

FREE Consumer Information Line

WARNING

Don't call any carpet cleaning company until you've listened to this **24-hour freephone recorded message-**

"The Consumer's Guide To Carpet & Upholstery Cleaning"

Listen to this message and you'll learn:
How to avoid 4 carpet cleaning rip-offs
8 carpet cleaning mistakes to avoid
6 costly cleaning misconceptions

Anytime
24-Hours

0800 695 1200

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10 Steps to Allergy-Proof Your Workplace

ResponsibleCare™
System of Cleaning

Stainaway UK

Professional Fabric Care Programmes
Your Indoor Healthy Home Specialists

Tel: 0121 604 7836

Visit our web site:- www.stainawayuk.com



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Provided FREE as an educational service by:

Dennis and Liz Loveland, Owners of...

Stainaway UK
Professional Fabric Care Programmes

10 Steps to Allergy-Proof Your Workplace

Just some of the moments our clients tell us:

"I am writing to thank you for coming up with the brilliant maintenance plan idea. It has been a real blessing in our household."

J. Wojtkow - Saltaire

"When I joined the scheme I was not expecting to have to use the emergency spot removal visit so soon."

G. Shirlaw - Norwood Green

"Not only was the highlight first class, but my couple of hours with you were very entertaining -at no extra charge"

A. Melvin - Wibsey

"Your first visit to carpet clean was brilliant and the maintenance scheme you offer was well worth taking out. On your return to go over the 'walkways', I added another carpet, and as usual, you did a good job"

C Mackenzie - Shelford

"The carpets always have that new 'springy' feeling after every cleaning visit. We are from the "old school" and always think new fangled methods are over the top. But not in this case! We are absolutely delighted"

P.D. & N. Walker - Wibsey

"What a FANTASTIC idea. We will definitely recommend this service to everyone. Nothing seems to be too much trouble for you, even when we asked you if you could replace the underlay due to new puppy syndrome. Our carpets are revitalised. It's great."

S & K Womack - Woodlands

"Just wanted to let you know how great I think the Maintenance Plan is. When you did the carpets for the first time, the result was incredible. It made sense to go onto the Maintenance Plan"

J. Whittaker -

Wyke

Step 10

Cleaning if You Have Allergies or Asthma

Since many allergens float in the air, they are hard to avoid. Cleaning (like ‘dry’ dusting and vacuuming) can stir up the air and the allergens in it. Just like other particles in the air, sometimes cleaning products can “trigger” an asthma attack. But, it’s still important to clean. If you don’t, dust, mould and other allergens will build up, making asthma symptoms worse.

If you have allergies or asthma, here are some important tips:

- Read and follow label directions on cleaning products. The label directions give the proper amount of product to use, how to use the product and any special safety advice.
- If you use spray products, spray the cleaner on a cloth or sponge first instead of on the surface.
- Break your cleaning into small tasks. Spread it out over several days instead of doing it all at once.
- Clean in a “well-ventilated” area—open a door and a window or turn on an extractor fan. Leave the room when you have finished cleaning and allow the room to air out.
- Try using cleaning products that have no scent or are perfume free. Try different products to find the ones that work best for you.
- If your asthma is severe, have someone else do the cleaning. Try to leave the office when the cleaning is being done. If you must do the cleaning yourself, wear a mask. Have asthmatics leave the room when cleaning is being done. Don’t ask children with asthma to dust or vacuum. Have them do other chores like washing dishes, taking out the rubbish, etc.
- Use cleaning products that are “green”. Ones without hazardous ingredients including VOC’s.

10 Steps to Allergy-Proof Your Workplace

Cleaning to Control Allergies and Asthma

The Environmental Protection Agency and it’s Science Advisory Board have consistently ranked indoor air pollution among the top five environmental risks to public health.. According to the College of Allergy, Asthma and Immunology, 50% of all illnesses are caused by or aggravated by polluted indoor air.



In the UK, over four million people suffer with respiratory allergies aggravated by indoor bio-pollution. Over 2,500 people die each year from asthma, and the number of sufferers is growing. Millions more suffer from allergen related symptoms ... including headaches, running eyes, sore throats, itching, feeling sick etc...

If you or a member of your staff has allergies or asthma, you already know that many things can bring on, or “trigger”, an asthma flare or episode.



Some things that commonly trigger allergy attacks like smoking, traffic pollution, dust etc... are often not the cause of the attack.

The most common cause of allergy attacks is an allergen found in the House Dust Mite! This is the biggest cause of asthma in both the home and the workplace!

Step 1

Start with an Allergen-Control Plan

If you or your staff suffer from allergies or asthma, ask your/their doctor or clinic to advise you

as to which allergens affect you/them the most. Some doctors may only suggest medication—this is OK short term, but will not benefit you long term.



Here are my recommendations on controlling the allergens at home and in your workplace. This will help you and your colleagues:

Do something! Make a cleaning plan NOW!

Ventilate all rooms with fresh air

Help to remove the problems by ...



