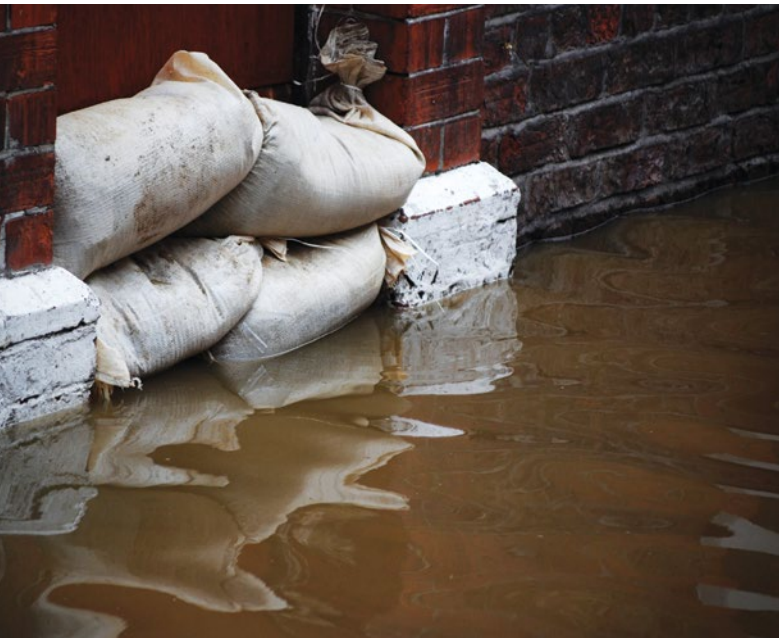




AVIVA

PROPERTY SERVICES



In partnership with:



SPECIALISTS IN
RESTORATION
EXCELLENCE





TESTIMONIALS

WHAT HAVE PEOPLE BEEN SAYING?

The insured called about her claim, she advised she was so happy with Aviva Property Services. The insured spoke very complimentary of the staff and said they have a really sympathetic way about them, she said that she was very fortunate to deal with them. She has said that Aviva Property Services has been such lovely company to deal with and wanted same recorded so they could hear about the wonderful service they have provided.

"Excellent work by the teams completing the work to very high standards. We we're also delighted with Aviva Property Services in the professional way that the claim was handled and that we did not need to go looking for tradespeople to complete the work, this took a lot of pressure off Maria and myself. As usual we will continue to recommend others to use the services of Aviva Property Services."

"I've been telling my friends about how good Aviva is. The clam was handled very well, 10/10 for Aviva" – Leak from hot water cylinder, handled by Aviva Property Services.

"Just have to say 2 men from Aviva Property Services that you sent to clear out room and put stuff back are lovely men so helpful and quick thank you so much for everything over the past couple of weeks, thank you."

Aviva Property Services, Customer advised:
She is very happy with Aviva Property Services said they're very good workers and is happy with the works so far only the painting left to do.



Aviva Property Services repair damage to buildings caused by burst pipes, storm, flood, fire, smoke and impact damage.

Less paperwork

- No need to get a repair estimate - we do this for you.
- Work can start immediately once claim validated.
- The customer only pays any policy excess and any contribution that may apply.

Peace of Mind

At the time that suits the customer:

- We provide a quick response for inspecting the damage and scoping the cost of repair.
- We carry out essential repairs to the property to minimise disruption to the customer.
- We agree the work that has to be done with the customer.
- We repair the damage.
- We can provide secure storage for contents where required.

Great Service

- Access to a reputable Irish owned company
- Quality repair with a full 12 month guarantee on all work carried out.
- We survey every customer upon completion of repair to ensure excellent customer satisfaction.



Call us on 1890 666 888

between 9am and 5pm
Monday - Friday to speak to an
experienced claims handler.

We're here to help.





AVIVA

Now that you know about Aviva Property Services, we invite you to learn more about our property partners Glenbeigh Fire & Flood, the company working with us to provide property restoration and reinstatement services for you.

In partnership with:



SPECIALISTS IN
RESTORATION
EXCELLENCE





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GLENBEIGH FIRE & FLOOD LIMITED

We respect our competitors and the position they occupy in the marketplace. However, we also recognise that we bring to the market certain unique attributes that we offer clients the most comprehensive service offering available.

