



Affordable home office and
commercial property sanitisation

0861 20 20 20

Administered by 1 Call Claims Solutions (Pty) Ltd Reg; 2013/08 7561 / 07

ABOUT US

Property Sanitisation Services is administered by 1 Call Claims Solutions (Pty) Ltd (1 Call) Est. 2009.

National coverage

1 Call operates a National Call Centre, regulating the performance of over 400 nationwide independent insurance approved service providers and their teams. We attend to thousands of household emergency and repair claims every month and our capacity to service the entire country is a prerequisite of our service level agreements.

We manage eight sanitisation supply depots across South Africa (**PTA / JHB North / JHB South / KZN / PE / Bloem / George / Cape Town**) these operations monitor the provision and consumption of every litre of solution provided. We are also able to assist in outer-lying areas; however this may incur an additional travelling fee.

Integrity

We have provided this nationwide service for over a decade on behalf of many of South Africa's renowned insurance companies. Our long term relationship with these insurers is sustained as a result of complete transparency and utmost integrity. Exposing dishonesty, unreliability and sub-standard quality is our primary goal - *consistently striving for service excellence*.

Equipped to sanitise

Our insurance approved service providers and their teams, are fully trained and equipped with all the appropriate PPE gear to provide the essential service of **Home Sanitisation** and do so with certified medical / hospital grade (70%+ Ethanol content) decontamination solution.

All our service providers are equipped with geo-location technology which enables us to monitor the relevant team's movements and confirm their arrival at the client's premises. Follow up calls are made to each client after the sanitisation of their premises, to ensure that our stringent safety procedures have been adhered to and furthermore that the client has received and understood all the relevant safety and protection information prior to such sanitisation taking place - as provided at the enquiry and quotation stage.

©Copyright 1 Call Claims Solutions 2020





Affordable home office and commercial property sanitisation

0861 20 20 20

Administered by 1 Call Claims Solutions (Pty) Ltd Reg: 2013/08 7561 / 07

AFFORDABILITY

Subsidy referral

If you have been referred to us by your Insurer, Property Management, Home Security company, or one of our many other corporate partners supporting this initiative, please advise us accordingly as you may qualify for a generous, subsidy (of up to 15%) for your **Residential Sanitisation** quote.

This subsidy excludes supply of the various sizes of hand sanitiser dispensers, gloves, masks, boot covers and other optional safety items that you may wish to purchase for yourself and if so purchased, will be delivered by the contractor attending to the property sanitisation.

Cost effective

Home sanitisation is an essential service to assist with flattening the curve of the current pandemic - our existing infrastructure, bulk purchasing power and subsidy partnerships enables us to extend extremely affordable rates to all RSA residents.

For a costing guideline: a typical 2 bedroom apartment measuring 80 m² can be sanitised by our teams at a very affordable rate of R 1, 500.00 VAT inclusive. (Subsidy excluded)

This cost naturally does not include vehicle sanitisation – cars & bakkies: R60.00 / SUV: R85.00 / 9 seater minibus or camper: R140.00. These rates also VAT inclusive. (Subsidy excluded)

Traveling charges may apply for outer-lying areas.

CERTIFICATION

Product supply

As a result of our stringent control procedures and our zero tolerance policies, 1 Call Property Sanitisation Services has secured two exclusivity contracts with national medi-grade product suppliers. These companies simply refuse to endorse, encourage or support small uncontrollable application traders / “fly by night” traders.

Medi-grade certified solution

Medically graded, certified 70%+ alcohol content solutions is utilised for the sanitisations. This proven method of eliminating viruses, has been endorsed and sanctioned for decades, by hospitals and medi-centres world-wide. We do not endorse or trust any non-certified (non-alcohol based) methods as effective or reliable in the battle against COVID-19. Due to the (medi-graded) limited stock levels and stringent applicator controls, many pop-up opportunists are endorsing various arrays of products that are neither tested nor certified to adequately perform.

©Copyright 1 Call Claims Solutions 2020





Affordable home office and commercial property sanitisation

0861 20 20 20

Administered by 1 Call Claims Solutions (Pty) Ltd Reg; 2013/08 7561 / 07

This is no time to take any chances.

The laboratory medi-certification may be viewed on our website:

www.property-sanitisation-services.co.za

Client certificate of procedure

A dated certificate specific to your premises is signed, witnessed and provided by the contractor upon completion of every procedure. Where required, this can be displayed at the entrance to your premises and verified via email or telephonically should the need arise.

Beware of profiteers

Unfortunately extreme circumstances create opportunity for deceit, fraud and unscrupulous behaviour. The COVID-19 pandemic is certainly no exception. We have already witnessed many instances of profiteering price hikes for essential protection supplies. Sanitisation solutions and the application thereof are not excluded from this scourge.

Please therefore be aware that comparative quotations for this service that undercut our affordability surely cannot be utilising medically certified solutions and may well just be providing you with a false sense of security. We cannot stress enough the need for sanitisation solutions to contain in excess of 70% alcohol.

We are currently procuring test kits that clients can establish the solution alcohol content to further illuminate fraudulent activity.

Our quality control

All Property Sanitisation Services consignments of medi-certified sanitisation solutions are monitored by our control centre, keeping us updated of service provider stock levels and their consumption per procedure. By this method we can determine any misuse or lack of sufficient application, which would result in the immediate termination of the team's participation. 1 Call's Property Sanitisation Services maintains a zero tolerance approach to non-compliant operators.

WARNING

Do not use any product containing **Methanol**, it is toxic and can be deadly, please be 100% sure that none of your hand sanitisers or property decontamination solutions contain any Methanol.

