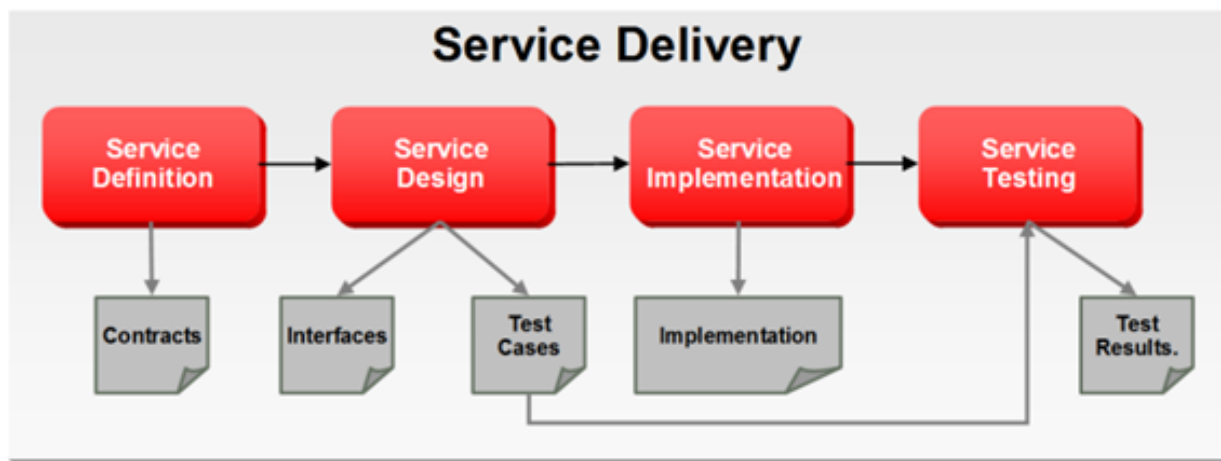


# Service Definitions

2022



## TABLE OF CONTENTS

*Introduction* ..... 1

*Current Services*..... 2

*Potential Future Services* ..... 5

*Formal Description of Services*..... 9

*Associate Services* ..... 22

*Raw Ideas for Future Services* ..... 22

*Summary* ..... 23

## INTRODUCTION

Within each market segment there are a number of service offerings. For example, in the market segment of real estate services, Fenix offer end-of-lease cleaning and presales cleaning to name but two. Not all of the range of services are currently offered by Fenix however they may be at a suitable time in the future. This section, Current Services, describes, in some detail, those service offerings currently being provided by Fenix. It is the single point of truth for Fenix services.



## CURRENT SERVICES

### Real Estate

Our clients, real estate agents and property managers, are very busy people with many challenges to deal within their day-to-day business lives. Fenix aims to make their lives that bit easy by taking care of all their cleaning requirement.

We get to know our clients through regular scheduled face-to-face meetings so we understand their needs and preferences, and they understand they can trust us to deliver outstanding quality cleaning services at fair prices. We are only satisfied when our clients are fully satisfied, and we have removed all cleaning-related worries from their thoughts.

The following are the main services that Fenix offer our real estate clients, we also package these together in such a way that we manage the client's cleaning requirements from prior to a sale process beginning, to after settlement and beyond.

The following real estate services are offered by Fenix:

- End-of-lease (vacate) cleaning
- Pre-sale cleaning
- Open-for-inspection cleaning (while selling or leasing)
- Settlement cleaning
- Rental inspection cleaning (while leasing)
- Wipe-over cleaning
- Steam cleaning
- Fumigation
- Work orders
- Time and materials

Refer to Fenix Informational Document *The Cleaning Process* for more detail on each of these services and refer to a later section of this documents entitled *Formal Description of Services* for the information that is presented to customers in quotes and invoices and related documents.

### Residential

Fenix residential services are those intended for the average homeowner or tenant and have been designed to cater for everything from a regular weekly clean to an annual spring clean, or from a deep clean of a stubborn oven to the sanitisation and disinfection of the whole property.

We offer tailored solutions, high-quality results, value-for-money cleaning using trained, experienced, police-tested staff.