UNPARALLELED EXPERIENCE

Glenbeigh Fire and Flood Limited combines tried and tested expertise in the assessing and restoration of damaged properties with nearly thirty years experience in the construction and refurbishment area.

In establishing Glenbeigh Fire and Flood Limited we were conscious of combining insurance industry experience with large scale and small works construction expertise. Our business model provides clients with the most comprehensive fire and flood restoration services available in Ireland.

COMMITMENT

As an Irish owned company with a reputation for innovation and commitment to developing well run businesses we will ensure that Glenbeigh Fire and Flood Limited will be at the forefront of the property restoration and reinstatement business in Ireland.

SPECIALISTS IN RESTORATION EXCELLENCE

Our commitment has seen us put together an experienced team, a significant investment in systems and state of the art equipment, and a determination to make Glenbeigh Fire and Flood Limited a leading player in the commercial and residential restoration and reinstatement market.

As we have demonstrated in our other businesses, our commitment is long term and our presence in the market will be characterised by delivering value for money and quality of service to our customers.

ONE STOP SHOP SOLUTION

Given our background in the construction and storage industries we are in a position to provide Insurers, Loss Adjusters / Assessors and property owners with a full range of solutions from initial assessments to restoration and reinstatement works.

Through our experience in the storage market we can provide property owners with a secure storage facility for their property contents during the period when they are in alternative accommodation.

For property owners who have particularly valuable items e.g. art, antiques etc we can provide our highly secure two hour fire vaults which are the ultimate in secure storage. We are happy to provide these services on a 'menu' basis.

SCALE & REPUTATION

As a company that has been in business for almost thirty years and with a range of significant businesses trading under the Glenbeigh brand, we are conscious that to protect our good name, it is essential that every part of the Group fully lives up to the reputation that we have carefully developed and nurtured over the years.

We are an Irish Group. We know the importance of reputation and how it can easily be tarnished. Our people, our willingness to invest in developing the business and our awareness that we must serve our customers needs are the basis of whatever success we have enjoyed. The day we are not driven by these fundamentals we will leave the business. We know nothing else.



GLENBEIGH WATER DAMAGE RESTORATION

Whatever the cause of water damage, be it a leaking water tank or a major flooding incident, the secondary effects such as mould growth, corrosion and structural deterioration can be potentially more significant than the initial damage itself.

It is critical that a fast response is ensured to minimise the progressive damage and restoration costs. Glenbeigh Fire and Flood's rapid response will mitigate against replacement costs and enable policyholders to return to their property as soon as possible.

Once on site, our technician will brief the policyholder on our services within the agreed claim process and begin remedial works as appropriate to minimise the extent of the damage and prevent future consequential loss.

Mould and mildew will grow quickly on almost any wet surface, as spores are present in the air. Deep drying reduces the potential for long-term damage related to mould and mildew infestation. Contents can often be dried onsite, however should they require removal and storage this can be provided. Files and books can be cleaned and restored to usable condition, saving irreplaceable materials and records. These files and books can also be stored offsite at Glenbeigh's purpose built facility.

How the Glenbeigh restoration process works

Drying operations may take a number of weeks and usually policyholders can remain in the property for the duration of the project. Our restoration process allows a building's infrastructure and its contents to be saved rather than replaced, saving time, money and disruption for insurers and their policy holders.





WATER DAMAGE RESTORATION PROCESS



Step 1 Remove all salvageable items



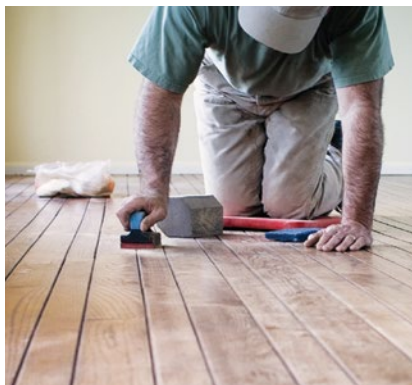
Step 2 Put personal belongings into our secure storage



Step 3 Dry and sanitise affected areas



Step 4 Reinstall all damaged areas



Step 5 Restoration begins



Step 6 Replace items with care



Step 7 Refit



Step 8 Test and certify



Step 9 Policyholder satisfaction



WATER DAMAGE RESTORATION PROCESS

Priority actions may include

1. Shut-down of the electricity in the affected areas.
2. Removal of free-standing water.
3. Decreasing relative humidity to stabilise the environment.
4. Removal of sensitive items/equipment to our secure storage facility.
5. Sanitisation of contaminated areas.

