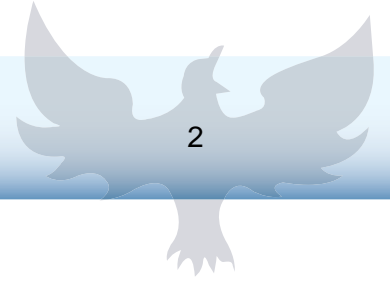




PHOENIX ENVIRONMENTAL SERVICES

Industrial cleaning and restoration specialists





- 3 · GRAFFITI / MALICIOUS DAMAGE CLEANING
- 4 · BIRD / RAT & BAT FAECES REMOVAL
- 5 · HOUSE / GARDEN CLEARANCES
- 6 · TRAUMA / BIOHAZARD CLEANUPS
- 7 · HAZARDOUS WASTE REMOVAL & DISPOSAL
- 8 · FIRE DAMAGE RESTORATION
- 9 · WATER DAMAGE RESTORATION
- 10 · MOULD REMEDIATION
- 11 · EXTERNAL BUILDING CLEANING
- 12 · DOFF SYSTEM 'SUPER HEATED WATER
- 13 · NATURAL STONE RESTORATION
- 14 · EXTRACTION AND KITCHEN CLEANING
- 15 · WOOD FLOOR RESTORATION
- 16 · CERTIFICATES / TRAINING AND ASSOCIATIONS





Graffiti has become a major blight across much of the UK. Its appearance in areas can give the impression that an area is uncared for and lead to crime and disorder.

Phoenix Environmental Services, are fully trained in the removal of specialist paints and coatings from a variety of surfaces including brick, sandstone, limestone, granite and marble.

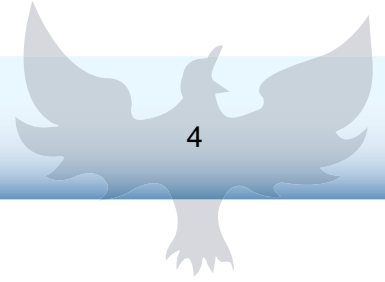
Virtually any coating can be removed from any surface to restore a building to its original condition.

We can remove solvent, oil and water based paints, limewash, whitewash, distemper, polyurethane and Graffiti.

Our methods of removal include:

- 150 degrees steam cleaning
- Chemical application and hot or cold water pressure washing
- Powder blasting & Polticing
- Wet and dry abrasive cleaning





pigeon faeces



rat faeces



bat faeces

Pigeons: and their excrement can cause damage to buildings and illness to the public. Pigeons should be deterred from roosting as excrement builds up quickly.

Throwing bread or other food waste will attract pigeons and their associated problems and perhaps other pests such as rats.

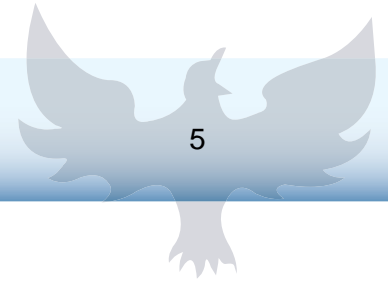
Illnesses and problems linked with pigeons include:

- Psittacosis - a flu like illness which can cause death in vulnerable people
- Meningitis - rare, but one causative agent is commonly found in pigeon nests
- Salmonella - diarrhoea, vomiting and in extreme cases septicaemia and possibly death
- Skin diseases
- Insects - including mites and fleas
- Attraction to rats

Rats: The most common nuisance rats are the more northern Norway Rat, or Brown Rat, Although they may look large, they need only a tiny hole (the size of a quarter) or a 1/2 inch crack to fit through. Rats are carriers of many different diseases, droppings can transmit several possible diseases to humans, such as salmonellosis or bacterial food poisoning, leptospirosis, trichinosis, melioidosis, brucellosis, histoplasmosis, and a whole lot of other diseases

Bats: Several diseases are caused by fungi and bacteria present in bat droppings. Although cryptococcosis, histoplasmosis, and psittacosis infections are rare, they can occur. Individuals who are young, elderly, or immune-compromised are most at risk.





before

after

Phoenix Environmental Services, cater for all types of house and premises clearances. You could be a landlord who has had troublesome tenants which has left your property requiring a thorough clearance and clean Or You could be selling a property that requires a complete house and garden clearance, Whatever the case, we can clear any amount of rubbish and leave your property clean and tidy.