Damp Dusting regularly (don't dry dust)

Vacuum with 'HEPA' filtration vacuum cleaners daily

Wet mop hard surface floors daily

Have your carpets cleaned professionally and treated with an Anti-Allergen Treatment on a regular basis

Have your upholstery cleaned professionally and treated with an Anti-Allergen Treatment on a regular basis

Ask us about our **Perfect Care Maintenance Plan** which is our unique programme of cleaning, allergy control, stain protection, and spot removal treatments, for the whole year, which saves you money and gives total peace of mind.

Step 9

Water Incursion

The number one enemy of any property is water. If you have water damage from broken pipes, leaks or rain coming into your home or workplace—it must be treated **immediately!** Steps need to be taken to dry the structure and its contents properly by a certified water damage contractor. At SelectTeam™ we are certified in Water Damage Restoration. Call us on **0800 695 0208**

When walls, flooring, carpets or parts of your workplace stay wet for longer than 24 hours, mould and bacteria will grow.

If you have even a minor leak over a period when the office is closed, for example over a Bank Holiday weekend, it can result in the release of severe allergens. Mould produces mycotoxins, which have the potential to produce toxic affects to our immune system and internal organs.

With moisture present, mould can grow on wall linings, between the walls of your building or under flooring. You may have a mould problem after a flood that is not at first visible. Do not delay in immediately contacting your insurance company whenever you have the unfortunate event of water damage.

- Keep the name and number of your insurance agent near your phone in the event of water damage.
- Contact a plumber to immediately stop the flow of water from a broken pipe.
- Turn off electricity at the main box before entering a room with standing water and electrical appliances.
- Do not put newspapers on the floor to try to absorb water.
- **Call SelectTeam™ on 0800 695 0208 to immediately begin drying your office and its contents.**

Step 8

The Clutter Plan

Want to save time and reduce allergens? Then get rid of clutter!

Having lots of stuff around the office does more than clutter up a room. It makes cleaning harder and gives places for dust and other allergens to collect. Follow these simple steps to reduce clutter:

1. Sort It Out - Start with your Reception or Waiting Room. Sort out all the magazines which are tatty and well out of date. Throw them away, all they are doing is harbouring dust and germs, and reflecting the wrong corporate image. Dust and polish the surfaces and tables as you clear them. Rearrange the magazines you want to keep, in an attractive swirl.

Now you have made first impressions count, continue your good work in the offices, work areas, and don't forget the staff room, kitchen area and bathroom. Remove clutter from desks so that only essential equipment remains on display.

2. Give It A Home - Look at the non-essential equipment and decide where would be the most practical places to keep them, for example a desk drawer, filing cabinet, etc. Label drawers and cabinets so that all staff know exactly where to find things, and more importantly, where to put them back!

3. Waste bins - Make good use of waste bins—ensure that bins are emptied at the end of the day, more often if necessary. Never leave sandwich wrappers, yogurt cartons, drink cans and so on in the bin overnight—this pollutes the air, and can of course attract insects.

Follow these simple steps as part of your daily office routine.

Step 2

Soft Furnishings

Dust mites only live where we spend a long time ... like 'soft furnishings' and it's not just our mattresses ... you spend a long time sitting on office chairs!

Every home and workplace has dust mites. You can't see them but they are there. They feed on our skin flakes, as we shed about two pounds of skin each year.

Although it requires specialist cleaning and protection to eliminate dust-mites, you can help to control them by keeping carpets and soft furnishings clean and controlling dust.

When you dust use a 'damp cloth', not a dry cloth and don't forget the skirting boards, window sills and tops of door frames.

Your vacuum cleaner will probably have an attachment designed for upholstery—use it! Reception or Waiting Room seating, office chairs and curtains all get dusty too!

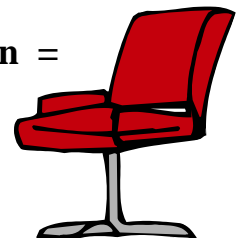
Soft furnishings such as upholstery and curtains should be professional cleaned and protected on a regular basis.

SelectTeam™ not only clean and protect soft furnishings and curtains—we can also treat them with Flame Retardant—call us today on **0800 695 0208** for more information.

Don't compromise the safety and health of your staff and clients!

Warmth + Moisture + Skin =

House Dust Mites



Step 3

Toilets/Bathrooms

Mould and mildew are tiny organisms like plants that grow where it's warm and damp—like in the bathroom. They release invisible "spores" into the air. The floating spores trigger allergy and asthma episodes. And wherever they land, the spores start growing new mould.

Warmth + Moisture = Mould

Mould can also grow on appliances—like extraction filters, air conditioners, dehumidifiers and humidifiers. Follow the manufacturer's instructions to change filters and clean regularly.

To find products that remove or control mildew—read the label. Follow the manufacturer's instructions for wearing protective equipment if required. You can use an antibacterial product two or three times a week to prevent mould from coming back.

- Clean bathroom and toilets thoroughly, a minimum of once a week, toilets may need to be cleaned more frequently.
- Clean soap scum regularly as mildew grows on it.
- Wipe up water around basins.
- Wash towels and mats at least once a week.
- Keep the area under the sink dry and clean.
- Keep a toilet brush at the side of the toilet, for everyone to use, and do ensure that it is cleaned regularly with a bleach solution.



