



# Vinci Response

Damage Restoration & Specialist Cleaning Services

# About Vinci Response

Vinci Response is quickly becoming one of the leading restoration and cleaning companies for businesses and domestic clients across the country. We know the distress that property damage can cause. Whether it's your business or home, returning your building to its original condition is critical. That's why we work around the clock to ensure minimal disruption for our clients whenever disasters hit. From fire or flood damage to heritage stone cleaning and guano removal, Vinci Response can help.

Our dedicated staff are committed to offering 100% satisfaction rates and strives to maintain our strong reputation for reliability, flexibility and friendliness.

## Our CEO of Vinci Response

Managing Director and CEO of Vinci Response, Gavin Smith, founded the company in 2019. With a background in disaster management and restoration, he has worked in the industry for nearly thirty years, many of which have been spent in senior management.

Spotting a gap in the market, Gavin's passion for remediation work and customer service prompted him to launch his own company.



**Gavin Smith** | Managing Director and CEO

*"I know this industry so well, and I know the level of expertise and professionalism that our clients expect and deserve. Identifying solutions, keeping our clients updated and delivering what we say we will provide is vital to our ongoing success."*

*"I'm very proud of the team here at Vinci who all work hard to deliver exceptional quality and service."*

## Quality Work When You Need Us

Vinci Response has several nationally recognised accreditations, including BDMA, Constructionline, SafeContractor, CHAS and more.



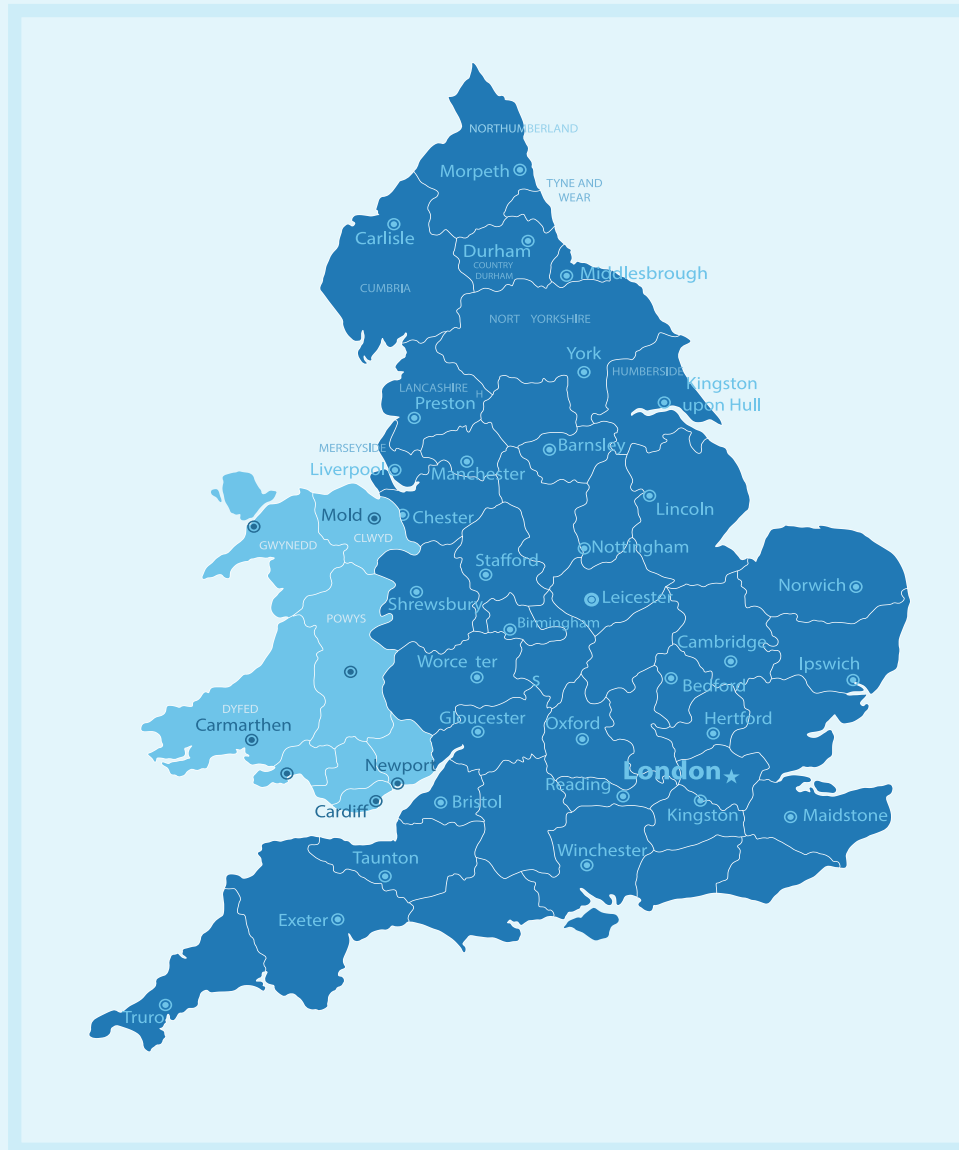
With our highly experienced and knowledgeable team – coupled with our heavy investment in the most advanced technology – our expert technicians can handle any remedial requirements. And we know that emergencies don't just happen during office hours, which is why you can contact us **24 hours a day, seven days a week**. With Vinci Response, you're only ever moments away from getting the help you need.