All of our technicians are supported by fully-equipped vehicles which allow for the immediate installation of equipment to dry the affected areas and control the environment within the property. We can remove and store contents and arrange dry cleaning if required.

Policyholder advice in the event of water damage

TURN OFF MAINS

In the event of a leaking pipe, the water supply should be turned off at the stopcock and the system drained. Central heating system should not be turned on again until the leak has been located and fixed and the system has been refilled.

WARNING

Do not use a household vacuum cleaner to remove water.

CONTAMINATED WATER

Try not to come into contact with water contaminated by soil or drain backup. Our technicians have the necessary sanitising agents and safety equipment to deal with contaminated water.

ELECTRICAL APPLIANCES

Turn off all electrical fittings if they have come in contact with water. The power should be turned off at the mains supply immediately and assessed by a qualified electrician.

BEWARE

Stay out of damaged rooms as ceilings may have retained water.



GLENBEIGH FIRE & SMOKE RESTORATION

The burning of different materials produces many different types of smoke deposits, which penetrate into and behind any area in a property that is not completely sealed.

The impact of a wrong approach to smoke damage restoration can, in extreme cases, make a return to pre-incident condition impossible. Our technicians will correctly identify and deal with the various types of soot contamination on both buildings and contents.

After the type of smoke is identified our technicians will determine the most appropriate course of action required. One of the most important elements of their evaluation is what personal items and structural components can be restored versus what needs to be replaced. It also helps determine the most effective cleaning method as well as eliminating needless replacements.

Smoke comes in four basic varieties:

WET SMOKE Low heat, smoldering, pungent odour, sticky, smeary. Smoke webs are more difficult to clean.

DRY SMOKE Fast burning at high temperatures.

PROTEIN Virtually invisible, discolours paints and varnishes. Extreme pungent odour.

FUEL OIL SOOT Furnace / Boiler puff backs cause fuel oil soot.

Fire damage restoration requires a combination of cleaning techniques and very close attention to detail. A fast response is critical to minimising the damage caused by smoke contamination - our fire damage technicians can be at a property within hours of notification.





FIRE & SMOKE RESTORATION PROCESS



Step 1 Inspection & survey of property



Step 2 Remove all salvageable items



Step 3 Secure storage of personal items



Step 4 External restoration works



Step 5 Sanitise and restore effected areas



Step 6 Internal decoration



Step 7 Refit



Step 8 Test and certify



Step 9 Policyholder satisfaction



FIRE & SMOKE RESTORATION PROCESS

Priority actions may include

1. Installation of drying equipment to lower humidity levels and prevent acid corrosion.
2. The removal of electrical items for emergency decontamination and possible restoration.
3. Neutralisation of acid compounds on sensitive surfaces such as uPVC and finished wood surfaces.
4. Strip-out of unsalvagable structure (where agreed).
5. Freezing of documents to avoid ink-runs, stuck pages, mould growth and other forms of degradation.
6. Testing of portable electrical items for safety before going back into use.

In many cases items can be restored on site, whilst more extensively damaged items may need to be taken away to our facility in Dublin for restoration. Often fire damaged properties are subject to water damage as a result of the fire brigades' actions to extinguish the fire. This results in high levels of humidity within the property, causing the formation of hydrochloric acid which corrodes sensitive items such as uPVC and electronic components.

Our technicians carry the right equipment to recognise and lower the humidity levels and stabilise conditions, thus removing the threat of further damage to the property and its contents.

Policyholder advice in the event of fire or smoke damage

GOOD VENTILATION

Open as many doors and windows as possible to help remove smoke odours.

LOWER ROOM TEMPERATURE

Turn off central heating as room temperatures should be kept as low as possible.

SHUT OFF ELECTRICITY

If it is possible that any wiring may have been damaged by fire, heat or water, the electricity supply should be switched off immediately.

DAMAGED GOODS

Where soot is evident on electrical items these should not be used, nor should attempts be made to remove the soot. These items should not be plugged in or used until they have been checked by a qualified person.

PERISHABLES

Discard any open food packages.



DOCUMENT RESTORATION & STORAGE

Glenbeigh has considerable experience in dealing with the management and storage of valuable and sensitive documents. Glenbeigh Records Management Limited is one of Ireland's largest records management companies. Operating from specially designed, highly secured premises it provides its client with the peace of mind that their valuables are properly and professionally stored.

