

Our Services and Equipment

Nationwide disaster recovery solutions for commercial and residential premises.

Accredited technicians utilising industry leading technology means an excellent service delivered, every time.



When disaster strikes, an immediate **EMERGENCY RESPONSE**

Nationwide coverage combined with a tailored contingency plan translates to minimal downtime, saving on costs and quick turnaround times.

WE AIM TO BE ON-SITE WITHIN 4 HOURS

*Smart organisations use Ideal Response

FIRE RESTORATION

OUR SERVICE

☎ 0808 252 0532

Ideal Response aim to be on-site within four hours preventing further damage. We deliver a fast, efficient and effective service; a quicker recovery and lower costs for your business. Our fire cleanup and restoration services start with a full risk assessment and survey of the property to fully ascertain the damage. Based on a detailed scope of works, remediation and restoration work can be completed.

- ✓ Decontamination
- ✓ Soot and brick cleaning
- ✓ High-level cleaning
- ✓ Guaranteed 100% odour Neutralisation
- ✓ Storage options available upon request

✓ Emergency Response

✓ Planned Response

✓ Nationwide Coverage

✓ Framework Agreement

✓ Accredited Technicians

CLEANING AGENTS, EXPERTISE AND A DEDICATED CONTACT

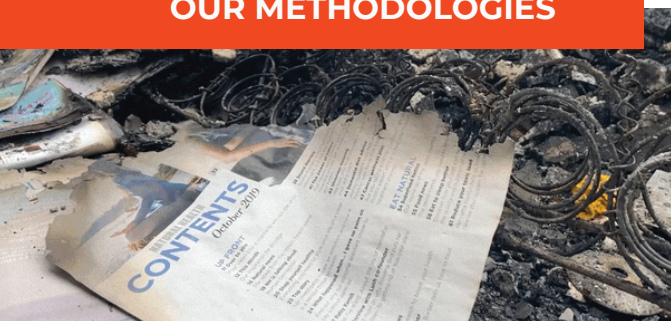
Understanding the chemical reactions when conducting cleaning to a fire damaged property is essential. Our site surveyors, project managers and dedicated key account managers will work closely with loss adjusters insurance companies to set out a framework to clean and restore your property.

Our fire restoration and cleaning services cater for ash, soot removal, brick cleaning, internal and external surfaces alongside recommendations for building foundations.

OUR EQUIPMENT



OUR METHODOLOGIES



MULTI-STAGE FIRE RESTORATION PROCESS

Our fire restoration services follows a rigorous 8-stage process which includes utilising the following sets of apparatus: PPE, air scrubbers, dehumidifiers (if fire was extinguished by wet methods), industrial vacuums (with HEPA filters), alkali testing and soot sponges to ensure full coverage of the affected areas. Recommendations for our fire restoration services are recommended.



FLOOD RESTORATION

OUR SERVICE

☎ **0808 252 0532**

Ideal response has over 20 years experience of professional water damage restoration work. We provide tailored solutions for fast effective water removal and rapid drying. We aim to be on site within four hours and offer a rapid hygiene testing service before and after cleaning to validate all works.

We use the most advanced flood and water removal and rapid drying equipment along with eco-friendly steam cleaning technology to return a property to its former state, with no need for chemicals or disinfectants.

- ✓ Rapid drying with leading technology
- ✓ Non-invasive drying of wall cavities and underfloor voids
- ✓ Water extraction and clean-up
- ✓ Enabling and strip out works
- ✓ Remote monitoring technology

✓ Emergency Response

✓ Planned Response

✓ Nationwide Coverage

✓ Framework Agreement

✓ Accredited Technicians

REMOTE CONTROLLED MONITORING WITH SUPERVISION

Our remote controlled monitoring products enable Ideal Response to install drying equipment and monitor the progress of the drying programmes remotely, saving on labour costs and time.

Nationwide coverage alongside a fleet of flood and drying experts and equipment results in Ideal Response being able to cater for small and large scale solutions.

OUR EQUIPMENT



OUR METHODOLOGIES



TAILORED FLOOD AND DRYING PROGRAMMES

Ideal Response work closely with loss adjusters and insurance companies to ensure a customised flood restoration and drying programme is created around our clients requirements.

A dedicated key account manager is assigned to each project to ensure you are updated, alongside being contactable 24 hours a day, seven days a week.