The following residential services are offered by Fenix:



- Regular cleaning
- Spring cleaning
- Deep cleaning
- Move-in cleaning
- Oven deep cleaning
- Refrigerator cleaning
- Fireplace cleaning
- Steam cleaning
- Window and solar panel cleaning
- Time and materials

## Commercial

Fenix has been consistently building its commercial jobs which now includes cleaning of real estate agency offices, local sports clubs, technology repair facilities, food distribution facilities, pubs and clubs and many others.

We offer tailored solutions, high-quality results, value-for-money, out-of-hours regular cleaning using trained, experienced, police-tested staff.

We have all the specialist cleaning equipment, so we can satisfy all requirements, such as steam cleaning, high-window cleaning, disinfection and sanitisation fogging, floor scrubbing and polishing, mould cleaning and rubbish removal, when required.

The following commercial services are offered by Fenix:

- Regular Cleaning
- Regular special cleaning
- Deep cleaning
- Steam cleaning
- Window cleaning

## Construction Cleaning

Construction cleaning or builder's cleaning to which it is often referred, is a specialist form of residential cleaning but because of the specialist skills required and significantly more stringent demands, its advantageous to keep it separate.

Fenix currently carries out a small number of constructions cleaning jobs and they are usually quite highly paid, typically between \$500 and \$3,000. They are, however, generally difficult to quote and perform such as to maintain a good level of profitability.

The activities that would be performed in a construction clean may include some, or all, of the following:



- Detailed general house cleaning
- Detailed kitchen cleaning including removal of coverings and manufacturers stickers on cupboards and appliances
- Detailed bathroom and toilet including removal of manufacturers stickers on cupboards and bathroom items
- Highly detailed window cleaning including removal of all manufacturer's stickers, builder's residues, and cement over splash from the brick layers
- Wall cleaning for removal of blemishes caused by tradesmen since painting was completed
- Detailed wall tile cleaning in kitchen, bathrooms, and laundry to remove all trace of grouting dust
- Detailed floor tile cleaning in wet areas to remove all trace of grouting dust
- Removal of plastic coverings from floorboards or floating flooring and subsequent cleaning of floorboards or floating flooring

## Specialist Cleaning

### Introduction

Fenix has been consistently building its capability in providing specialist services, such as high-window cleaning, steam cleaning, disinfection and sanitisation, mould cleaning, pressure cleaning, fogging, tile, and grout scrubbing and rubbish removal and disposal.

We offer tailored solutions, high-quality results, value-for-money, out-of-hours cleaning using trained, experienced, police-tested staff.

Fenix currently offers a range of specialist cleaning services, these are:

- Carpet, curtain, and upholstery steam cleaning
- Spill and flooding clean-up and drying
- High-pressure cleaning
- Floor tile and grout cleaning
- Floor tile and grout scrubbing and/or buffing
- Window high-window and solar panel cleaning (including Ground, Level 1, and Level 2)
- Sanitising and disinfection cleaning
- Sanitising and disinfection cleaning with fogging
- Fumigation
- Mould cleaning
- Mould cleaning and fogging
- Rubbish removal and disposal



- Rubbish removal (waste management)
- Skip hire

## POTENTIAL FUTURE SERVICES

### Introduction

As mentioned above, at this early stage, Fenix is predominantly operating in the real estate and residential market segments with a very small number of jobs in the construction and commercial areas.

It may be seen from Informational Document – Market Segments that there are many markets, and it doesn't take a great deal of imagination to realise that within each market there are many opportunities. The challenge of a business planning for success, is not to mindlessly try to cover all bases at once. The challenge is to select those which have some or all of the following characteristics:

- A degree of similarity to current operations allows staff to experience upskilling rather than retraining
- A degree of similarity to current operations in terms of job size as it remains within the capability of the managers and supervisors to schedule and manage the work
- Jobs largely within the existing geographic area of the business ensuring availability of experienced management and staff
- The company has the pre-requisites to be successful, such as appropriate insurances, appropriate standards compliance, sufficient annual turn-over and a sufficient number of suitably experienced senior managers

This section briefly describes those service offerings that may reasonably be targeted by Fenix over the period of the current planning cycle (2 – 3 years).

### Aged Care

At the time of writing Fenix has experienced limit exposure to this segment and it can be seen that this could be a very good are to move into.