## Southern Roots, National Reach

Our headquarters are based near Portsmouth, Hampshire, with offices in Cornwall, Wales and Hull. However, our technicians cover most of the UK.

Over the years, we have built relationships with a select group of independent contract and specialist cleaning companies that are regionally based.

They have demonstrated their abilities to provide excellent customer service and now work under our umbrella to our exacting standards. Whether you have just one location or multiple sites that need assistance, Vinci Response is here to help.



### Have Peace Of Mind

24 Hour 7 Days a Week Emergency Freephone

**03335 772 996**

[enquiries@vinciresponse.co.uk](mailto:enquiries@vinciresponse.co.uk)

## Corporate Social Responsibility

At Vinci Response, we recognise the importance of giving back to the communities where we live and work. Our commitment to social responsibility is demonstrated through our various initiatives and programs to positively impact society and the environment.

### Social Enterprise Work

Vinci Response is proud to be involved in social enterprise work that benefits the local community. Our 'skip days' program allows residents in housing estates to dispose of bulky items for free, reducing fly-tipping and improving the area's appearance.

# Who We Work With

Vinci Response, we are dedicated to providing first-class services to a wide range of clients from various sectors.



## Loss Adjusters

Loss Adjusters trust us to provide prompt and effective solutions for any damage or loss that may occur due to unexpected events. With years of experience, we understand the importance of quick and efficient action in these situations and work tirelessly to minimise the impact of such events on our clients.



## Facilities Managers

Facilities Managers rely on us for regular cleaning and maintenance services to keep their properties pristine. Our team of experts uses the latest techniques and equipment to ensure that every corner of the property is clean and hygienic. Whether it's a commercial building or a residential property, we take pride in providing exceptional services that meet the highest standards.



## Developers

Developers also choose us for efficient and thorough clean-up services during and after construction projects. Our comprehensive approach ensures that the property is left spotless and ready for occupancy. From removing debris and dust to cleaning windows and flooring, we leave no stone unturned in delivering a flawless clean-up.



## Home and Business Owners

Homeowners and business owners also turn to us for various cleaning and restoration needs. Whether it's flood water or fire damage – or even trauma cleaning required - we offer personalised services that cater to each client's unique needs. Our goal is to meet the highest standards and exceed our clients' expectations.

With our attention to detail and commitment to quality, Vinci Response is the ideal choice for all your restoration and cleaning needs.



# Flood & Water

Flood & Water Damage Clean-Up | Sewage Clean-Up | Water Damage Drying Solutions

Water & Flood Damage Restoration | Mould Remediation & Removal

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Flood and water damage can be extremely harmful to both buildings and people.  
Our expert technicians work to quickly extract water, clean-up and remediate  
commercial and residential properties.