OIL SPILL REMEDIATION

OUR SERVICE

☎ **0808 252 0532**

Ideal Response provides complete oil removal services preventing further damage and keeping your environment safe. Using eco-friendly bioremediation and before and after laboratory contamination testing, we ensure no traces are left behind.

We aim to be on-site within four hours identifying and removing hazards, reducing stress, costs and disruption to your workplace.

- ✓ Eco-friendly bioremediation techniques
- ✓ Oil stain cleaning using specialist biological stain remover.
- ✓ Contamination testing
- ✓ Official supplier of Lubetech oil spill products

- ✓ Emergency Response
- ✓ Planned Response
- ✓ Nationwide Coverage
- ✓ Framework Agreement
- ✓ Accredited Technicians

OUR ARSENAL FOR OIL SPILLS

Ideal Response has a whole arsenal of eco-friendly bio-remediation techniques to use when battling oil spills on hard surfaces.

Being an official supplier of Lubetech oil spill products we use an oil degrader that rapidly degrades mineral oils and diesel, with a powerful blend of microbes the oil degrader that Ideal Response uses is an important step in removing oil in a professional way making sure that the job is done with 100% customer satisfaction.

OUR EQUIPMENT



OUR METHODOLOGIES



EFFECTIVE AND ECO-FRIENDLY SOLUTIONS

Ideal Response deals with oil spills in a unique way which allows us to lead the way when it comes to removing oil spills from surfaces using eco-friendly technology, making sure that we don't damage the environment while removing the oil spills from surfaces.



TRAUMA CLEANING

OUR SERVICE

☎ **0808 252 0532**

Ideal Response are experience providers of discreet trauma and crime scene cleaning services to the Police, Coronors and the wider public.

Our technicians are trained by the National Association of Crime Scene Cleaners. We provide a fully documented process leaving the scene contamination and risk free. We undertake rapid hygiene testing resulting in a certificate of hygiene for your records.

- ✓ Discreet vans upon request
- ✓ Guaranteed 100% odour and bacteria elimination
- ✓ Deep hygiene cleaning
- ✓ Strip out works where required

✓ Emergency Response

✓ Planned Response

✓ Nationwide Coverage

✓ Framework Agreement

✓ Accredited Technicians

QUICK RESPONSE WITH VALIDATED RESULTS

Trauma and crime scene cleaning situations vary but our regimented cleaning process ensures excellent standards are upheld with ATP testing. Relative light units (RLUs) are used to measure the bacteria count after our technicians have completed their cleaning regime.

In certain circumstances, i.e. undiscovered deaths, our BioSweep technology caters for odour control. Alternatively, if any hazardous waste is on-site, Ideal Response are approved upper-tier and hazardous waste license carriers. Removing and disposing of materials, eliminating the risk of cross contamination.

OUR EQUIPMENT



OUR METHODOLOGIES



DISCREET, SECONDARY RESPONDERS

Our technicians understand the sensitive nature of this work and understand it can be distressing for clients. Upon request, our discreet vans can be utilised to keep chatter to a minimum.

Ideal Response are the secondary responders to crime scenes across the nation. Upon receiving confirmation from the police, our cleaning regimes can begin for a fast, effective and discreet response.



CHEMICAL CLEANING

OUR SERVICE

📞 0808 252 0532

Our 24/7 emergency response service aim to be on-site within four hours. Ideal Response are experts in hazardous chemical containment and decontamination. With services tailored specifically to your requirements, we deal with every chemical spill effectively, ensuring safety, rapidly returning your workplace to normal, minimising cost.

No matter the site of the spill, the ramifications of an incident can be significant and far reaching unless effective containment measures are taken.

- ✓ Mercury decontamination and disposal
- ✓ Bromine decontamination and disposal
- ✓ Acid and alkali cleaning and neutralisation
- ✓ Sodium hydrochloride and caustic soda cleaning

✓ Emergency Response

✓ Planned Response

✓ Nationwide Coverage

✓ Framework Agreement

✓ Accredited Technicians

SAFE, RAPID RESPONSE TO YOUR EMERGENCIES

Chemical spills can often occur with harmful and non-harmful materials, often requiring an emergency solution. Ideal Response cover all types of chemical cleanups, spills and emergency responses for mercury, bromine, acids and alkalis.