The types of services that could be in demand in the aged care sector include the following:

- Vacate cleaning as residents move out of their units
- Steam clean of extensive carpeting in such establishments which must often be subject to spillages
- Window cleaning on a periodic basis
- Regular cleaning of common areas



## Childcare

At the time of writing there are no particular plans or necessity to move into childcare. This is subject to future reconsideration.

## Commercial

This is an area which is already starting to prove itself to be very good business. The main advantages are consistency, predictability, without the problems experienced where customers are personal involvement and are excessively fastidious, almost purely passive income.

Commercial cleaning would include some or all of the following:

- Detailed general office cleaning
- Detailed kitchen cleaning
- Detailed bathroom / toilet
- Window cleaning
- Wall cleaning
- Steam cleaning

All these inclusions are the same as those already listed for existing commercial cleaning, but the point of this paragraph is to suggest Fenix needs to increase this area organically (more small offices) and also by expanding horizons (larger and larger offices).

## Construction

As mentioned above, construction cleaning is something Fenix currently carries out in a small way. However, because of the generally difficult to quoting and performing these jobs it is believed that a certain level of training is required before embarking on a more aggressive approach to attracting a greater number of these jobs.

## Education

At the time of writing there are no particular plans or necessity to move into education. This is subject to future reconsideration.

## Industrial

At the time of writing there are no particular plans or necessity to move into industrial. This is subject to future reconsideration.



## Local Government

Because there are a number of different elements to council activities, the work could be viewed and managed in parts and would therefore be well within the capability and reach of Fenix. It is proposed therefore that when time permits investigation into council tenders should be scheduled.

## Medical

As with education cleaning, the move into small- to medium-sized medical cleaning, such as doctors' surgeries, laboratories, clinics, pharmacies (which may equally be considered retail cleaning), medical centres and small hospitals, is well within the capability limits of Fenix. The move into medical cleaning should be monitored and reviewed regularly.

## Religious

As with education cleaning, the move into small- to medium-sized church cleaning, is well within the capability limits of Fenix. The move into religious cleaning should be monitored and reviewed regularly.

There's more to cleaning a church than just vacuuming the floors, however. While maintaining clean floors is one step in the process, there are other tasks necessary to maintain a clean environment in a church.

Many churches are constructed with large stained-glass windows. Over time, these windows will attract dust, dirt, and debris, which can affect their appearance. A specialist cleaning job involving the cleaning the windows is a possibility.

Church cleaning may also include the following:

- Bathrooms
- Kitchens
- Abandoned bulletin boards and donation envelopes
- Trash removal
- Blinds and curtains
- Porches
- Air filters

It's perfectly fine for pastors, owners, and other church members to clean their congregation, but they need to think about the complexity of the task and whether or not you have the experience and tools needed to complete it.

Fenix has a vast array of tools and high-end equipment, resulting in a cleaner church. Furthermore, it takes the burden of having to clean your church off their shoulders when they have more important things to attend to.



## Real Estate

Even though Fenix is entrenched in the real estate sector, there are a number of areas where we could expand the business:

- Owner's corporations periodic cleaning (like Bogong Avenue)
- Special window cleaning days for owner's corporation residents
- Special steam cleaning days for owner's corporation residents

## Residential

Even though Fenix has some involvement in the residential sector and recently unloaded all residential clients, there are a number of areas where we could re-establish and expand the business:

- Return to regular residential cleaning with a specialist Fenix group assigned to do this
- Special Packages (similar to special regular office cleaning whereby we offer regular customers a special rate for fully inclusive regular cleaning plus six-monthly windows and spring cleaning and annual steam cleaning)

## Retail

At the time of writing there are no particular plans to move into retail with the following exceptions.

- Regular Small and Medium Outlets
- Regular Small / Medium / Large Windows (or groups of windows)

## Sports and Events

At the time of writing there are no particular plans or necessity to move into sports and events. This is subject to future reconsideration.

## Specialist Services

### Introduction

There are a number of service offerings which Fenix is currently not offering but could do so without too much of a stretch, these include:

- Light Gardening
- Graffiti cleaning





## Light Gardening

Fenix could provide light gardening services in order to provide a complete service to our customers. By light gardening we mean lawn mowing and edging, a small amount of light weeding, light general cleans and rubbish removal.

