



*Restoration Management Specialists*



## **JUVENAIRE RESTORATION SPECIALIST SERVICES**



**24 Hour Emergency Services**  
**Hotline: 1300 550 960**

[www.juvenaire.com.au](http://www.juvenaire.com.au)

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**Hotline: 1300 550 960**

**Brisbane / Gold Coast**

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**Sunshine Coast**

Unit 5/3 Exeter Way,  
Caloundra West, 4551 QLD

***Queensland's premier restoration company, driven by innovation and the relentless pursuit of excellence.***

**Juvenaire is the leading independent disaster recovery and restoration management company in Queensland.**

We pride ourselves on the ability to provide our clients with the experience and expertise needed to successfully manage and restore a damaged home or business back to its pre-loss condition.

Juvenaire has a hands on approach to all stages of the process from project management through to the final outcome – restoration.

We deliver cleaning and restoration services for a range of specialised areas including water and storm damage, mould removal, fire and smoke damage, crime and trauma scenes, methamphetamine decontamination, air-conditioning cleaning, motor vehicle decontamination and hoarder clean-ups.

## **Why Choose Juvenaire?**


- **Guaranteed results**
- **Friendly and professional staff**
- **Great customer service is our priority**
- **24/7 availability – Emergency Response**
- **Approved insurance contractor with 30+ years experience**
- **Servicing QLD**
- **No job too big or small**
- **IICRC certified, CM3 certified**

**THE TRUSTED NAME IN RESTORATION!**

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# Mission & Vision

## Our Mission

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To maintain our commitment to growth through continuous training and technology advancements, paralleled with increasing our specialised services, to meet our customer's needs.

Our dedication to heightening the standard of excellence within the industry contributes to our continued success, and the challenging and rewarding work environment for our greatest asset, our employees.

## Our Vision

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As the trusted leader in our industry, we are committed to delivering the best-in-class services to our valued customers.

With a keen focus on Environmental, Social, and Governance principles, we aim to lead the way in sustainable practices and make a positive impact on the world. By integrating ESG considerations into our decision-making processes and operations, we strive to contribute to the preservation of the environment, support social progress, and uphold ethical standards.

Our forward-thinking approach enables us to anticipate future challenges and opportunities, positioning us as a reliable partner for our stakeholders. Through innovation, collaboration, and a relentless pursuit of excellence, we are dedicated to shaping a better future for generations to come.

## ***Trusted by major insurance companies since 2000***

Juvenaire delivers cleaning and restoration services for a range of specialised areas including but not limited to:

-  **Water & storm damage**
-  **Mould contamination**
-  **Fire & smoke damage**
-  **Meth testing & decontamination**
-  **Trauma & forensic decontamination**
-  **Air-conditioning decontamination**
-  **Hoarder clean-up & decontamination**
-  **Auto decontamination**





# Water & Storm

*Juvenaire has been recovering water damaged properties and contents for over 20 years. We have specially trained water technicians with fully equipped vans to attend to water, storm and flood*

*affected properties. When it comes to properties that have been damaged by water, an experienced, dedicated and motivated team is required to get the job done correctly and efficiently.*

**W**e understand that time is critical in managing loss and costs; minimising business and life disruptions when it comes to restoring water damaged properties.

## Inspection, Moisture Testing & Assessment

Water can cause significant damage to building and contents. This requires thorough investigation, moisture testing and regular inspections.

This process helps to determine safety issues, extent of water damage to affected materials, best drying procedures, and items requiring urgent attention.

This minimises the loss of building materials and contents. Juvenaire's team of specially trained and experienced technicians can manage any situation regardless of the size

of the loss and aim to make sure the client is cared for in a time of potential trauma.

## Water Extraction & Drying

The drying of building structures is critical in the overall drying process of an affected property. When water floods into or overflows within a property, the floor coverings as well as building structures are affected.

The water is quickly absorbed through the pores of building materials which causes further damage.