Depending on the chemical, our surveyors will determine the most appropriate method and equipment to use. Spill kits, hazardous waste bags, booms, powder-based treatments, waste containers and mercury vapour indicators are some of many options available to our technicians to safely clean and dispose of all types of chemicals.

OUR EQUIPMENT



OUR METHODOLOGIES



HAZARDOUS WASTE CERTIFIED EXPERTS

Depending on the hazardous chemical we are cleaning, typically we will use PH testing to understand how strong and toxic the chemical is we are dealing with. This will be used before and after the clean to determine how neutralised the chemical is after cleaning to regulate how safe the infected area is after the clean. When suctioning up the chemical into secure chemical containers (suitable for transfer) back to our approved disposal site ensuring a safe disposal off site.



ODOUR REMOVAL

OUR SERVICE

☎ **0808 252 0532**

Ideal Response are able to deliver complete decontamination of harmful pathogens, unpleasant odours and VOC's. Our unique technology enables us to offer long-lasting results, rapid treatment time and minimum workplace disruption.

BioSweep® decontamination technology is an environmentally safe odour and bacteria elimination technology with a 100% satisfaction guarantee. We can offer emergency or planned services with this service.

- ✓ Eliminates smoke odours, bacteria, viruses, pathogens, mould spores and fungal hyphae.
- ✓ Verified providers of BioSweep technology
- ✓ Thermal fogging and air scrubbing
- ✓ Ideal for healthcare facilities, commercial kitchens, athletic facilities, schools, universities and more.

✓ Emergency Response

✓ Planned Response

✓ Nationwide Coverage

✓ Framework Agreement

✓ Accredited Technicians

100% ODOUR REMOVAL GUARANTEED

Our advanced technology offers 100% guarantee on all odour removal utilising BioSweep® technology. Ideal Response are one of the few companies in the UK that use BioSweep® technology it delivers a high-performance air and surface decontamination. During the treatment process the air is pulled into the BioSweep® reactor, exposing the incoming airborne micro-organisms to a powerful germicidal irradiation creating peptide bonds within their DNA.

OUR EQUIPMENT



OUR METHODOLOGIES



UNPARRALLED ODOUR ERADICATION SOLUTIONS

Depending on the contamination levels and the premise size, our experts are able to provide detailed scopes on fulfilling a complete odour treatment service.

All technicians undergo rigorous training programmes prior to being approved to setup and handle our BioSweep and thermal fogging equipment.



BRICK AND STONE CLEANING

OUR SERVICE

☎ **0808 252 0532**

Ideal Response has technicians trained in stone restoration, using advanced techniques to restore, clean and polish stone floors and leave them looking as good as the day they were laid by the original craftsmen.

Different brick and stone materials have their own characteristics and require a range of restorative processes. Our brick and stone cleaning technicians are trained to recognise each of these and advise on the most appropriate method of cleaning.

- ✓ **Certified Stonehealth specialists**
- ✓ **Restoring heritage and listed buildings**
- ✓ **Façades, statues and monuments**
- ✓ **One-off or periodic cleans**
- ✓ **Quick turn around times**

✓ Emergency Response

✓ Planned Response

✓ Nationwide Coverage

✓ Framework Agreement

✓ Accredited Technicians

RESTORING PROPERTIES TO THEIR FORMER GLORY

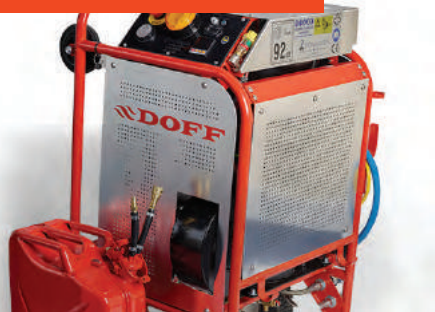
Ideal Response use the DOFF and TORC cleaning systems for exterior stone and brickwork, the low impact vortex systems are highly effective in gently removing soot damage, paint, algae or years of carbon pollutants from brick or stone surfaces, restoring the surface to original condition without damage to mortar joints and the original substrate.

Ideal Response are one of the few providers to be certified specialists of both DOFF and TORC products from Stonehealth.

OUR EQUIPMENT



OUR METHODOLOGIES



TEST PATCH CLEANS THAT SHOWCASE RESULTS

To ensure customer satisfaction from our brick and stone cleaning services, an initial site survey entails scoping out the required works, risk assessments or methods statements that may be required alongside ascertaining access levels. Our site surveys are often accompanied with a test patch clean; 1x1m to showcase the results; indicating a clear before and after visual comparison.