## Graffiti Cleaning

Graffiti can be unsightly and a turn off for customers or neighbours and is best removed quickly and without affecting the underlying surface. It is also possible to provide an anti-graffiti coating that acts as an inexpensive solution for areas that are repeatedly targeted. This layer is transparent, biodegradable and is effective for 4-5 years.

## FORMAL DESCRIPTION OF SERVICES

The following are formal definitions of the various cleaning services which make up the Fenix offerings. This is the source of truth and any changes to the definition should begin here and move to Service Mate and QuickBooks or any other document defining Fenix services.

## Bathroom Cleaning

Cleaning of the bathroom including (where relevant) toilet, shower screen, shower, sink, bath, tiles, and mirror

Includes (where relevant):

- Wiping down benches and cupboards
- Exhaust fan

## Blind Cleaning

Wipe-down cleaning of nominated blinds and attempt to remove blemishes

Includes (where relevant):

- Nominated blind
- Nominated blind

## Blow Dryer

Use of a carpet blow dryer to accelerate the drying process of carpets. This is particularly beneficial after a flood or water leak, or any situation where a floor surface has become damp or wet.



Removing moisture from the floors can help prevent the spread of harmful microorganisms and germs, as they thrive in wet and humid conditions.

Drying off your floors quickly can also get rid of mould and mildew before it has a chance to contaminate the carpets and rugs.

Includes:

- . Drop off and pick up
- . Installation for maximum drying

## Bond Back Guarantee

The Fenix job as quoted in ddmmyyyyF, comes with a bond back guarantee for all items included in the quote. Which means, if the relevant property manager is unhappy with any aspect of the cleaning for item(s) which were included in the quote as approved by yourself, we will return to make good the item(s) such that the property manager accepts the cleaning insofar as no bond is withheld due to those items.

## Builder's Cleaning

Refer to Construction Cleaning.

## Construction Cleaning

General:

- Cleaning of construction debris including dust, paint, and adhesives from surfaces, including skirting boards, benches, and cupboards (inside and out)
- Cleaning of plaster and paint from internal glass, light switches, and sockets
- Vacuuming of floors and mopping of tiles and wet areas
- Cleaning of laundry, and separate toilet(s)
- Cobweb removal (if relevant)

Kitchen:

- Cleaning inside and outside cupboards and drawers including removal of stickers and labels on cabinetry
- Cleaning of sinks and benches including removal of stickers
- Cleaning of fixtures, and taps
- Cleaning of tiles and removal of grout dust



- Shining of appliances
- Cleaning of floors and surfaces including removal of protective covering and cleaning of baseboards

## Bathroom(s):

- Cleaning inside and outside cupboards and drawers including removal of stickers and labels on cabinetry
- Cleaning of shower, including bath, basin, toilet, fixtures, taps, and mirrors
- Cleaning of tiles and removal of grout dust
- Cleaning of floors and surfaces including removal of protective covering

## Windows:

- Detailed cleaning of windows, both inside and outside, both downstairs and upstairs (if relevant), including sliding glass doors and glass partitions
- Removal of stickers and labels, and removal of builder's debris, such as paint and cement splatter
- Including cleaning of window ledges, sills, tracks, and frames

## External:

- Detailed cleaning of garage or carport floor

## Curtain Cleaning

Wipe down cleaning of nominated curtains

### Includes (where relevant):

- Deodorising
- Nominated curtain
- Nominated curtain

## Dehumidifier

A dehumidifier is used to remove moisture from the air, which in turn helps to prevent, or at least minimise, the onset of mould. Different dehumidifiers work by using different technologies, but Fenix generally recommends the use of a desiccant rotor dehumidifiers as their overall performance is best across a range of temperatures and humidities.



Supply, installation and training of a Fenix recommended desiccant rotor dehumidifier.