Our house & garden clearance services include:

- Removal of furniture including contents in cupboards and drawers
- Removal of food items including refrigerators, freezers and cookers
- Removal & disposal of unwanted trash in gardens and leaving the grass etc trimmed
- Cleaning and clearing of trashed properties
- Specialist cleans, needle sweeps and pest control
- Jet washing and graffiti removal

All items are removed from site and either recycled or sent to a registered waste transfer station. Our clients include many estate and letting agents, housing associations, landlords, small businesses, solicitors and members of the public.

You the client benefit from:

- No hidden fees.
- Competitive Rates
- 7 days a week service
- Your commitment to the environment enhanced by choosing a contractor with recycling goals
- Using Licensed waste carriers
- Using licensed hazardous waste producers





Phoenix Environmental Services supply a complete range of discreet and compassionate specialist cleaning services for any traumatic and/or criminal event scenario. The services we offer are all undertaken by experienced, fully insured, trained and certificated staff who follow and comply with all OSHA, EPA and HSE Regulations and Guidelines All staff are also all up-to-date with all there necessary vaccinations.

Listed below is a comprehensive list of the services we offer

- 24 Hour Emergency Service
- Blood removal and clean-up
- Accident, Crime, Death and Trauma Scene Clean-up
- Unsanitary Residence Cleaning (Trash Houses)
- HIV / AIDS House Cleaning
- Removal of Dead Animals and Bird / Rodent Droppings
- Decontamination and Sanitising
- Odour Remediation
- Complete Restoration Services
- Waste Removal Service
- Crime Scene investigation materials such as fingerprint dust and luminal removal

Located in Swaffham, Norfolk, Phoenix Environmental Services is one of the areas most experienced companies in the area of Trauma Scene Management. With over ten years experience our Bio-Technicians have been the choice of bio cleaning for people and businesses throughout Norfolk, Suffolk and Cambridgeshire.

At Phoenix Environmental Services our trauma scene management team are on hand 24 hours a day 7 days a week to offer a professional and caring service for those left in a distressing situation dealing with the aftermath of a traumatic incident. The services we offer are all undertaken by experienced, trained and insured staff who are all in complete compliance.





Phoenix Environmental Services, offer a 24-Hour Emergency Response Hazardous Waste Removal service - experienced and equipped to handle & remove a range of Hazardous substances from in & around your premises...

Hazardous waste is any solid or liquid material that may cause harm to human health or the environment if not disposed of correctly. The following are examples of hazardous waste:

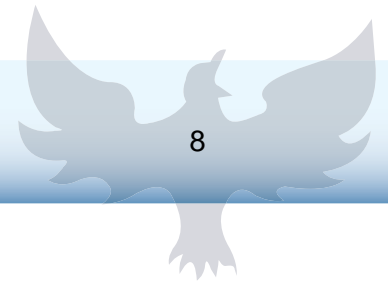
Asbestos, Flammable liquids, Garden chemicals, Household cleaning products, Motoring products, Paint, Photographic chemicals, Poisons, LPG cylinders

Hazardous waste such as syringes, asbestos, poisons or flammable liquids cannot be taken to your local Household Waste and Recycling Centres.

We are specialists in hazardous waste clearance and cleansing (including External "Sharps Sweeps") and prison, police & court cell decontamination - removing sharps, body spillages and other common bio-hazardous substances

Registered & Licensed by the Environment Agency to produce & carry waste, Phoenix Environmental Services carries out in depth risk assessments, uses fully-documented cleaning procedures, records removal and disposal processes to both legal and Health & Safety requirements and are fully-insured - ensuring you have made every reasonable effort to protect others from harm.





