal give them the ability to apply high pressure, superheated water, and steam for a more abrasive clean.

The superheated water and steam also kill spores, thereby eliminating the source of biological growth.

- ✓ We use non-harmful chemicals applied to exterior walls, we then use the safest method of cleaning to ensure only dirt is removed, and we don't alter the brick or stonework in any way.



## Safety first

A senior surveyor will visit your building and create a risk assessment method statement (often referred to as RAMS), shared with you before any cleaning being carried out. All of our technicians are fully compliant. They will carry out cleaning your building's facade with the full required personal protection equipment (PPE), in line with the RAMS produced by the senior surveyor.

## Typical industry sectors that we provide professional brick and stone cleaning for

- ✓ Private home owners
- ✓ Office buildings
- ✓ Public sector buildings
- ✓ Major retail and shopping outlets
- ✓ Listed or heritage buildings

# Car Park Cleaning

✓ One-off deep cleans and periodic car park cleaning

## Fully Accredited and Insured Car Park Cleaning Company

Vinci Response Services provide high quality, comprehensive industrial car park cleaning services. We provide emergency and one-off deep cleans as well as ongoing periodic cleans. Our fully trained technicians carry out high-level cleaning, external surface cleaning and road sweeping. They will safely remove oil and chemical spills, guano/bird droppings, chewing gum, graffiti and any nasty odours. They are also fully trained and experienced in dealing with trauma clean-ups.

### Emergency Cleans

We provide emergency cleans if you have a spillage that needs cleaning or in the unfortunate event that a trauma clean-up is required. We can safely remove debris or hazardous waste, which means we can deal with fly-tipping and clearing up drug paraphernalia. We can also altogether remove all types of graffiti.



## Benefits of having car park cleaning

There are a number of great benefits to having your car park cleaned by Vinci Response Services:

- ✓ Increase the longevity of the surfaces and structure of your car park by keeping them in optimum condition.
- ✓ Downtime is minimised or even eliminated by arranging your car park clean at a time to suit you.
- ✓ Increase in revenue, as visitors will be happy to use your car park and leave their car parked for a long time.
- ✓ Keeping your car park clean and tidy is less likely to attract vandalism and graffiti. Using years of experience, we match the correct equipment to the materials we clean to ensure no damage is done using abrasive cleaning methods.







# Rope Access Cleaning

✓ Window Cleaning, After Builders Clean, Stone Cleaning and Mastic Repairs

## High Level, Rope Access Cleaning Services

Vinci Services have a team of Rope Access Cleaning specialists available to complete a comprehensive clean of your building facade. Achieving fantastic results with minimum disruption to your business at a competitive price.

Our Rope Access technicians hold IRATA and CSCS qualifications, giving you the peace of mind that the cleaning will be completed safely, and all health and safety regulations will be adhered to.



## Benefits of Rope Access Cleaning:

- ✓ A higher standard of cleaning is achieved
- ✓ High-level cleaning can be achieved without the use of scaffolding
- ✓ We are able to spot any defects and report them to the building management and arrange repair, before the situation gets any worse.
- ✓ Fewer man hours are required as the equipment is quick to install and uninstall

Our technicians can use various cleaning methods whilst safely carrying out high-level cleaning, including pressure washing and steam cleaning. This enables us to tailor a cleaning programme to suit your requirements.

Rope Access Cleaning can be carried out, even if there are no fixed abail points on your building.

## We have recently worked with the following:

- ✓ Property managers
- ✓ Councils
- ✓ Housing associations
- ✓ Local authorities
- ✓ Residential property developers
- ✓ Facility management companies



# Warehouse Cleaning

- ✓ One-off and periodic cleans, complete warehouse clearances.

## The Benefits of Warehouse Cleaning

- ✓ It is vital to keep your building clean to ensure you provide a safe environment for staff and visitors and protect your image. A clean environment leads to a more engaged, productive team who are less likely to be off sick due to working in a cluttered workspace.
- ✓ We can also clean your machinery to prevent clogging and erosion, ensuring it runs as efficiently as possible and lasts longer.
- ✓ Our other services also include Brick and Stone Cleaning and Rope Access Cleaning to keep the outside of your building, looking the best it can be.
- ✓ Using the correct equipment and experienced technicians, we can also provide high-level internal cleaning within your warehouse to drastically improve the environment.
- ✓ If you're moving into or moving out of a warehouse, we can also provide a complete clearance service.



## Arrange Your Warehouse Clean in 3 Simple Steps

- 1 Call us today to arrange a convenient date and time for one of our senior surveyors to conduct a free site survey.
- 2 During the site survey, we'll also produce a detailed proposal.
- 3 Once the proposal is agreed and the necessary paperwork completed, our technicians can commence with the cleaning.