## Ensuite Cleaning

Cleaning of the ensuite including (where relevant) toilet, shower screen, shower, sink, tiles, and mirror

Includes (where relevant):

- Wiping down benches and cupboards
- Exhaust fan

## Extra Separate Toilet Cleaning

Cleaning of extra separate toilet

Includes (where relevant):

- Exhaust fan

## Fireplace Cleaning

Detailed cleaning of open fireplace

Includes (where relevant):

- Removal and discarding of ash and debris
- Removal from fireplace and brush clean of fire grate and tools
- Vacuum of empty fireplace
- Replacement of fire grate and tools
- Damp-dusting of mantelpiece
- Sweep / vacuum hearth

Excludes:

- Removal of burnt-on soot from brickwork
- Clean up the chimney



## Fumigation

Fumigation of property to eradicate pests

Includes (where relevant):

- Inside throughout property
- Deodorising

## General Cleaning

Vacuuming of floors

Mopping of wet areas

Wiping of surfaces

Cobweb removal

Air freshening

Includes (where relevant):

- Cleaning of skirting boards, window ledges, switches, fans, vents, lights, and fittings
- Cleaning of cupboards and drawers inside and out
- Cleaning of laundry
- Cleaning of separate toilet(s) (where relevant)
- Sweeping of garage/carport/car space
- Sweeping and mopping of front porch/balcony

## High-pressure Cleaning

High pressure cleaning of all nominated areas with SCUD AB40-GT 4000psi professional

## Kitchen Cleaning

Cleaning of oven, stove top, splash back, range hood and sink

Includes (where relevant):

- Clean of kitchen benches and cupboards inside and out
- Shining of appliances



## Mould Cleaning

A thorough clean of the mould-affected areas using a specialist mould reduction chemical as part of the process.

This service includes normal mould cleaning in addition to decontamination fogging to eliminate airborne spores and other bacteria.

Includes (where relevant):

- Disinfection and sanitising
- Decontamination fogging
- Nominated surfaces
- Nominated surfaces

## Move-in Cleaning

General: A move-in clean is designed to ensure the new owner is able to move into a new home confident in the knowledge that it is sparkling clean. There is a strong focus on disinfection cleaning of kitchen and bathrooms

Dusting of all areas and wiping of surfaces

Vacuuming of floors and disinfection mopping of tiles and wet areas

Air freshening of all areas

Includes (where relevant):

- Cleaning of skirting boards and window ledges
- Cleaning and disinfecting of laundry
- Cleaning and disinfecting of separate toilet(s)
- Cobweb removal
- Sweeping of front porch

Kitchen:

- Disinfection cleaning of floors and surfaces
- Disinfection cleaning inside and outside cupboards and drawers
- Basic clean of appliances

Bathroom(s):



- Disinfection cleaning of floors and surfaces
- Disinfection cleaning inside and outside cupboards and drawers
- Basic clean of shower(s)

## Open For Inspection Clean

General: An open for inspection clean is a little like a residential clean which is effectively floors and surfaces, ensuring the laundry, kitchen and bathroom(s) are in good shape for prospective tenants or buyers to see the property at its best, when the property is opened for inspection before a leasing or a sale respectively.

Dusting of all areas and wiping of surfaces

Vacuuming of floors and mopping of tiles and wet areas

Air freshening of all areas

Cleaning of separate toilet(s)

Kitchen:

- Cleaning of floors and surfaces
- Cleaning outside cupboards and drawers

Bathroom:

- Cleaning of floors and surfaces
- Cleaning outside cupboards and drawers
- Cleaning of showers and toilets

## Oven Cleaning

End of lease cleaning of oven

Includes (where relevant):

- Cleaning of racking
- Cleaning of walls, door, and glass

## Powder Room Cleaning

Cleaning of the powder room including (where relevant) toilet, sink, tiles, and mirror

Includes (where relevant):

- Wiping down benches and cupboards
- Exhaust fan



## Residential Cleaning

Residential cleaning as defined by customer including typically:

### GENERAL

- Cobweb removal
- Dust surfaces, light switches, and power points
- Dust and clean mirrors
- Wipe surfaces
- Wipe outside of cupboard doors and handles
- Vacuum carpets around furniture (incl. under beds, etc. if accessible), (excl. moving of items over 10kg)
- Mop floors in wet areas

### KITCHEN

- Clean kitchen sink, incl. stainless steel components, taps and faucet
- Clean cooktop, splash back and exterior of rangehood and oven
- Wipe outside front of fridge, microwave, dish washer

### BATHROOMS

- Clean shower recess incl. screen, wall tiles, base, taps and shower head
- Clean bath and basin incl. wall tiles, taps and faucets

### TOILETS

- Clean and disinfect toilet without removing lid

### LAUNDRY

- Clean sink incl. all stainless steel, wall tiles and taps

### OUTSIDE

- Sweep average-sized front porch





## Sanitising and Disinfection Cleaning with Fogging

Our disinfection fogging is a highly effective and efficient method for disinfecting large and hard to reach areas. Fogging works by generating a fog mist of ultra-low volume liquid droplets in the air. The droplets then fall on surfaces and when used with correct anti-microbial disinfectant products, these droplets eliminate viruses, bacteria and fungi that can cause disease in people and animals.