<https://bioenergyinternational.com/biochemicals-materials/methanol-not-effective-or-safe-hand-sanitizer-or-disinfectant-for-covid-19-cautions-methanol-institute>

QUOTE & BOOKING GUIDE

©Copyright 1 Call Claims Solutions 2020



Obtaining a quote

In order to despatch the correct volumes of solution utilised for every procedure, it is essential that we determine an accurate estimate for the size of your home (m²). To achieve this, we access Google Earth which affords us the ability to measure the perimeter size of your building. A screenshot will be sent to your phone or PC for your confirmation, prior to compiling and despatching your quotation. Please assist our call centre staff with further information required to ensure the service provider is adequately equipped when he arrives to attend to the sanitisation.

If for some reason we are unable to determine the size of your building, we may request that you provide us with accurate measurements that will be verified when the team arrives to conduct the sanitisation. If this is not possible, a service provider can be appointed to make a site visit to access the area, however this is subject to a minimised call out fee of just R272.50 (VAT inclusive). Out-lying areas may be further subject to additional travel costs.

If we are able to remotely identify the size of your building (as in most instances) a quotation can be provided within 30 minutes, subject to volumes.

Secure your booking

To secure bookings, an EFT payment is required in advance to our Nedbank account (the details of which will be provided with your quote). If your need for the sanitisation is urgent and you are not making payment from a Nedbank account, your payment can be expressed cleared. Booking schedule availability can be confirmed prior to your EFT – please note that bookings will only be held for a maximum of 4 hours, where-after if no payment or proof of payment is received, your requested date and time may be released to another client. **Please indicate your cellphone number as the reference on your payment.**

ON-SITE PROCEDURES

Preparation for the procedure

Please ensure that all surfaces as far as possible are clear and that there are no obstructions in the path of the sanitisation contractor. We request that the floors are swept and surfaces are visually clean prior to arrival by the contractor - you will receive a timeous reminder call before their arrival.

Although the sanitisation solution is non-toxic and food friendly, it does contain a high alcohol content and as such we recommend that all open foods be covered or put away prior to the sanitisation. Fish tanks, aquariums, terrariums, rodent / hamster habitats and ponds must be covered or moved to an outside area where possible.

FIRE HAZARD

All effective alcohol based sanitisers are flammable whilst the application is in progress - **DO NOT SMOKE** during the procedure and please ensure that **all naked flames are extinguished**, including gas boiler pilot lights, etc.

Exclusions

The teams **WILL NOT** be touching or spraying any electronic equipment such as music systems, televisions, decoders, routers etc. Clients will be provided with sufficient solution and disposable gloves, in order to wipe their devices manually. As a precautionary measure, please ensure **all devices are switched off and unplugged**.

TV and PC screens: due to the variance of screen manufacturing, we recommend television sets, computers and other screen enabled devices are wiped with a diluted detergent solution. **DO NOT** apply the sanitisation solution directly onto screens, as it may react adversely. No liability will be accepted for any electronic devices.

The procedure

The solution is safe to spray on all surfaces including fabric and leather and any residue marks can easily be wiped off after the procedure thus eliminating any risk - allow 10 minutes before wiping off.

Although the sanitisation solution is safe for use on wooden items, older woods (antiques) or items treated with varnish or oils, may display surface residue marks. This can be wiped off with a clean cloth.

Whilst being applied, the solution (in isolated instances) can cause respiratory irritation. It is advisable that clients exit the room whilst the application is in progress. Once dry, it is no longer a potential nasal irritation.

The product application is not a lengthy process - a 2 bedroom apartment can be completed in less than 30 minutes.

A pleasant fragrance will linger for a while after treatment. If this bothers you, you can open windows to air the space out - this will not reduce the sanitisation efficiency.

Windows and mirrors will require wiping by the client in the usual cleaning manner once the sanitisation is completed and the solution dried.

The application dries within a few minutes and the majority of surfaces do not require wiping.



Affordable home office and
commercial property sanitisation

0861 20 20 20

Administered by 1 Call Claims Solutions (Pty) Ltd Reg; 2013/08 7561 / 07

To achieve a longer lasting result

Once your building has been sanitised, it is essential to follow the 21 Safety Tips document (which we provide) when leaving and returning to your premises. These procedures will absolutely minimise the risk of future contamination. Depending on the longevity of the virus in SA and your occupant's adherence to the safety tips, it is recommended that the home sanitisation procedure require repeating every two to three months.

Together, we can eliminate the devastating impact of this pandemic, save lives and get South Africa back in business!

OPERATION HUNGER

Operation Hunger #Feed a family <https://operationhunger.org>

We are appealing to all clients who book a home sanitisation appointment to consider contributing R50.00 to this feed-a-family cause. If you agree, the donation amount will be added to your quotation as a separate item. 1 Call will then match your donation with R50.00.

This will mean that R100 will be contributed to Operation Hunger, which goes a long way to assisting a vulnerable family

Quote: *'we are more frightened of starving to death than of COVID 19'*

All contributing clients will be included (via email) in the payment remittance sent to Operation Hunger each Monday, reflecting the previous week's participating donors.

Together we DO make a difference!

THANK YOU

Footnote

Thank you for considering our service - be assured that we operate with both care and integrity and trust that our sanitisation service will relieve some of the stress this global pandemic is generating! Sanctuary at your home is certainly a good step.

Please heed the President's call to acknowledge and abide by each lockdown level of alert, as our united effort can only improve our situation.

Keep positive and stay safe.

The 1 Call Team

©Copyright 1 Call Claims Solutions 2020