CORONAVIRUS DECONTAMINATION

OUR SERVICE

☎ **0808 252 0532**

Ideal Response provide planned and emergency preventative decontamination solutions for coronavirus, MRSA, Hepatitis (A, B and C) alongside other VOCs, viruses and pathogens.

Adopting decontamination programs throughout commercial premises significantly decreases staff sickness and disruption, whilst keeping customers and staff safe.

*Decontamination certificates available upon request.

- ✓ Coronavirus (COVID-19) decontamination
- ✓ Electrostatic spraying technology
- ✓ Surface protection once applied
- ✓ Ideal for offices, buildings and hospitals
- ✓ One-off or periodic programmes available

✓ Emergency Response

✓ Planned Response

✓ Nationwide Coverage

✓ Framework Agreement

✓ Accredited Technicians

ELECTROSTATIC SPRAYING TECHNOLOGY

Electrostatic spraying and fogging technology provides an extremely high level of virus protection for business premises across the nation. Our electrostatic sprayers create an inhospitable environment which makes it extremely difficult for viruses and bacterium to survive.

Our coronavirus decontamination services are suitable for electrical equipment, fabrics, hard and soft surfaces. Ideal Response's industry leading technology enables maximum coverage and large-scale application for cost-effective solutions for businesses.

OUR EQUIPMENT



OUR METHODOLOGIES



HIGH-TRAFFIC AREAS AND TOUCHPOINTS

Strong focus is applied to high-traffic areas and touchpoints including door handles, entrances, phones and computers. Our decontamination experts liaise with staff to carry out cleaning regimes safely among your workforce or alternatively during out of hours, causing minimal disruption.



INDUSTRIAL CLEANING

OUR SERVICE

☎ 0808 252 0532

Ideal Response provides an extensive list of industrial services from car park cleaning to high-level warehouse cleaning. A clean work environment increases productivity levels, employee satisfaction and reduces the risk of potential hazards.

Combined with our upper-tier waste license, Ideal Response can remove and dispose of any commercial waste upon request.

- ✓ Warehouses, factories and retail outlets
- ✓ Car parks, ceilings and street cleaning
- ✓ Large-scale industrial cleaning services
- ✓ Upper-tiered waste license carriers
- ✓ One-off or periodic cleans available

✓ Emergency Response

✓ Planned Response

✓ Nationwide Coverage

✓ Framework Agreement

✓ Accredited Technicians

NO POWER, NO WATER? NO PROBLEM

Our industrial cleaning requires a range of different equipment, technology and chemical agents to ensure an excellent clean every time. Based on the project requirements, our industrial cleaning service equipment may include our Dirt Driver, floor scrubbers, wet vac, surface cleaners, floor polishers or high-level pressure washers.

Our Dirt Driver boasts its own water supply meaning we do not require access to water on site for most projects.

OUR EQUIPMENT



OUR METHODOLOGIES



EVERY JOB TAILORED AROUND YOU

Ideal Response aim to be on-site within four hours preventing further damage. We deliver a fast, efficient and effective service; a quicker recovery and lower costs for your business. Our fire cleanup and restoration services start with a full risk assessment.



MOULD REMEDIATION

OUR SERVICE

📞 0808 252 0532

Ideal Response are industry leaders among mould removal and remediation. With over 20 years in the mould industry, our technicians have built a plethora of knowledge and understanding on the best approach to tackling mould and the spores released to the surrounding atmosphere.

The health risks associated with mould range from asthma attacks, wheezing and other serious health complications. Eradicate your mould at the root with Ideal Response to ensure the mould doesn't return.

- ✓ Small and large scale mould removal
- ✓ Damp and moisture surveys
- ✓ Full 4 stage removal process
- ✓ HEPA Vacuum and ULV Fogging
- ✓ Application of fungicidal barrier

✓ Emergency Response

✓ Planned Response

✓ Nationwide Coverage

✓ Framework Agreement

✓ Accredited Technicians

DAMP AND MOISTURE SURVEYS

For an initial inspection, our damp and moisture surveys allow us to monitor moisture levels inside wall cavities. Based off the protimeter results and inspection from our on-site survey, we can diagnose root causations and recommendations.