Phoenix Environmental Services, are professionally qualified to IICRC standards to deal with fire & Smoke Restoration. Thanks to our commitment, first-rate work, strong ethics and fair prices, we have established ourselves as a reputable company in property damage restoration.

Fire & Smoke can cause devastating damage to your home or business. Even if the fire is relatively small, the harm caused by smoke and water can be significant. In most cases like these, you need the professional, experienced help of Phoenix Environmental Services. Our immediate response to your emergency can save thousands of pounds by preventing permanent or secondary damage.

Whether it is a major house fire or minor damage caused by smoke we can give you a free onsite estimate, details on restoration procedures required and time frame for project completion. We employ state-of-the art equipment and highly qualified professionals to make sure that the end result will be appreciated by you.

Our Fire and Smoke Restoration Services Include

- Property Removal, Cleaning & Storage
- Building Cleaning & Refinishing
- Smoke residue removal
- On-site drying and dehumidifying
- Documentation retrieval
- Antique & Taxidermy Restoration





Phoenix Environmental Services Ltd, are professionally qualified to IICRC standards to deal with flood restoration. Approximately 70% of all property damage claims are water related. The odds are 1 in 20 that your home will suffer a water damage claim this year.

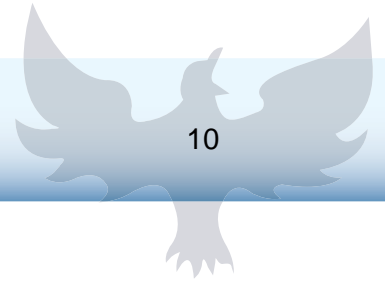
The leading cause of water damage are: washing machines, water heaters, toilets, broken pipes, faulty construction, accidents, ground water intrusion and river flooding.

Water damage can be a traumatic experience. Most people have no idea what to do when it happens. Carpet pad and sub-floors can remain wet for weeks or even months, even though they may feel dry on the surface.

Any time a structure gets wet, health hazards increase substantially. Dormant mould and mildew spores germinate, bacteria begin to multiply and viruses become more active. A few days after the damage has taken place, the environment typically changes dramatically for the worse.

If you have the misfortune in experiencing a flood, feel confident that Phoenix Environmental Services have the proper equipment, experienced and trained personnel to do the job right.





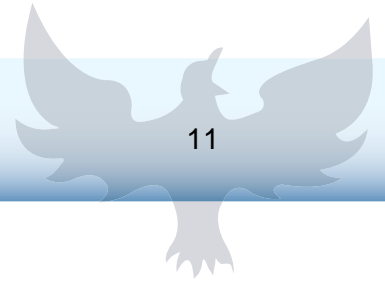
Phoenix Environmental Services, are fully trained to IICRC standards in Mould Remediation and have a tremendous amount of experience in this field.

We have all the necessary equipment to remove and dispose of any Mould contaminated surfaces quickly and efficiently, whilst ensuring that we contain the mould infested area under negative pressure using HEPA filtration units to avoid the spread of the spores and contaminating other areas of the property.

Moulds produce tiny spores to reproduce. Mould spores waft through the indoor and outdoor air continually. When mould spores land on a damp spot indoors, they may begin growing and digesting whatever they are growing on in order to survive. There are moulds that can grow on wood, paper, carpet and foods. When excessive moisture or water accumulates indoors, mould growth will often occur, particularly if the moisture problem remains undiscovered or un-addressed.

There is no practical way to eliminate all mould and mould spores in the indoor environment; the way to control indoor mould growth is to control moisture.