Juvenaire ensures the building is properly dried and restored back to its pre-loss condition with minimal turn-around time.

## Contents Cleaning & Restoration

Water can cause extensive damage to contents such as clothing, paper, electronics, furniture and carpets. If not dealt with



promptly it can cause staining, mould growth and permanent damage.

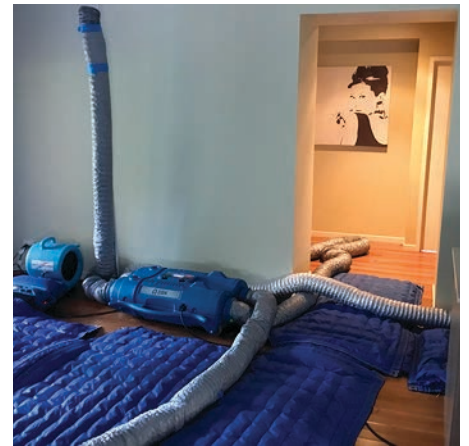
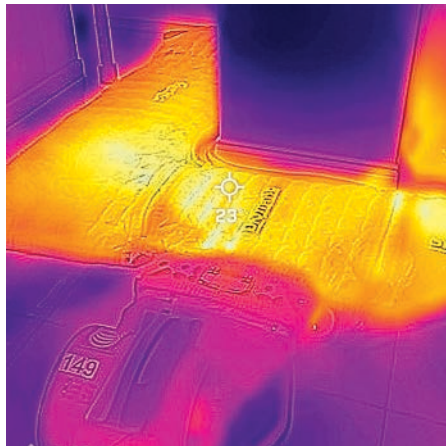
Juvenaire uses specialty equipment and processes to clean affected contents. We also securely store all contents in our facility while restoration works continue.



## Commercial Water Restoration

Every major commercial water incident will be assigned to, and run by a Juvenaire Project Manager to:

- Conduct the initial inspection and consultation on the extent of damage.
- Determine the necessary scope of works and ensure seamless coordination of supervisors and technicians for works to be carried out.
- Separate the costs to be supplied to appropriate parties.
- Communicate between owners, body corporate and tenants to keep all parties up to date and informed at all times.
- Supply the reports required by appropriate parties.
- Provide exceptional service owing to years of experience and extensive knowledge in understanding that speed and efficiency are paramount in minimising business interruption and further damage.



**Our professional water damage service specialises in the efficient and thorough clean-up of properties and their contents affected by water damage.**

### Sewage Contamination

Sewage is black water contamination. This means it is highly contaminated making it extremely unsanitary and a high health risk. Sewage back-flow poses a very significant threat to human health as it can harbour a wide variety of pathogens.

The severity of contamination depends on the extent of penetration within the property. Effective restoration involves total decontamination of affected areas to ensure the safety of occupants.

Juvenaire will prioritise sewage contamination incidents with a technician available after hours to ensure a fast response time in such an emergency.

### Final Clearance Testing

Successful cleaning of a property impacted by sewage contamination is only complete once final lab result tests have been cleared, giving your property a clean bill of health.

As a part of our quality assurance, final clearance testing is carried out to guarantee the safety and well-being of all persons residing or working within the property.

**“ Sewage back-flow poses a very significant threat to human health as it can carry a wide variety of pathogens. ”**







# Mould Remediation

**Where there is moisture, there is potential for mould growth. If mould is found within a property, the cause is likely to be a source of moisture. It is important to ensure the correct steps are taken to remove the mould and mould spores as it may also be hidden behind flooring or walls. This includes tracking and rectifying the moisture problem whether from a leak or storm.**

Juvenile technicians are trained to identify the source of moisture causing the mould growth. Once rectified, it is less likely that there would be a recurrence of mould.

## Inspection

An on-site inspection is the most crucial step in identifying and determining the best plan



of action for treatment. Although identifying visual mould is important, knowing the source of the mould is just as vital.

Without identifying the moisture source, even the best removal and remediation methods can be ineffective as mould will eventually resurface if not treated correctly.