When dealing with mould remediation, various technologies are utilised including HEPA (High-Efficiency Particulate Air) filter vacuums, ULV fogging or in excessive cases, abatement enclosures.

OUR EQUIPMENT



OUR METHODOLOGIES



4 STAGE MOULD REMEDIATION PROCESS

Our four-stage remediation process eradicates mould alongside the root cause of the problem; stopping it from returning.

- HEPA vacuum on loose surface mould
- Wash down affected surfaces with a biocide solution.
- Apply fungal barrier (by brush) to dried surfaces.
- Complete ULV fogging using a broad-spectrum biocide. (Used to eliminate any airborne mould particles)



SEWAGE CLEANING

OUR SERVICE

☎ **0808 252 0532**

Ideal Response offer an emergency sewage clean-up service aiming to be on-site within four hours. Nationwide coverage and technicians strategically placed throughout the country means our staff are available whenever an unexpected sewage emergency occurs.

Verified cleaning results whilst on site ensures your staff are kept safe from any hazardous excrement whilst minimising disruption and costs to your business.

- ✓ Cleanse and sanitise affected areas
- ✓ ATP testing
- ✓ Uplift and disposal of flooring
- ✓ Verified, validated results

✓ Emergency Response

✓ Planned Response

✓ Nationwide Coverage

✓ Framework Agreement

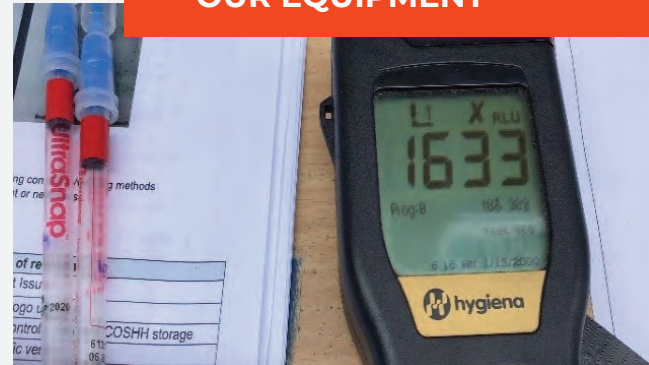
✓ Accredited Technicians

VALIDATED ADENOSINE TRIPHOSPHATE (ATP) TESTING

Sewage spillages can contain an array of bacteria, pathogens and harmful bacteria which may be naked to the human eye. Our sewage spill cleaning services return affected areas back to hazardous free, safe conditions.

Ideal Response's adenosine triphosphate (ATP) testing equipment allows us to monitor the bacteria count before and after our cleaning programme occurs, validating our cleaning results.

OUR EQUIPMENT



OUR METHODOLOGIES



CLASSIFICATION OF SITUATIONS

Depending on the sewage spill, our approach to tackling the situation may vary. Alongside the cleanup, our teams can also arrange the restoration work, including uplifting carpets, flooring or materials affected alongside the disposal of excrement.



GRAFFITI REMOVAL

OUR SERVICE

☎ 0808 252 0532

Graffiti and vandalism can cause significant disruptions for commercial premises, often attracting unwanted attention and likely resulting in a reduction of customer footfall and subsequently daily profits. Leaving graffiti untreated can also be an invitation to others to vandalise the property further.

Ideal Response are graffiti removal experts as our technicians understand the materials and substrate required to remove the toughest stains.

- ✓ Fast and effective response
- ✓ Paint, spray cans and ink removal
- ✓ High-level cleaning
- ✓ Service available without water

✓ Emergency Response

✓ Planned Response

✓ Nationwide Coverage

✓ Framework Agreement

✓ Accredited Technicians

TURNING THE PRESSURE ON

When attending a graffiti removal job, a combination of formulated solutions are mixed together for application to start the removal of the substrate. Our high-power pressure washing systems can get through the most permanent markings.

Upon our abrasive chemical solution being applied to the affected areas, the chemical agents start to break down and dissolve traces of unwanted vandalism.

OUR EQUIPMENT



OUR METHODOLOGIES



SAY NO TO VANDALISM

We take the upmost care when dealing with any graffiti/paint removal as we do not want to damage the surface underneath. With the state of the art technology, we use we can assure all of our customers that we will bring the building bor surface back to it's natural state.





Giving you complete
PEACE OF MIND

“1st class service, from survey to
workmanship. I would thoroughly
recommend the Ideal Response team.”



★ Trustpilot





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