Swaffham Baptist Church Before & After (Grade 2 Listed)

Phoenix Environmental Services is very aware of the dangers of the damage that can be caused with historic buildings and has developed the expertise and skill for cleaning correctly and safely

The range of techniques employed in cleaning has evolved and been refined over time. Phoenix Environmental Services is committed to training in this area. All our cleaning teams are trained in all the latest cleaning developments, and are experienced in cleaning all types of buildings, stone, brick, terracotta, concrete, as well as the removal of paint and graffiti.

A complete range of safe, efficient, cost effective and environmentally friendly products are used to wipe out smoke damage, organic growth, carbonaceous soiling and graffiti and we can apply sacrificial coatings to protect surfaces for the future.

Phoenix Environmental Services is able to offer a consistently high standard of cleaning services across a wide range of techniques including:

High-pressure steam cleaning, Graffiti removal, Wet abrasive cleaning, Paint removal, Poulting, Chemical Cleaning & Shot Blasting





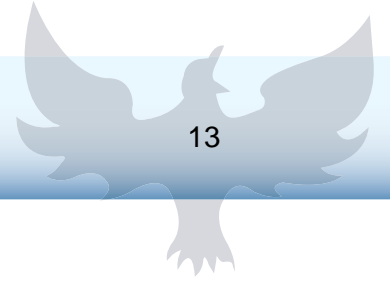
The DOFF system is very different in action than other 'steam' or 'hot water' systems currently available and should not be confused with them, as it is actually 'superheated' water that exits the nozzle, not just hot (70-90°), or steam.

The system uses a normal water supply, taken into the high pressure pump unit, where the pressure is increased to the required level before entering the Hotbox. The desired pressure can be variably adjusted by the operator and is independent of temperature settings.

Within the heater unit, the temperature can be increased at anything up to 150°C if necessary, before it passes through a heat resistant nozzle, which is used to direct the superheated water onto the surface to be cleaned.

The DOFF system is the natural answer to the removal of surface coatings such as bitumen, oil, grease and many other disfiguring materials which have become bonded to masonry and other substrates. A unique combination of heat and pressure is used to cut through and remove unwanted matter without eroding the underlying surface using specialised equipment which is fully adaptable to suit the conditions.





Phoenix Environmental Services are fully qualified to restore natural stone. Natural Stone floors are a beautiful natural finish generally overlooked & abused.

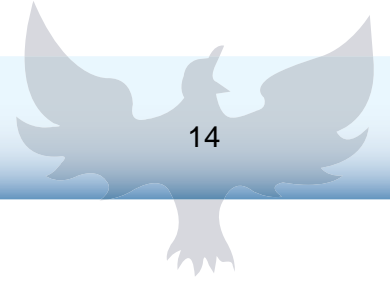
Phoenix Environmental Services floor restoration service will bring your marble / granite or sandstone floor to its full glory using highly productive floor restoration methods. We can monitor cleaning & maintenance to full floor restoration procedures after fire's etc.

Natural stone floors easily accumulate dirt & debris thereby spoiling the overall appearance. This is a slow decline only noticeable over many months of use.

Phoenix Environmental Services, floor restoration service can clean and reseal your natural floor inexpensively and quickly.

We take pride in the quality of our work and strive, to the best of our abilities, to give our clients the desired results that THEY want to achieve. Our mission is simply to make our customers happy, so they can enjoy the quality and beauty of their natural stone.





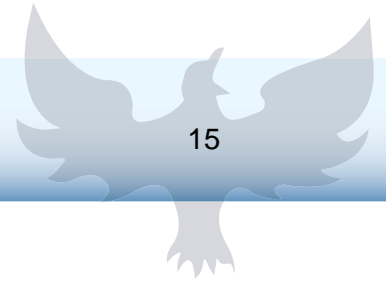
Our staff are allocated to specific areas within our extraction / kitchen cleaning services by the relevant training and expertise they hold or have. As a result, those operatives that carry out this service, hold the Foundation Certificate in Food Hygiene with the management responsible for them, holding the Advanced Food Hygiene Certificate.