# Flood & Water Damage Clean-up

Vinci Response understands that speed of response is critical when it comes to flood and water damage. If you act fast, you can mitigate secondary damage. Our team has the knowledge and experience to handle the most demanding challenges.

## How We Can Help

We will arrange a suitable time with you to visit and conduct a site survey and loss assessment. Work can be carried out immediately after the site survey if required. Our team will identify and locate the source of the escape of water before starting the extraction process from your building (walls, ceilings, floors).

We use various methods and equipment depending on your scenario – this will help prevent secondary damage.



## Our Expertise

When water enters a building, the immediate impact can be devastating. Expensive and treasured possessions can be destroyed if covered or fully submerged.

Water absorbed into a building can also cause structural damage. Rot, mould and other harmful pathogens can be potentially dangerous to humans and animals.

Our technicians can help identify these risks, as well as the type of water affecting a property:

### Clean water

Free from bacteria and pathogens

### Grey water

Free from faecal matter but can still pose health risks

### Black water

Typically contains raw sewage and therefore bacteria, pathogens and other toxic substances

## Who we work with

- ✓ Homeowners
- ✓ Insurers
- ✓ Tenants
- ✓ Business Owners
- ✓ Landlords

## Our Expertise

Vinci Response has years of experience with cleaning commercial and domestic properties affected by sewage.

Our team of experts has the knowledge and skills to handle even the most challenging sewage clean-up jobs. Sewage can contain traces of E.coli, faecal markers and blood-borne pathogens, all of which can be potentially harmful to humans and animals.

Our technicians are fully accredited and have undergone extensive training to understand the potential hazards. They will remove these pathogens using air and surface decontamination and a process called advanced PCO (photocatalytic oxidation) to eliminate odours.

### Benefits

- ✓ Professional sewage clean-up can minimise the disruption to your business or home.
- ✓ Potential costs of repairs can be reduced.
- ✓ Our trained experts will remove any potentially harmful pathogens that could otherwise risk serious illness and structural damage.

## Sewage Clean Up

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

### How We Can Help

At Vinci Response, we understand that sewage spills and leaks can be significant health hazards and can cause damage to your property. That's why we offer sewage cleaning services that are prompt, effective, and safe. Our team of experts is equipped with the latest technology and equipment to ensure that we can quickly clean up the sewage and restore your property to its pre-incident condition. We pride ourselves on providing excellent customer service and working closely with our clients to meet their needs with minimal disruption. With technicians available across the UK, you can have peace of mind knowing that we are here to help when you need it the most.





# Water Damage Drying Solutions

Not only can water damage threaten the physical infrastructure of the building, but it can also destroy personal and professional belongings, costing you time, money and potential heartbreak. That is why our water damage drying team work quickly and efficiently to help repair and prevent further deterioration of flooded buildings.

## How We Can Help

Our professional expertise allows us to help identify the true extent of water damage. Several symptoms our teams will look out for include:

- ✓ Water stains/form of white powdery residue
- ✓ Visual damp spots
- ✓ Leaking pipes originating directly from the wall
- ✓ Foul odours, peeling paints or rusty metal fixtures



## Our Expertise

Vinci Response offers a range of drying solutions to meet various needs, including:

**Construction drying** – involves removing moisture from building materials and structures. This is important to prevent issues such as mould growth and structural damage. Our team uses high-quality, heated, dry air blown into porous materials through drilled holes or exposed edges to achieve effective drying.

**Pressure drying** - a technique used to speed up drying where moisture has penetrated the structure. A turbine is used to blow heated, dry air into the affected area, creating positive air pressure which forces moisture out of the structure, resulting in faster and efficient drying.

**Suction drying** - also known as negative pressure drying involves a vacuum system to remove moisture from affected areas. Vinci uses high-density HEPA vacuums trapping mould spores, eliminating spores becoming airborne. This method effectively extracts liquid water from porous materials and reduces moisture levels.



