





NJC Mission Statement

“NJC are committed to delivering a professional service to ensure entire customer satisfaction, achieved by providing a complete cleaning service and continually improving through change”

First class service always, our customers are our business

Contact us



Our Contact Details

Not Just Cleaning Limited
10-12 Le Clair Enterprise Centre
St Ives Close
The Green
Theale
Reading
RG7 5DP

Tel: **0118 9304466**

Fax: **0118 9304499**

How to find us

Theale lies close to Reading in Berkshire. From Junction 12 of the M4 take the A4 South towards Newbury. At the second roundabout take the last exit (a right hand turn). St Ives Close can be found about a quarter of a mile along this road on the right hand side. It is quite well hidden, but is immediately opposite the "Theale" road sign. Le Claire Enterprise Centre is at the end of this road, we are in units 10-12 straight across the courtyard



Useful E-mail Addresses

Reuben Heppelthwaite - rheppelthwaite@notjustcleaning.fg.co.uk

Mark Heppelthwaite - mheppelthwaite@notjustcleaning.fg.co.uk

Jason Marcham - jmarcham@notjustcleaning.fg.co.uk

Emma Jerome - ejerome@notjustcleaning.fg.co.uk (for administration)

Web Site Address

www.notjustcleaningltd.co.uk

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Specialist Services Division continued

External Lighting Cleaning

Using hydraulic platforms we can remove external and car park light diffusers, clean and replace them. This can be co-ordinated with mechanical and electrical contractors to replace bulbs if required.

Rainwater Goods

Using hydraulic platforms for access we can clean out your gutters to remove debris, leaves etc. We can also clear blocked rain water pipes by jet washing.

Builders Cleans and Post Fit-Out Cleans

Following the completion of a new building or an office fit out we can carry out builders cleans or initial cleans to bring the cleanliness of the building, furniture, fittings, windows, carpets etc, up to the required standard prior to occupation. We take great care to ensure very high standards during these cleans, so as to ensure that daily office cleaning can start as it means to go on.

Signage Cleaning

Using jet wash and reach and wash systems we can easily clean all road, footpath and building signage. This is something that many occupiers miss. However, people travelling to your premises do not!

Graffiti Removal and Prevention

Using the latest techniques we can completely remove graffiti from masonry, cladding etc. Also we can apply clear anti-graffiti coatings to surfaces so that subsequent removal is only a five-minute job!

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Introduction

Not Just Cleaning Ltd (NJC) started as a family business and was founded in 1984 by the current Managing Director, Connie Heppelthwaite. NJC are now a medium size enterprise with an annual turnover in excess of £2.5m. In the beginning, the main service provided by the company was the general daily housekeeping of high quality commercial offices. This is still a main area of activity, however, over the years, the company has acquired new skills, taken opportunities and expanded to provide a full range of professional cleaning services. These services can be provided direct to the building occupier or via Facilities Management (FM) consultants. The head office is based in Theale, near Reading. NJC operate to the highest standards and are capable of dealing with high profile accounts.

Existing customers include:-

- Arlington Business Services
- BG Group (via FM)
- Regus
- Vodafone (via FM)
- Inland Revenue (via FM)
- Volvo (via FM)
- Torch Telecom
- Dalkia Workplace Services



The Company Name - “Not Just Cleaning”

The concept for the company name was developed from the general attitude towards cleaners within the industry. Customers can sometimes say, “how can you expect a professional service, they are just the cleaners!” As a company, we realise that customers will no longer accept second best and are looking for a professional partnership from their service providers. We ensure the needs of our customers are met in a professional manner, and for this reason, we believe that we are ‘Not Just Cleaners’. The service we provide is unique, and is therefore, ‘Not Just Cleaning’.

To see the NJC Environmental Policy and Equal Opportunities Policy, log onto www.notjustcleaningltd.co.uk

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Company Structure

The four divisions within the company comprise the following:-

- Housekeeping Division
- Carpet Cleaning and Maintenance Division
- Window Cleaning Division
- Specialist Services Division

Each division can operate separately to provide the particular service required, however, the services can be integrated to provide the complete cleaning service, or a 'one stop shop' for commercial office premises. Together with highly experienced Supervisors, Managers and Directors, NJC employ expert consultants to manage health and safety and employment issues.