## Settlement Cleaning

General: A settlement clean is carried out when the owner has sold the property and there is about to be a final inspection by the new owner. The settlement clean is often the first time the property is cleaned without furniture and cupboards and drawers full of belongings.

Dusting of all areas and wiping of surfaces

Vacuuming of floors and mopping of tiles and wet areas

Air freshening of all areas

Includes (where relevant):

- Cleaning of skirting boards and window ledges
- Cleaning of laundry
- Cleaning of separate toilet(s)
- Cobweb removal
- Sweeping of front porch and garage

Kitchen:

- Cleaning of floors and surfaces
- Cleaning inside and outside cupboards and drawers
- Basic clean of appliances

Bathroom(s):

- Cleaning of floors and surfaces
- Cleaning inside and outside cupboards and drawers
- Basic clean of shower

## Skip Hire (3-day)

Rubbish removal and disposal

Includes (where relevant):

- 3-day hire of 4 cubic metre mobile skip



- Transport to and from site
- Disposal of contents

## Skip Hire (special)

Rubbish removal and disposal

Includes (where relevant):

- 3-hour hire of 4 cubic metre mobile skip
- Transport to and from site
- Disposal of contents
- One person for up to 1 hour for loading (after which standard charges of \$x per hour per person plus GST applies)

## Spring Cleaning

General:

Dusting of all areas and wiping of surfaces

Vacuuming of floors and mopping of tiles and wet areas

Cobweb removal

Air freshening of all areas

Includes (where relevant):

- Cleaning of skirting boards and window ledges
- Cleaning of laundry
- Cleaning of separate toilet(s)
- Sweeping of front porch and garage

Kitchen:

Cleaning of oven, stove top, splash back, range hood and sink

Includes:

- Cleaning of floors and surfaces
- Clean of outside of kitchen benches and cupboards



- Shining of appliances

Bathroom(s):

Cleaning of the bathroom including toilet, shower screen, shower, sink, bath (if relevant), tiles and mirror

Includes:

- Cleaning of floors and surfaces
- Cleaning outside cupboards and drawers
- Exhaust fan

## Steam Cleaning

### Carpet

Professional steam clean of carpeted areas

Includes (where relevant):

- Disinfecting and deodorising
- Attempt to remove stains

### Curtains

Professional steam clean of nominated curtains

Includes (where relevant):

- Disinfecting and deodorising
- Attempt to remove stains

### Upholstery

Professional steam cleaning of nominated upholstery

Includes (where relevant):

- Disinfecting and deodorising
- Attempt to remove stains

## Tile and Grout Cleaning (Floor)

Cleaning of tile and grout in nominated surfaces(s)

Includes:

- Nominated surface



- Nominated surface

## Tile and Grout Cleaning with Scrubber

Scrubber cleaning of tile and grout in nominated surfaces(s)

Includes:

- Nominated surface
- Nominated surface

## Tile and Grout Cleaning (Wall)

Cleaning of tile and grout in nominated surfaces(s)

Includes:

- Nominated surface
- Nominated surface

## Time and Materials

General cleaning as requested, in accordance with Work Order Job #xxxxx

In particular:

- Hours
- Material

## Walls

### Fixed Price

Wall and door washing

Includes (where relevant):

- Spot cleaning of marks and stains (attempt to remove them)

### Spot Cleaning - Estimated Price

Spot clean of walls and doors and attempt to remove blemishes up to a maximum of x hour(s) - additional time if required, will be charged at \$y per hour plus GST. We would always contact you to discuss it before exceeding the quoted amount. We have quoted x hour(s) which is normally enough for spot cleaning on this size house in average condition.