This level of commitment to our customers we feel, makes us the best people to advise on the deep cleaning and sanitisation of Extraction systems, kitchens, canteens & cookers. Using the latest cleaning equipment, industry standards and know how, Phoenix Environmental Services not only provide a Deep Cleaning service but advise our customers on the best course of action.

Periodically commercial kitchens require deep cleaning. The deep cleaning of the kitchen involves thorough cleaning of all immovable equipment, walls, ceilings, pipe work, ventilation canopies and filters. Ensuring all items in the kitchen are deep cleaned and sanitised thoroughly.

On completion of the kitchen deep cleaning, a certificate of cleaning hygiene will be issued. This is to be kept on file as evidence for your Health & Safety records and insurance requirements (in the case of the extraction system).





Wood floor after sanding B4 finish applied



Wood floor after sealer and finish coats applied

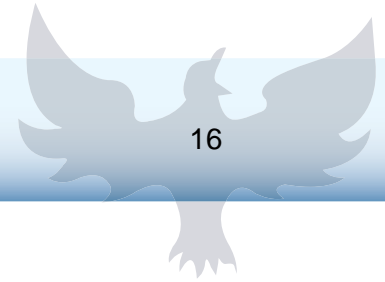
Phoenix Environmental Services takes pride in their knowledge and experience in its wood floor restoration service. Wood floors that have become unsightly from years of wear or neglect can be restored to their original beauty. Machine sanding removes the old finish and exposes new wood. With the application of a finishing material, floors are like new again.

It is usually advisable to have a professional floor restoration refinisher do the work to be assured of the best results, all of our operatives are fully trained and experienced in the sanding and re-finishing of wooden floors.

Wood floors, properly finished, are the easiest of all floor surfaces to keep clean and new looking unlike carpeted or resilient floors that show wear regardless of care. Wood floors can be kept looking like new, year after year, with minimum care.

All wood floors regardless of what type of finish, must be maintained properly to keep the beauty long lasting.





Industrial Cleaning and Restoration
 External Building Restoration
 Water Damage Restoration
 Applied Structural Drying
 Fire & Smoke Damage Restoration
 Carpet Cleaning
 Upholstery & Fabric Cleaning
 Applied Microbial Remediation
 (Mould Remediation)
 Odour Remediation
 Wood Floor Restoration
 Air duct Cleaning
 Natural Stone Floor Restoration

Certificated in the use of Neolith chemicals
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 Technicians (WRT) IICRC Certificated
 Technicians (ASD) IICRC Certificated
 Technicians (FSRT) IICRC Certificated
 Technicians (CCT) IICRC Certificated
 Technicians (UFT) IICRC Certificated
 Technicians (AMRT) IICRC Certificated

Technicians (ORT) IICRC Certificated
 BONA Certificated
 NADCA Trained & Certified
 Crawshaws Certificated

Low/ High Pressure & Ultra High
 Pressure Water Jetting including surface
 preparation using water & abrasive.

Fully trained and certificated

Trauma Cleaning / Blood Borne Pathogens

Fully Trained and Certificated to American
 Bio recovery standards

Kitchen/Extraction Systems Deep Cleans
 Confined space trained
 (ing)
 Daily Contract Cleaning
 Advanced food hygiene

Fully Trained & Certificated
 Fully trained and certificated staff (Britannia training)

BICS Trained staff
 Technician Trained & Certificated (applicable to
 food processing plants)
 IPAF / PASMA Trained & Certificated Staff

Phoenix Environmental Services Limited, are members of:

- IICRC Certified Firm www.iicrc.co.uk
- Home Call (run by Norfolk County Council) www.norfolkhomecall.org
- Norfolk Chamber of Commerce www.norfolkchamber.co.uk
- FSB (Federation of Small Businesses) www.fsb.org.uk
- BICS (British Institute of Cleaning Science's) www.bics.org.uk