# Oil Spill Cleaning

✓ Emergency oil spill cleaning

## Professional, safe and rapid oil spillage clean up service.

If you experience an oil or chemical spill you will need to **call in the professionals immediately**. The longer the spill is left, the worse the impact will be on your property, people and the environment. Over time, the complications and costs associated with cleaning up a spill can drastically increase. **So it is vital you act fast.**

Our technicians are highly trained and know how to deal with each type of oil or chemical spill. They also understand that the spill will need to be cleared quickly, with safety being their utmost priority to minimise any damage caused and to keep the disruption to your business and the environment to a minimum.



## Vinci Response Services can clean up hydraulic oil spills and diesel oil spills:

### Hydraulic Oil Spill:

Hydraulic oil is highly flammable and toxic, making it extremely hazardous to people and the environment. Whether there has been an issue with a hose rupturing and leaking or a large spill, it will still need to be dealt safely and professionally.

### Diesel Oil Spill:

Hydraulic oil is highly flammable and toxic, making it extremely hazardous. If diesel fumes are inhaled, it can cause dizziness, headaches, nausea and breathing problems. If it comes into contact with skin it can cause skin irritations and also irritate the eyes. Long term exposure can cause devastating health conditions and can be fatal. It is also a fire and slip hazard.

If you need an oil spill clean up, do not delay, call us immediately





## Decontamination Services:

- ✓ Virus Decontamination
- ✓ Trauma Clean Up





# Virus Decontamination

- ✓ Emergency or periodic virus decontamination

## 90 Day Surface Protection

Whether you have a confirmed case of COVID-19 or other viruses within your building or you are looking for ways to mitigate the chances of virus transmission within your environment, we can help.

Vinci Response offers a rapid and comprehensive virus decontamination service using the latest technology available. We provide both emergency one-off cleans and periodic



## Our Virus Decontamination Process

- ✓ We will make all areas safe, sealing off rooms if required.
- ✓ We will thoroughly clean each room, along with any equipment and appliances. Taking extra care with high contact areas.
- ✓ We will then apply disinfectant to all areas, using an electrostatic sprayer.
- ✓ We will keep you informed throughout the process and will provide you with a certificate for your files, upon completion.
- ✓ We can also take swabs and have them analysed to identify viruses present.

# Trauma Clean Up

✓ Fully Accredited, Professional and Discreet Trauma Cleaning Service

## How Vinci Response Services deal with a trauma clean up

- ✓ If the clean up is required for a crime scene or a suspicious or undiscovered death then the scene will need to be processed by the police before it can be released.
- ✓ Once we have received the go ahead from the police, we will access the property to assess the situation. We will then produce a plan detailing the steps we will take to ensure the area is safe again.
- ✓ We use state of the art equipment and use the correct techniques to ensure all traces of biological material is removed, ensuring the area is completely decontaminated.
- ✓ We will dispose of any hazardous waste and cleaning materials safely, documentation for waste transfer can be provided.
- ✓ We will also provide you with a certificate upon completion, as confirmation of the service we have provided.



## Why it is important you use a professional company

- 1 Blood, faeces and other bodily fluids are biohazardous waste and may contain infections and diseases. It is important that they are removed correctly and safely and any materials they have come into contact with are cleaned professionally, to ensure no traces remain.
- 2 Hazardous waste will need to be disposed of safely, to prevent exposure to any bacteria or pathogens they may contain.
- 3 A trauma clean may also involve dealing with fly and maggot infestations, removing drug paraphernalia or clearing up dangerous or sharp materials, all of which needs to be removed safely, whilst wearing protective clothing.







## Choose Vinci Response Services because....

- ✓ Our technicians are trained to exceptional standards.
- ✓ We have a combined experience in the industry of over 70 years.
- ✓ Our technicians have recognised national accreditations.
- ✓ Our specialist technicians are available 24 hours a day, 7 days a week, 365 days a year for any issues that may arise.
- ✓ We work closely with insurance companies across the country.

## Reviews left by our customers

Our average customer rating: ★★★★★

Gavin did a great job at restoring my flooded property. Can't recommend him and his team enough. A++

Carl Levenson

★★★★★

Our house was severely affected by black mould throughout our house. We were certain it was causing health issues. These worries were confirmed by Vinci and they carried out a survey alongside a full mould remediation service. Thank you.

Daniel Biggin

★★★★★

Although it was a traumatic event with my house being flooded, Vinci Response Services were quick to get on the scene and help me with a quick drying regime. I fully recommend Gavin and his team to anyone suffering from floods in the Hampshire area.

James Buckly

★★★★★







# Vinci Response Services

National Enquiry Line:  
**03335 772 996**

Check out our website:  
[www.vinciresponseservices.co.uk](http://www.vinciresponseservices.co.uk)