## Our Expertise

Our expert technicians will undertake a comprehensive assessment of your premises to identify the class of water involved:

Our technicians can help identify these risks, as well as the type of water affecting a property:

**Class 1:** Clean, potable water

**Class 2:** Grey water (often from a washing machine or dishwasher leak)

**Class 3:** Black water (sewage or flood water)

**Class 4:** Contaminated water (such as asbestos, heavy metals, chemicals, etc.)

Before the restoration process can begin, the excess water must be extracted. Our technicians use various methods to remove water from homes and commercial properties. They can advise on the most effective for your situation.

After extracting the water, our team provides cleaning and sanitising services to handle the situation. Depending on the scenario, contaminants and microorganisms can be left behind along with sediment and silt, ranging from an escape of water from a main or flash flooding.

# Water & Flood Damage Restoration

Whether it's the result of a relatively minor leak or a catastrophic flood, the water damage restoration process relies on speed, knowledge and technical skill to mitigate the effects quickly and efficiently.

## How We Can Help

At Vinci Response, we understand that water and flood damage can be devastating and overwhelming for property and business owners. Our experts are equipped with the latest technology and equipment to ensure we can handle any water or flood damage restoration job.

We pride ourselves on providing excellent customer service and working closely with our clients to meet their needs.



# Mould Remediation & Removal

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

## How We Can Help

At Vinci Response, we understand the negative impact that mould can have on your health and your property. That's why our mould removal and remediation services are designed to help you eliminate mould and identify the cause, which will help prevent it from returning. Our experienced team uses advanced techniques and equipment to effectively remove mould from your property and treat affected areas to prevent future growth. Let us help you restore your property and breathe easier with our professional mould removal services.



## Our Expertise

We begin by removing surface mould growth using our high-density HEPA-rated vacuum system, which traps mould spores and eliminates the risk of them becoming airborne. We then treat affected areas with a broad-spectrum biocide solution, which targets and eliminates the mould spores and allows for a safe and thorough manual clean.

To ensure complete eradication, we use ULV fogging to release a fine mist of antimicrobial/broad-spectrum biocide into the air, targeting any non-visible, airborne mould spores. This step is critical to preventing future mould growth.

Even once the mould is killed and made inert, the dormant mould spores can still pose health problems. That's why we offer the Biosweep process, which permanently removes indoor bio-contaminants and volatile organic compounds.

Our team is dedicated to ensuring the health and safety of our clients, and we are committed to delivering outstanding results. Contact us today to learn more about how we can help with your mould remediation needs.

# Fire & Smoke Damage

Fire Damage Restoration | Smoke Damage Cleaning  
Fire & Smoke Odour Removal

We understand the devastating impact that fire and smoke damage can have on your property. At Vinci Response, we specialise in providing first-class restoration service to help you recover quickly. Our experienced team uses advanced techniques and equipment to remove soot, odour and restore your property.





# Fire Damage Restoration

Fire damage can be very complex, and each situation is different. Whether it's a commercial or residential premise, our team can restore your property, in the event of a fire, to help get it back to its pre-incident condition.

## How We Can Help

Once you have contacted Vinci Response, we will quickly arrange for one of our senior technicians or project managers to visit your building to complete a thorough site survey and loss assessment. This will help determine the full extent of the damage and allow us to produce a plan to deal with all aspects of remediation and restorative cleaning.

Our teams cover the UK, so wherever you are, you can feel confident that we will be able to assist.

## Our Expertise

When materials burn, they can produce fumes and chemicals that are **incredibly dangerous to your health**.

Materials can also expand in the heat before contracting, and when this happens, soot deposition can become trapped inside. Not only can this cause odour issues, but it can also be hazardous.

We use specialist techniques to remove the after-effects of smoke, soot, odours, and any other particles the fire damage has left behind.

As part of our fire damage restoration services, you can expect our team to:

- ✓ Make the building safe to enter
- ✓ Extract any water left behind
- ✓ Strip out and dispose of materials
- ✓ Clean & decontaminate your property
- ✓ Remove and store contents
- ✓ Manage asbestos



## Our Expertise

Fires leave many homes uninhabitable and businesses unable to operate. Apart from the damage caused by heat, smoke can significantly impact a building and the contents within.