The Directors

Managing Director - Connie Heppelthwaite

Operations Director - Mark Heppelthwaite

Financial Director - Reuben Heppelthwaite



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Specialist Services Division



Over the years we have undertaken many unusual cleaning and maintenance activities and have a division devoted to these more specialist operations. Below are descriptions of the various specialist cleaning services provided by NJC. They include the following:

Ultra Sonic Venetian and Vertical Blind Cleaning

Using specialist ultrasound equipment, we can clean any size or make of venetian and vertical blinds, including head rails, cords and chains. Our trained operatives will collect the blinds, clean them and re-install them with minimum disruption. We can provide temporary window coverings whilst cleaning is in progress. We can also repair and maintain your blinds on an annual maintenance contract if required.

Car Park, Road and Path Sweeping

Using self-propelled petrol engine vacuum sweepers we can sweep up dust, dirt, leaves etc to roads and car parks very efficiently without creating any dust!

Hydro Pressure Washing

Using hydro powered high pressure washing equipment we can wash down external cladding and all types of hard paved areas including car parks, roads, paths etc.

External Fabric Cleaning

Using either hydraulic platforms or the Reach and Wash System we can undertake total external fabric cleaning. This can include cladding, masonry, roofs, fascias, soffits etc. If you require any part of your external fabric to be cleaned, we can provide a safe system of access and clean it!

Chair Upholstery Cleaning

Using Wet Extraction systems or by removing covers and Dry Cleaning we can clean and maintain your office chair upholstery to ensure cleanliness, hygiene and to protect your investment.

Suspended Ceiling Cleaning

Using the latest mechanical equipment we can thoroughly clean all types of suspended ceiling including mineral fibre tiles, metal concealed grid etc. The process is a well tried method and is very effective. Ceilings can look like new for a fraction of the cost of renewal or painting. Also, painting your tiles may effect their fire rating, where as cleaning will not.

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Carpet Cleaning Division

Within the company we operate an entire division devoted to professional Dry Extraction Carpet Cleaning using the host® System. We can arrange and carry out a full carpet maintenance schedule for your carpet areas, to ensure that their life is prolonged and your investment value is maximised.



The host® Dry Extraction System

The host system uses a soft, natural product consisting of millions of absorbent sponges. These 'sponges' are moistened with a unique blend of water, detergents and a small amount of safe to use solvent. The host sponges carry the liquid cleaning agents to the fibres in a controlled way and they loosen, absorb and hold the soil in control for extraction by vacuuming. With the dry extraction system you are in total control of the cleaning chemicals and soil at all times.

The host Extractor Vac machine brushes the moist sponges up, down, over and around the carpet fibres so they contact all surfaces of the soiled fibres, breaking the oil bond and wiping the soil away. The action is similar to a moist sponge used to wipe up spills in the kitchen or soil from a wall. Carpet pile is a vertical surface much like a wall. When liquid is applied, gravity pulls any excess moisture down into the carpet toward the backing. When you use dry extraction, you don't lose control of the moisture or the soil. The sponges hold the soil until it is removed by vacuuming.

Carpets do not re-soil as quickly as when cleaned with wet methods because there is no sticky residue to grab and hold fresh soil. Dry extraction does not contribute to re-soiling and therefore, regular frequent vacuuming helps to keep the carpet cleaner for longer.

Advantages of dry extraction

The main advantages of the dry extraction system are better cleaning results and the convenience of being able to walk on the carpet immediately after cleaning. Also, due to the process being less time consuming, cleaning can be carried out at more convenient times. With a wet system you have to wait for the carpets to dry out before they can take foot traffic, and therefore cleaning has to be carried out at less convenient times. Also, the process takes much longer, and the resultant increase in labour costs is passed to the customer.

With the Dry Extraction System your carpets will be much cleaner, last longer and the cleaning maintenance programme will be cheaper.

Free Demonstration

For more information, a quotation or a free demonstration, please do not hesitate to contact us.

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Housekeeping Division



Service Description

The housekeeping, or daily office cleaning, is the main service provided by NJC, concentrating predominantly on prestigious, or high profile office premises. We have operated to the highest standards for over 16 years, and continue to provide the premier commercial cleaning service in our area. We have existing contracts on business parks throughout Central England including London, Slough, Reading, Bracknell, Theale, Oxford, Gloucester, Bristol and Southampton.