Technicians will track the moisture source and inspect affected areas (such as behind walls and flooring) to formulate the most effective processes.

## The Remediation Plan

A remediation plan usually includes:

- Identification and correction of mould growth conditions such as moisture and humidity
- The use of appropriate personal protective equipment by technicians

- Using specialty equipment to remove airborne mould spores
- Setting up containment to enclose affected areas to stop mould spreading
- Steps to safely and effectively remove mould affected building materials and contents
- Pack-outs (if required), restoration of affected contents and secure storage
- Final cleaning, decontamination, drying and clearance testing.





## The Right Contractor

Selecting the right contractor to handle mould remediation is vital. The correct training, knowledge and expertise required for successful remediation is crucial. Juvenaire has many years of proven experience in mould remediation.

Technicians are trained with the most advanced techniques required for effective and efficient mould removal. We also use the best specialty cleaning agents, equipment, safety protocols and procedures and personal protective equipment.

This ensures a quick turn-around time, safety of occupants and the safety of our technicians.



## Mould Sampling

As a part of Juvenaire's mould removal services, we collect and test mould samples to:

- Ascertain the true extent of mould contamination
- Species identification to determine the toxicity and health risks to humans
- Post remediation clearance testing for quality control



***Our trained technicians will assess and then safely and effectively remove mould infestations of any scale at your home or place of business.***

## Final Clearance Testing

Juvenaire's project management team carry out all the appropriate microbial testing. Upon completion of the remediation process, final testing is carried out to ensure the property is brought back to a normal ecology for safe human habitation.



**“** The remediation plan can vary greatly depending on the size and complexity of the job.







# Fire Restoration

**Fire and smoke damage to residential or commercial properties can be stressful. It can lead to life and business disruptions and even loss of income. Juvenaire recognises the impact fires can have**

**on businesses, lives and families. Therefore, we understand the urgency of getting your property restored, your business or your home back to normal as quickly as possible.**

**O**ur Project Managers will plan and supervise the entire operation to ensure all cleaning and restoration processes have been completed to a high standard.

## Inspection, Chemical Testing & Assessment

Fire causes significant damage to building materials and contents. Fire damage restoration



requires thorough inspection, chemical testing and assessment.

This process helps to determine safety issues, possible corrosion and identification of areas and items requiring urgent attention.

Juvenaire's trained and experienced technicians can tackle and restore any fire damaged property regardless of the size of the loss.

We treat all our customers with care at a time of potential trauma.

## Structural Cleaning

Our technicians are trained to restore all internal and external surfaces such as walls, ceilings, windows, flooring, brickwork, and even air conditioning and ventilation ducting.

We use specialty equipment and cleaning agents to remove any soot or odour.

## Contents Cleaning & Restoration

Smoke residue can cause extensive damage to contents particularly clothing, paper, electronics, furniture and carpets.

If not dealt with quickly it may cause permanent odour, staining or corrosion. We restore contents quickly and efficiently, at our state of the art contents processing facility.





## Odour Control

Strong odours normally follow every fire incident. Chemicals are released when materials within a property begin to burn. These chemicals fill the atmosphere and release a strong odour which gets absorbed and trapped into the pores of building materials and contents.

If not treated using proper techniques, these chemical residues in the form of smoke and soot may cause ongoing odour and health issues. Detailed cleaning of the building structure and its contents is essential for the removal of the odour.

Juvenaire's technicians are trained with the most advanced processes and specialty restoration equipment to ensure the property is odour free.