### Full Wash - Estimated Price



Full wash of walls and doors and attempt to remove blemishes up to a maximum of x hour(s) - additional time if required, will be charged at \$y per hour plus GST. We would always contact you to discuss it before exceeding the quoted amount. We have quoted x hour(s) which is normally enough for a full wash on this size house in average condition.

## Waste Management

Removal, handling, and disposal of nominated rubbish

Includes (where relevant):

- Remove rubbish onsite
- Disposal of rubbish

## Windows

Cleaning of windows, inside and out (where accessible)

Includes (where relevant):

- Cleaning of sills and tracks
- Cleaning of flyscreens (if required and if they can be safely removed from the window frame)

## Wipe-over Clean

General:

Dusting of all areas and wiping of surfaces

Vacuuming of floors and mopping of tiles and wet areas

Air freshening of all areas

Kitchen:

- Cleaning of floors and surfaces
- Cleaning inside and outside cupboards and drawers

Bathroom:

- Cleaning of floors and surfaces
- Cleaning inside and outside cupboards and drawers

## Work Orders

General cleaning as requested, in accordance with Work Order Job #xxxxx



In particular:

- Item
- Item
- Item

## ASSOCIATE SERVICES

As Fenix cannot be all things to all people, it is important that there are an identified and established set of relationships with suitable associates. The relationship would entitle Fenix to deliver services to customers that it otherwise couldn't, assisting meeting the goal of being a one stop shop. It would also potentially lead to a revenue stream by tapping into at 10% referral fee.

Service providers would need to be carefully screened as only those who are completely suitable, that is, reliable, particular, cost effective and honest, would be recommended to our clients.

Candidate services include:

- Car, truck, and boat detailing
- Pool cleaning
- Landscaping
- Pet grooming
- Rangehood filter deep cleaning
- Spouting cleaning
- Wall patching and painting

## RAW IDEAS FOR FUTURE SERVICES

A number of the following ideas are not new, some are. A number of the new ones were lifted from the Lee Jay<sup>1</sup>, some are from ProClean<sup>2</sup>, others came from the thoughts of the owners and yet others, from other varied sources. If it's deemed relevant the sources are referenced. It is thought that this would prove a useful place to capture the ideas and thoughts regarding the future products and services of Fenix.

- Ultra-sonic deep cleanse and sanitisation - Uses the latest technology to clean blinds, curtains, kid's toys, jewelry and mechanics tools and equipment. The cavitation that the

---

<sup>1</sup> Refer to <https://leejayenterprises.com.au>

<sup>2</sup> Refer to [www.procleanservices.com.au](http://www.procleanservices.com.au)



sonic dip gives out will strip most dirt, stains, oils, dust, and germs easily and without harsh chemicals – Lee Jay

- UV mattress sanitisation - This system uses the CleanTech UVInternational remUve mattress sanitising system which is approved by the Australian Government Office of Fair Trading as a proven sanitisation device. Whether it be commercial or residential, this system can help you with your bed bug problem by inspecting the problem areas including rooms, curtains, ceilings, plugs and switches and then following it up with a thorough vacuum before applying the ultraviolet (UV) treatment – Lee Jay
- Vehicle and coach internal detailing - A vehicle is often the face of a business, and it needs to be appropriately clean and tidy, even sparkling. A vehicle can be cleaned top to toe clean with vacuuming, steam cleaning and polishing of the external features and internal vehicle deck, all in a same day service – Lee Jay
- Oven, stove, and range hoods cleaning - An important part of ensuring that an oven, stove, or range hood are operating as efficiently as possible, in a private or commercial setting, is to keep them shining clean – Lee Jay
- Tile and grout cleaning - Using the latest in cleaning techniques to get floors sparkling and to bring the best out in your tiles and grout which is ideal when looking for a regular clean, vacate clean or regular maintenance to keep you floors in tip top condition – Lee Jay
- Car park power scrub – ProClean
- Flood and water damage recovery – ProClean
- Chewing gum removal
- Graffiti removal
- Asbestos removal
- Caulking
- Sealing concrete and cobble stones

## SUMMARY

All of the above can very simply be summarised in the following figure which shows there are market segments with various services offerings in each sector and a common set of specialist services which cross over all sectors.