Daily Office Cleaning Services can also include the following:-

- Waste disposal
- Crockery washing
- Provision and replenishment of all toilet consumables (toilet rolls, soap, hand towels/dryers etc.)
- Provision and replacement of dust mats
- Personal hygiene services including sanitary bins, sanitary vends, medical waste, air fresheners etc.
- Pest Control
- Confidential and Re-cycling Waste disposal

We currently employ many part-time and full-time housekeepers, including Supervisors and Managers, together with expert consultants to manage health and safety and employment issues.

We believe that smart, clean and tidy offices mean a great deal to building owners/occupiers, their staff and indeed, their customers. We take great pride to ensure that the service we offer is "Not Just Cleaning". We will carry out housekeeping services tailored to suit your personal requirements.

Uniforms

We ensure that all of our housekeeping staff wear NJC uniforms. This is to ensure that all staff are easily identifiable for security reasons and that all staff are neat, tidy and presentable.

Benefits of NJC Housekeeping

The main benefits of the NJC Housekeeping service include the following:-

- We always ensure that the Directors are involved in the cleaning of your offices during the initial period. This gives us first-hand experience and ensures good management on our behalf.
- Our recruitment and selection policy ensures that we take great



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Housekeeping Division continued

care to recruit the best staff.

- We fully train all staff in Fire, Health & Safety, Security and First Aid procedures. We have fully trained First Aid appointed persons on many sites.
- We train our staff to the highest standards in cleaning methodology and procedures.
- NJC Quality Control Procedures ensure that the highest cleaning standards are maintained using fortnightly building checklists and action sheets. Performance reports are presented and discussed during monthly meetings with customer representatives. NJC believe that consistently high standards can only be achieved by effective quality management.
- Public Liability Insurance is held for £5,000,000
- Employers Liability Insurance is held for £10,000,000
- We have vast experience with TUPE Regulations, and moreover, have a very high percentage of retained personnel when contracts are transferred, who are willing to be trained to NJC standards. We pride ourselves in being one of the best employers in our sector.
- For large accounts we can provide dedicated Account Managers.
- For large buildings we can provide full time on site Cleaning Managers.
 - Integration with other divisions within NJC to provide the "one stop shop" for commercial office cleaning



Training and Motivating

NJC conduct regular training seminars for managers and supervisors. During the seminars we update our employees about any changes in NJC and ensure that they are comfortable with current procedures. It also gives our staff a chance to provide valuable feedback and suggestions and voice their opinion. We also ensure that the NJC vision, philosophy and purpose are understood and that good leadership and motivational techniques continue to be practiced.

All staff are constantly trained and coached in order to ensure that they understand how their specific job contributes to the overall service. All operatives are well trained on product use and cleaning methodology. NJC offer incentives in the form of performance related bonuses to all staff.

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Window Cleaning Division



Within the company we operate a division devoted to professional Window Cleaning using a full range of methods. So, whatever your building type, we will find an access solution that complies with current health and safety legislation.

Professional Window Cleaning Methods

We employ traditional ladder access systems where possible, however, where problems with ladder access are encountered, we employ specialist access methods, which include Hydraulic Platforms and Abseiling. To combat the increasing health and safety restrictions relating to the use of ladders, we also employ the new generation Hydro Power "Reach & Wash" system.



The 'Reach & Wash' System

The 'Reach & Wash' system consists of a mobile, 5 stage water treatment system and carbon fibre water-fed poles to deliver 100% pure water to the window or façade surface.

The water treatment system utilises Reverse Osmosis and mixed bed de-mineralising resin to produce 100% pure, laboratory grade water. The nature of water in this de-mineralised state is to strive to return to its natural impure state by actively absorbing all dirt, chemicals and minerals it comes across.

When used for window cleaning, the final rinse water dries to a perfect finish. In fact, the window isn't just clean, it's left totally sterile. As no chemicals or detergents are used, the process is also environmentally friendly. Traditional window cleaning leaves a sticky soap residue, which attracts fresh dirt back to the window, while windows cleaned with the reach and wash system actually stay cleaner for longer.

Free Demonstration

For more information, a quotation or a free demonstration of the 'Reach & Wash' system, please do not hesitate to contact us.



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