DOCUMENT RESTORATION

Building on these experiences, Glenbeigh Fire and Flood Limited can offer a full restoration/management service to property owners whose documents or book collections have suffered as a result of water damage. This service is particularly useful in minimising damage to important legal, commercial or valuable documents.

In terms of the processes involved, the first step is to ensure that the documents are removed as soon as possible from the scene in such a way that no further degradation occurs.

On arrival at our premises the documents are placed in a freeze store to halt the progression of damage. Pressurised vacuum driers are then applied and once stabilised the required restoration work can then take place.

STORAGE

We can provide property owners with a range of storage facilities at our secure Damastown premises. From segregated crate storage for normal household contents to 'own key' two hour fire rated vaults suitable for valuables such as antiques, works of art and other valuables. Glenbeigh Fire and Flood Limited can provide secure and cost effective short and long term storage solutions to property owners.





SANITISATION & ODOUR REMOVAL

A property damaged by fire or water is often subject to higher than normal levels of humidity. This could lead to the growth of mould, bacteria and fungi within 24 hours and, without treatment, visible mould damage and odours will become noticeable. This in turn could create undesirable odours and future potential health hazards for the occupants.

We offer a range of sanitisation services to mitigate against bacteria, fungus, yeast, mould and mildew. These are especially useful in the following situations:

- To stop and prevent damp odour, further mould and fungi growth.
- After flooding to provide disinfection and odour control.
- In commercial properties to protect machinery from corrosion after fire or flood.
- To treat areas inaccessible by other means.

Various methods of sanitisation are employed depending on the damage, building construction, purpose of use etc. These range from wet fogging with eco-friendly disinfectants through to thermal fogging and ozone treatment. All our technicians are trained to carry out the full range of sanitisation and odour removal services.





LEAK DETECTION SERVICE

Leak Detection refers to the non-invasive detection of leaks on oil/gas/underfloor central heating pipe-work and plumbing pipe-work from baths/showers and appliances.

Traditionally to locate a leak in any of the aforementioned areas, a plumber would often resort to strip-out in the area he suspects the leak maybe located. Very often this is not where the leak actually is, and so the strip-out continues until the leak is found. In the process extensive damage is done to the building structure both by the excavation required to try to find the leak, and in the continuing water damage as the leak remains ongoing – the result is a huge expense and inconvenience for the customer.

Our technicians use one or more of the following techniques to determine the location of a leak:

ACOUSTIC

Use of sensitive microphones to enhance the sound of a leak on pressurised pipe-work such as mains supply, hot/cold mains feed and central heating pipes.

ENDOSCOPE

A specialist viewing tool used in places that cannot be seen by the naked eye, most commonly used for leaks suspected underneath baths or shower-trays, it is also particularly useful for cavity inspections and looking into service voids.

THERMAL IMAGING

Also referred to as an infrared camera, its main function is to detect leaks on hot/heating pipes. The camera works on temperature differentials and defines heat patterns through various materials. It is also used to locate leaks on flat roofs and heat loss from buildings (surveys carried out at night).

TRACER GAS

A mix of 95% Nitrogen and 5% Hydrogen gas used when difficulty is experienced in locating leaks i.e. those too big or small for acoustic detection.

Once located, the area of the leak need only be excavated to an extent that allows repairs to be carried out. The leak is therefore fixed quickly and with minimal damage to the building structure.





REINSTATEMENT SERVICES

Glenbeigh's construction background and our experience in working on some of Ireland's most historic buildings and prestigious homes, means that Glenbeigh Fire and Flood Limited is uniquely positioned to provide cost effective, high quality reinstatement options to property owners.

Given our in house design capability, expertise in pre-engineered and traditional construction techniques and our teams of skilled building professionals we can offer a full turnkey reinstatement service.

Our experience covers the full range of construction jobs from minor domestic jobs to large scale 'new build' projects. Many of the projects we have worked on are illustrated in this brochure and hopefully convey our skills in the area.

Regardless of size of particular job we offering our customers a repair option of the highest calibre , delivered on time so as to minimise the disruptions to the property owner.

Our overall objective is to ensure that the property owner has a top class re-instated building with the minimum of disruption.





Call us on 1890 666 888
between 9am and 5pm
Monday - Friday to speak to an
experienced claims handler.
We're here to help.