**Chemicals causing odours are absorbed and trapped into the pores of building materials and contents.**



**Our technicians are trained to restore walls, ceilings, windows, flooring, brickwork, and even air conditioning and ventilation ducting.**

## Fire & Smoke

### The Importance of Immediate Action!

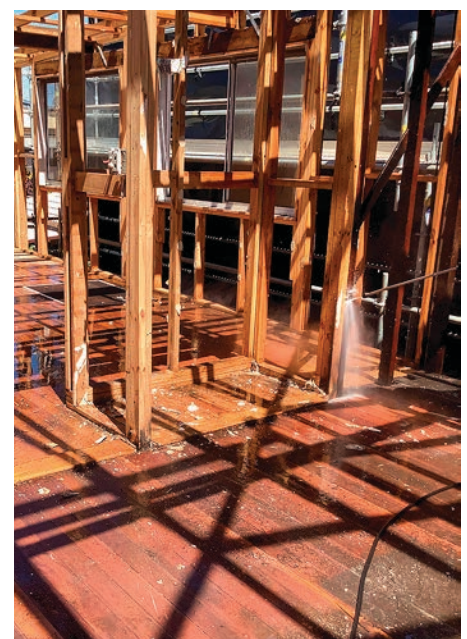
It is important to get in touch with a Juvenaire project manager as soon as possible for an effective fire restoration process. As fire damage restoration is a complex process, it is vital that nothing is touched or attempted to be cleaned.

Smudges, smears or stains left behind from the use of improper cleaning techniques may become difficult to remove and leave behind permanent damage.

A project manager's role once engaged, is to map out an extensive scope of works for a thorough decontamination and restoration process following standard procedures to successfully restore the property.



**“ We prioritise a prompt response to minimise further damage and mitigate potential health risks. ”**







# Contents Cleaning

**Juvenaire is one of Queensland's premier restoration and contents management specialists. We have invested heavily in state of the art restoration equipment; the Esporta wash system**

**and the Fireline ultrasonics processing plant. The systems efficiently and effectively restore water, fire and sewage affected contents previously deemed unrestorable.**



As a part of Juvenaire's contents restoration service, the integration of a Contents Management System and Pack-out System that complemented our established processes was introduced.

This made our processes extremely efficient allowing us to save time, money and provide the highest quality contents restoration service.

## Pack Outs/Contents Categories

A property undergoing restoration may need to have its contents removed from site to increase the efficiency of the clean-up process; especially if the damage is extensive.

A team of movers will sort and pack home contents to be transported to a secure storage facility.

The contents are then categorised into 'soft', 'hard' and 'unrestorable' and cleaned (or disposed) at our state of the art processing facility.

Once cleaned or restored, the storage container is then cleaned thoroughly and items are placed into them and stored until the affected property is restored.

## Contents Cleaning & Restoration

Our technicians clean and restore all contents at our processing facility.

Using specialty cleaning agents and equipment, the contents are thoroughly dried, cleaned and deodorised before being packed, labelled and sent to our secure storage facility.

Juvenaire's facilities are designed to accommodate a variety of contents that have been affected by a disaster.

## Contents Management System

Juvenaire uses management software to efficiently organise all contents that enter and leave our processing facility.

This enables us to deliver accurate documentation relating to all contents at the corporate level. The software significantly improves time management, communication and costs by inventory listing (with photographs), as well as contents cleaning schedules.



**“ All Contents are restored at our processing facility ”**

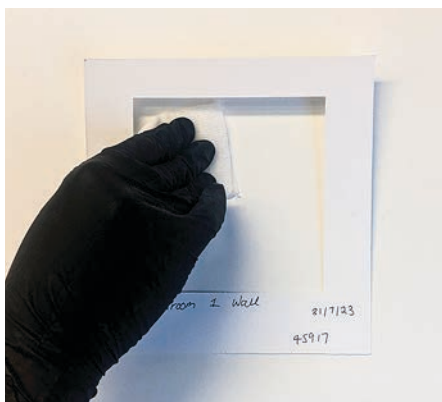




# Methamphetamine Clean-up

*The widespread manufacture of illicit drugs such as methamphetamine is a growing issue in many parts of Australia. Clandestine drug labs are often located in residences and produce harmful chem-*

*icals during the manufacturing process. Smoking meth also leaves behind a chemical residue on surfaces. Our technicians are fully trained to clean and decontaminate meth impacted properties.*



**M**anufacturing methamphetamine involves a cooking process. Most clandestine drug labs are found in residential homes.

## Meth In Your Home

A mixture of dangerous chemicals evaporate and permeate all porous and non-porous surfaces including kitchen benches, walls, ceilings, books, pillows, toys and other contents. Harmful chemicals contaminate the property and without correct decontamination may remain indefinitely.