At Vinci Response, our highly trained teams can identify the different types of soot present:

**Dry Soot:** Caused by high oxygen fires, dry soot is comparably easier to remove using a HEPA vacuum and dry-cleaning methods.

**Wet Soot:** Generally left by low oxygen fires, wet soot sticks to surfaces much more.

Our technicians will also be able to identify any protein, plastic or fuel oil residues which can impact the smoke-damage cleaning methods used.

## Benefits

- ✓ Fully qualified and accredited professionals
- ✓ Smoke type analysis
- ✓ Peace of mind that all contaminated surfaces will be professionally cleaned and restored

# Smoke Damage Cleaning

With property fires, it's not just the heat that can destroy personal belongings and impact a buildings' structural integrity. Smoke and soot damage can be just as destructive, requiring a professional company to remediate successfully.

## How We Can Help

Our experts will be able to identify the different types of soot deposition that have been present and amend their cleaning strategy accordingly.

While some traces of smoke damage will be evident (such as soot residue), our technicians will also be able to identify some of the less apparent signs of smoke damage on furniture, food and clothing. The team will follow standard health and safety procedures to ensure the work is carried out effectively and promptly, leaving the property clear of smoke damage.



# Fire & Smoke Odour Removal

Following a building fire, smoke odour can linger for a long time if not promptly dealt with. Vinci Response can offer both commercial and residential customers a complete fire smoke odour removal solution.

## How We Can Help

At Vinci Response, we understand the distress that fire, smoke, and odour damage can cause. Our experienced professionals are equipped with the latest technology and techniques to restore your property to its pre-loss condition.

When you call our team, we will ask some initial questions to help understand the extent of the problem and the necessary time required to remediate the odour.

## Our Expertise

On arrival, our fire and smoke odour removal specialists will assess the treatment area and determine the most effective and efficient action plan.

Once they have removed any debris, furniture or other objects that may be affected by the odour, they will prepare the area by closing all windows and doors and switching off any ventilation systems.

Using state-of-the-art BioSweep technology that generates ozone, ions and photocatalytic oxidation, the team will use the equipment to eradicate stubborn smoke odours.

Once complete, the technicians will allow the area to air before taking samples to ensure the area is thoroughly cleaned and all traces of odour have been eradicated.

## Benefits

- ✓ Fully qualified and accredited professionals
- ✓ Environmental sampling
- ✓ Complete smoke odour removal





# Building & Facilities

Brick & Stone Cleaning | Building Envelope Cleaning  
Warehouse & Commercial Cleaning | Car Park Cleaning | Guano Removal

Whether your building is a professional or residential residence, you want it to look smart. Not only can professionally cleaned stone, brickwork and rendering provide an excellent first impression, but it can also help identify and remediate any structural issues.

# Brick & Stone Cleaning

Vinci Response offers a safe, effective brick and stone cleaning service using state-of-the-art equipment and decades of experience. Our fully qualified technicians have an eye for detail to ensure we provide the highest standard of cleaning to improve the look and perception of your building.

## How We Can Help

At Vinci Response, we professionally clean brick and stone surfaces. From heritage sites to listed buildings, statues and paved areas, our team can get the surfaces cleaned to your requirements. Our cleaning process is tailored to your specific requirements, as well as your building's age, features and characteristics. We will also consult you on the best way to reduce or prevent the same issue from arising again. This can involve measures you can put in place or hiring us to complete periodic cleaning to ensure the same level of build-up doesn't occur again.



## Our Expertise

Our fully insured teams use either DOFF or TORIK Cleaning Systems for most jobs. The steam-based tools provide the option of chemical-free cleaning with optimal results. They can remove stubborn stains without damaging the brick or stone surface.

As well as stonework, the DOFF or TORIK cleaning systems can be used on brick, marble and concrete (including walls and pavements) and can remove graffiti too. In addition, our technicians offer 'Rope Access Cleaning' to help with hard-to-reach areas. The procedure is much less obtrusive than scaffolding and requires fewer person-hours to complete, making it a more cost-effective option.