Step 7

Cleaning Products

Cleaning products are tested by their manufacturer to make sure they are safe to use. But accidents can happen, especially with young children. Also, people who are very sensitive to certain chemicals should be certain to read the product contents on the label before purchasing harsh cleaning agents.

Here are some ways to use cleaning products safely:

- Open windows when using cleaning products, especially if an asthmatic person is present while cleaning is done. Ask that person to go into another room while you are cleaning.
- Don't leave cleaning buckets where children or pets can get into them. Young children can drown in very small amounts of liquid. Large buckets are especially dangerous.
- Never mix different cleaning products together. They can make dangerous fumes (like bleach and ammonia).
- Store cleaning products out of the reach of young children and away from food.
- Keep products in their original containers with their labels in place.
- Read and follow label directions, different products work in different ways and can have different use instructions.
- Keep the local poison control centre number near your phone.
- Do not use products with high amounts of VOC's (volatile organic compounds)

Step 5

Reception/ Waiting Rooms/ Offices

Keep carpets, furniture and curtains as clean and dust free as possible.



All soft furnishings should be professionally cleaned on a regular basis.



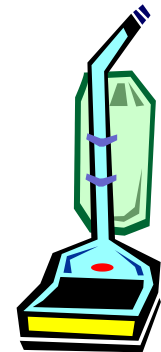
Cleaning frequency is based on the number of visitors and staff in the property, if you or any of your colleagues are smokers and the amount of outside dust and pollution.

When you vacuum, some of the allergens trapped in carpets and upholstery are thrown into the air. Whenever possible, have a non-allergic person do the vacuuming. Or, wear a dust mask and goggles if eye allergies are a problem.

Use a vacuum that has a HEPA (99.7% efficient) filter and/or exhaust filter; or use a special bag that holds allergens inside the bag.

Vacuum at least once a week and more often if the weather conditions, etc result in a lot of dirt.

Empty the bag when it's half full (or throw it away if it's disposable).



An upright vacuum or a canister with a powered head is best for carpet. A canister vacuum without a powered nozzle is fine for cleaning upholstery, curtains, blinds and light dusting.

10 Steps to Allergy-Proof Your Workplace

Mould and germs can grow in wet or damp carpeting. Carpets that have been damp or wet for more than 24 hours should be removed or professionally cleaned and restored.



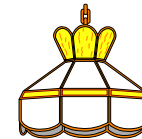
- Vacuum carpets daily (at least once a week) using a HEPA filter vacuum cleaner

- Have carpets, upholstery, area rugs and mattresses professionally cleaned on a regular basis

- Do not allow carpet to remain damp or wet for longer than 24 hours

- Clean and dry window frames and sills regularly

- Clean ceiling fans and light fixtures at least monthly



- Use washable 'Barrier Mats' at doors to catch dust, pollen and soil.

- Wash 'Barrier Mats' at least monthly

- Vacuum upholstered furniture regularly



- Damp mop hard surface floors at least weekly

**Dirty carpets and fabrics hold
dust mites + pollens + animal dander = allergies**

Step 6

Air Handling System

Most offices use a central heating, ventilation and air conditioning system (HVAC). Others may have central heating but use wall unit air conditioners. All heating and cooling systems should be cleaned on a regular basis.

Air duct systems can hold dust, pollen, animal dander, dust mite allergens and mould spores. If you are an allergy sufferer and have never had your air handling system cleaned, contact a professional to have this service performed.

Condensation in the air conditioning system, particularly during the summer, can collect and be a breeding ground for mould. Make sure the system drip pans are cleaned and moisture is draining properly.

Replaceable filters should be changed monthly. A filter enhancer can be sprayed on to disposable filters to improve their efficiency.

- Remember we spend 90% of our time indoors.
- The EPA research reveals the levels of some hazardous pollutants indoor is greater than outdoor air.
- Prevent moisture from accumulating in your HVAC system.
- Use filters over heating vents and change them regularly.
- Change system filters monthly.
- Make arrangements to have your system cleaned often.

Step 4

Kitchen / Canteen

Cockroaches are attracted to food and moisture—including crumbs, cooking grease and plain water. After dust mites, cockroaches are the second largest group of indoor allergens. It's important to remove or tightly cover all food and water, especially at night when cockroaches are more active.

Food + Water = Cockroaches

Cockroaches are often found around the refrigerator because of food spills and dampness. These spills and moisture also grow mould. Keeping your refrigerator clean is an important part of controlling allergens. Follow the cleaning instructions in your owner's manual.

- Clean food and grease from the cooker daily.
- Clean up food and spills, crumbs and liquids on counter tops and floors immediately.



- Empty rubbish daily.
- Clean the outside and inside of the refrigerator.
- Wash floors at least weekly.
- Keep food in closed containers.
- Use baits or gel products to get rid of cockroaches. Follow instructions on the product.