Understanding the correct meth lab clean-up procedures, guided by the Government's meth clean-up laws is critical for this complex chemical remediation process.

Methamphetamine contamination is typically invisible and exposure to its residue may cause serious health issues.

## The Process

The first step is to determine if the property is contaminated by conducting initial testing. Our Project Managers take swab samples from multiple areas of the property.

These samples are then sent to a specialty lab and results determine if the property is contaminated or not.

If contaminated, we remove exposed soft furnishings including carpets, curtains, lounge suites, mattresses and linen. We then treat or remove light fittings, plumbing and air conditioning. In extreme circumstances, we may also be required to strip out walls, ceilings and cabinetry.

Specialist cleaning procedures, chemicals and machines, neutralise a methamphetamine contaminated property. We use the latest chemicals and procedures to restore the property.

Once safe levels are reached, a clearance certificate is issued and the property is deemed safe for occupants.







# Trauma & Forensic Clean-up

*Our professional team is extensively trained in trauma and forensic clean-up techniques. They possess the expertise and specialised equipment required to effectively remove biohazardous materials, sanitise the affected area, and eliminate any potential health risks and odours.*



Juvenaire provides a safe and discreet forensic clean-up service. Our trained technicians are equipped with the appropriate equipment and cleaning agents to restore the affected property safely.

## The Health Risk

Forensic scenes contain many biological contaminants that may potentially contain dangerous remnants such as blood, tissue or bodily fluids. The surfaces and the contents affected by such biohazards often become contaminated and produce toxic agents.

Therefore, we adopt precautionary methods to prevent the transmission of any potential infectious disease.

Juvenaire uses specialty biological decontamination cleaning agents to thoroughly remove contaminants, odour and to sanitise affected

areas. Protective gear and stringent processes are also implemented to protect current and future residents at the property and to ensure the safety of our technicians.

## The Process

At Juvenaire we specialise in all areas of forensic clean-up including in home, industrial, business, outdoors and vehicles.

Each project requires a unique cleaning method depending on the extent of contamination. On arrival, technicians will follow safety protocols to assess the situation to formulate a restoration plan.

Stringent procedures are then implemented to ensure that a thorough clean-up and decontamination process is actioned.

Technicians will also remove any fingerprint dust residue left by the police forensics team at the property.

The minute dust particles are removed to avoid further damage or permanent residue stains.

From removing carpet and tarnished items, to cleaning and sanitising surfaces (including furniture), Juvenaire will carry out a meticulous clean-up process to ensure that no indication of the incident remains at the scene.







# Air Conditioning Decontamination

*Modern air conditioning systems deliver the majority of air we breathe through a spider web of ducting situated above the ceiling space. Where warm air meets cold surfaces such as the cooling*

*coils of an air conditioning system, moisture can form. Where there is moisture there is the potential for mould. Mould circulating throughout your home can create an un-healthy environment.*



**“** Under the right conditions this accumulated dust, combined with moisture, can provide an ideal breeding ground for mould and mould spores.

The filters used in air conditioning systems are not designed to completely filter all dust. Therefore dust accumulates within the air conditioning system itself.

Under the right conditions this accumulated dust, combined with moisture, can provide an ideal breeding ground for mould and mould spores, which can contaminate a living or working environment.



Moisture can form where warm air meets cold surfaces, such as the cooling coils of the air conditioning system, or where the air enters the room via the supply air grill. Where there is moisture, there is the potential for mould growth.

Mould can grow on virtually any surface as long as moisture or water, oxygen and an organic source are present. Mould reproduces by creating tiny spores, (viable seeds) that usually cannot be seen without magnification.