## Benefits

- ✓ Fully-insured technicians
- ✓ Experience cleaning brick and stone surfaces, including:
  - Heritage buildings
  - Landmarks and statues
  - Paved areas
- ✓ Non-chemical cleaning protects delicate surfaces
- ✓ Rope Access Cleaning allows cleaning of hard-to-reach areas



## Our Expertise

Whether it's a commercial or residential premise, the outer appearance of any building matters. Our experts will be able to remove the following professionally:

- ✓ Graffiti
- ✓ Paint
- ✓ Bird Guano
- ✓ Algae
- ✓ Dirt and Debris
- ✓ Chewing Gum
- ✓ Oil and Grease
- ✓ Bitumen
- ✓ Fungi

In addition to creating an excellent first impression, regular building envelope cleaning will ensure your site remains safe for guests and visitors. By identifying potential risks to structural damage, our technicians can suggest the most effective cleaning methods to ensure the integrity of the building materials are not jeopardised.

## Benefits

- ✓ Professional building envelope cleaning
- ✓ Expert identification of materials and most effective cleaning methods
- ✓ Aesthetic + structural integrity benefits

# Building Envelope Cleaning

Vinci Response specialises in maintaining building facades, render, and cladding, ensuring cleanliness and aesthetic appeal. Our expertise enhances your property's curb appeal, longevity, and value. Our technicians tackle dirt, grime, and graffiti, restoring your building's exterior to help it look like new.

## How We Can Help

The envelope of a building can be made up of many different materials. Whether it's the render, cladding or façade (which can be made from glass, stone, wood or metal), our professional team can identify the surface type, its overall condition and the best cleaning method to get the surface looking like new without causing any damage. Our technicians are also fully qualified rope access cleaners, meaning they can access hard-to-reach places without using costly and cumbersome scaffolding.





# Warehouse & Commercial Cleaning

Vinci Response provides expert warehouse and commercial cleaning services promptly and efficiently. Whether you need emergency, one-time, or periodic cleaning, we minimise disruption using advanced technology and extensive experience.

## How We Can Help

We understand the importance of maintaining a clean and organised warehouse or commercial space. Our experienced team is well-equipped to provide a range of cleaning services tailored to meet each client's unique needs. We can assist with tasks such as high-level cleaning, floor cleaning, and equipment cleaning, all with a focus on maintaining a safe and hygienic environment. Whether you are looking for a one-time deep clean or ongoing maintenance services, we are here to help. With our attention to detail and commitment to quality, you can trust us to keep your space looking its best.

## Our Expertise

Whether it's a warehouse or a commercial premise (such as a professional kitchen), they must be kept professionally clean to ensure you provide a safe environment for staff and visitors and also to protect your image.

Not only can our fully qualified technicians clean flooring and work surfaces, but they can also clean your machinery to prevent clogging and erosion, ensuring it runs as efficiently as possible and lasts longer.

Using the correct equipment and experienced technicians, we can also provide high-level internal cleaning within your warehouse or commercial premise to drastically improve the environment. If you're moving into or out of a property, we can provide a complete clearance service.

## Benefits

- ✓ Fully qualified and accredited professionals
- ✓ Emergency, one-off or periodic cleaning
- ✓ Start or end of lease deep cleaning service available
- ✓ Flooring, work surfaces and machinery all professionally cleaned



## Our Expertise

Whether you require a one-off deep clean, an emergency clean or periodic car park cleaning, our expert team can help.

One of our key strengths is our ability to clean car parks even if they don't have access to water supplies. We use specialist water tanks and pumps to source water from external sources, so our clients can know that their car park can be cleaned thoroughly, regardless of the location or water supply.

Our technicians use high-pressure washers to remove dirt, grime and other stubborn stains. They are trained and qualified to use specialist cleaning chemicals that are safe for both the environment and people, ensuring that the car park is clean and free from harmful toxins. If you're looking for a reliable and efficient car park cleaning service, Vinci Response is the right choice for you.