It's these spores that continually float throughout the air conditioning system and its ducting and into the indoor environment in which we breathe.

Mould spores in high concentrations, and consistent exposure, can be hazardous to health. HVAC Systems (Heating Ventilation and Air Conditioning) should be inspected and cleaned on a regular basis to ensure that the systems are clean and free of mould.

- ### Benefits of regular cleaning!
- System will operate more efficiently.
  - System will last longer.
  - Less corrosion on coils.
  - Clean air dispersion into environment.
  - Minimises health issues e.g.. asthma, sore dry eyes, headaches and colds.
  - Less chances of mould growth.







# Auto Decontamination

*Building on the success and reputation of its property restoration services and supported by effectively trialled products and procedures, Juvenaire formalised its auto restoration services with the*

*establishment of Auto-Decon Services. Juvenaire provides unparalleled support across key areas of auto-decontamination with a quality service for a range of restoration and decontamination needs.*



**W**e restore vehicles affected by water, mould, fire, smoke, odour, biohazards, fingerprint dust and methamphetamine.

With an experienced administration, claims and project management team aligned with specially trained technicians, the Auto-Decon services division has the capability to provide unparalleled support across key areas of vehicle damage.

Juvenaire's Auto-Decon division has developed a wide range of restoration procedures which are supported by specialty equipment and bespoke, proven chemical cleaners. This ensures the successful decontamination and restoration of all classes of vehicle.

## Odour Contamination

Vehicles that have an odour can be difficult to eliminate.

**Vehicles will be assessed individually to:**

1. Discover the source.
2. Remove, clean and decontaminate the source with specialty cleaning products.
3. Micro-misting and use of ozone gas technology processes to eliminate the odour.

### The Process

- The vehicle will be assessed by a project manager to determine the scope of works.
- A detailed quote or budget will be prepared and supplied.
- Trained technicians will clean, deodorise and detail the vehicle.
- A report will be provided at the end of the cleaning process.







# Hoarder Clean-up & Decontamination

*We provide a specialised cleaning service for compulsive hoarding effected homes and properties. We have technicians that are trained in the most efficient clean-up, decontamination and recovery*

*methods to restore the severely cluttered property to a clean and safe environment. Our technicians are non- judgemental and discreet, making the clean-up as painless and stress free as possible.*



*“ We recover valuable items, documents, photographs and sentimental items that may have been lost in the clutter and are placed in an itemised inventory.*

Juvenaire’s hoarder clean-up service is more than just a disposal service. Juvenaire’s technicians will help sort through contents to make sure we recover all items required.

We recover valuable items, documents, photographs and sentimental items that may have been lost in the clutter.

## The Process

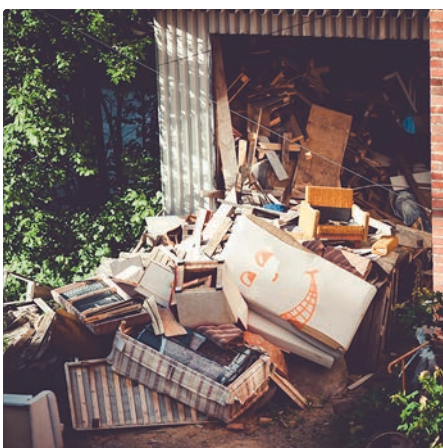
Each home is different, this is why we evaluate each individual situation to develop a plan of action that is unique for that person or home, to achieve the desired outcome.

Compulsive hoarding and severe clutter can be embarrassing, however our technicians are non-judgemental and discreet, making the clean-up as painless and stress free as possible.

Sometimes families face the difficult task of dealing with a deceased family member’s belongings, which can include finding valuable family heirlooms among the large amount of belongings.

Our technicians make sure that everything that is valuable or salvageable is kept. The property will then be cleaned and sanitised.

All carpets are assessed for removal, depending on the level of contamination once the contents have been removed.







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