## Benefits

- ✓ Increased longevity of the surfaces and structure of your car park
- ✓ Our teams' flexibility to work around you ensures minimal downtime
- ✓ Clean car parks could help increase revenue and deter acts of vandalism

# Car Park Cleaning

Vinci Response provides comprehensive, industrial, commercial and private car park cleaning. We provide emergency and one-off deep cleans as well as ongoing periodic cleans to help keep your car park pristine.

## How We Can Help

Whether you have a single or multi-storey car park, no job is too big or too small. We work with private shops, shopping centres, large car park operators, councils, and independent car park owners. We thoroughly clean car park ceilings, roofs, flooring, walls, and facades using a range of equipment.

Our fully trained technicians will safely remove oil and chemical spills, guano/bird droppings, chewing gum, graffiti, and nasty odours. They are also fully trained and experienced in dealing with trauma clean-ups.





# Guano Removal

Are birds causing a nuisance around your property? Vinci Response has got you covered with our specialised guano removal service. Our experienced team has the tools and expertise to ensure a clean and safe environment for residential and commercial properties.

## How We Can Help

In addition to routine guano removal and cleaning as part of a regular programme, our experts can also provide fast-action emergency clean-ups.

Once on-site, our teams will conduct thorough risk assessments before getting to work, ensuring full PPE (Personal Protective Equipment) and RPE (Respiratory Protective Equipment) are worn where necessary. With many years of experience, we understand what is needed to remove bird guano safely. We will provide a thorough service, leaving the affected area sanitised, clean and guano-free.



## Our Expertise

Whether it's a warehouse or a commercial premise (such as a professional kitchen), they must be kept professionally clean to ensure you provide a safe environment for staff and visitors and also to protect your image.

Not only can our fully qualified technicians clean flooring and work surfaces, but they can also clean your machinery to prevent clogging and erosion, ensuring it runs as efficiently as possible and lasts longer.

Using the correct equipment and experienced technicians, we can also provide high-level internal cleaning within your warehouse or commercial premise to drastically improve the environment. If you're moving into or out of a property, we can provide a complete clearance service.

## Benefits

- ✓ Fully qualified and accredited professionals
- ✓ Emergency, one-off or periodic cleaning
- ✓ Start or end of lease deep cleaning service available
- ✓ Flooring, work surfaces and machinery all professionally cleaned



# Additional Services

At Vinci Response, we understand that some situations require specialised cleaning services. That's why we offer various additional services to meet your unique needs. Our experienced teams are equipped with the right tools and expertise to handle any job, big or small.

## Trauma Cleaning:

Our trauma cleaning service is specifically designed to restore a space after a traumatic event, such as an accident, crime, or death while being sensitive to the emotional state of those affected by the event. Our highly trained teams have undergone specialist NACSC training, which has equipped them with the necessary skills and knowledge to work discreetly and empathetically.

The qualified technicians assigned to the task will handle the cleaning and sanitisation of the premises sensitively, ensuring that any hazardous waste and cleaning materials are safely removed.

## Void Property Cleaning

Our void property cleaning service is perfect for landlords and property managers preparing premises for new tenants. Aside from items such as rubbish, furniture, white goods and clothing, we also provide full clearances when a property is left as a result of death or abandonment.

In these situations, hazardous waste can sometimes be a serious issue, with drug paraphernalia and bodily fluids requiring specialist cleaning.

## Virus Decontamination:

Our virus decontamination service is perfect for homes, offices, schools, and other spaces exposed to viruses such as COVID-19. Our team uses specialised equipment and broad-spectrum biocides to ensure that all surfaces are thoroughly disinfected, providing peace of mind and a safe environment for everyone.

## Hoarder Cleaning

Our hoarder cleaning service is designed to assist individuals struggling with hoarding behaviour. Once we have completed a free risk assessment, we will discuss with clients which items can be removed from the property, donated or kept. Our teams work with compassion and understanding to help declutter and clean properties, ensuring they are left safe and habitable.

## Oil Spill Clean-Up

Our oil spill clean-up service is designed to quickly and safely respond to any oil spills, whether on land or in water. We use specialised equipment and techniques to contain and clean up the spill, minimising the environmental impact and ensuring safety for all involved. Whether it's hydraulic or diesel oil, our technicians can ensure the spill is cleaned quickly and efficiently.

Contact Vinci Response to learn more about our additional services and how we can help you.

# Technologies Used

## Efficient Operations with Customer Relationship Management (CRM)

Our CRM system is essential to our business, enabling us to manage and track every aspect of our work, from initial client contact to project completion. Through our CRM, we efficiently schedule appointments, monitor progress, and ensure effective communication with clients, fostering alignment and meeting expectations.

## Advanced Tracking Systems for Timely, Cost-effective Projects

In addition to our CRM, we leverage advanced tracking systems to monitor project progress and closely adhere to timelines and budgets. These tools promptly identify and resolve issues, minimising downtime and providing clients with the highest level of service.

## Cutting-Edge Technology for Superior Cleaning Results

Our dedicated technicians utilise the latest technology and tools to deliver exceptional service. Equipped with state-of-the-art cleaning equipment like Doff and Torik, our chemical-free solutions use high-temperature steam to eliminate dirt, grime, and contaminants. These specialised tools are particularly effective on delicate surfaces found in historic buildings, monuments, hospitals, and laboratories.

## Comprehensive Solutions with Specialised Equipment

Alongside chemical-free cleaning, we offer specialised equipment for energy-saving dehumidification, remote monitoring, and intelligent drying. This technology allows us to remotely adjust drying settings, protecting clients' properties and expediting the drying process with maximum efficiency. Our advanced moisture detection tools identify hidden wet or damp areas, enabling us to assess damage thoroughly and develop a comprehensive action plan tailored to your needs.

## How We Work

Vinci Response is a family-run business that provide professional cleaning services. With a combined management experience of 70 years among the team, our dedicated staff are committed to providing effective and efficient cleaning solutions to businesses and residential customers. We understand that every client's needs are unique, which is why we offer a range of cleaning services to suit different requirements. Whether it's a one-time deep clean or a regular maintenance program, our team is always ready to help.

We work closely with our clients to identify their specific needs and develop tailored cleaning solutions that meet their expectations and budget. Our staff are highly trained, experienced, and passionate about their work. They are always on hand to offer professional advice and guidance.

## The Vinci Response Way

At Vinci Response, we rely on vast knowledge and expertise to ensure our clients receive the best possible service. This means that we use cutting-edge technology and specialised techniques to assess each situation and develop a customised action plan. Our technicians work closely with our clients to understand their unique needs and goals and then create a tailored approach that meets those needs while minimising disruption and cost.

## Our Expertise

### Fire & Smoke Damage

- ✓ Significant odour from smoke damage
- ✓ Protein/food fire – smoke caused from burnt food
- ✓ Pyrolysis fire – smoke caused by chemical treatments vaporising, usually an acrid odour, very difficult to eradicate
- ✓ Porous materials – open wood, contents, furniture, plaster
- ✓ High temperature with smoke damage causing odour to permeate into materials within property

### Flood & Sewage

- ✓ Concerns about contamination from harmful bacteria and viruses, i.e. kitchens, grocery stores, hospitals, schools
- ✓ Mould growth has occurred, concerns about mould spores after removal

### Trauma

- ✓ Any trauma case to decontaminate and ensure eradication of harmful bacteria and viruses

## BioSweep

BioSweep is a revolutionary eco-conscious cleaning technique employing natural agents to degrade and remove organic pollutants. This sustainable approach ensures effective sanitation, minimising harm to the environment and promoting a healthier, greener world.

### How We Can Help

BioSweep's high performance air and surface decontamination is effective in eradicating odours, bacteria, viruses, VOCs and suppressing mould spores.

Whether you run a healthcare facility, educational establishment, office complex or any other premises where people work or live, taking preventative measures against harmful bacteria or viruses is important.





To request a quote or more information about our  
services, contact Vinci Response

03335 772 996

| [enquiries@vinciresponse.co.uk](mailto:enquiries@vinciresponse.co.uk)

| [vinciresponse.co.uk](http://vinciresponse.co.uk)

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