



New Forest Case Study

Clive Morey's remit as Building and Cleaning Services Manager at New Forest Commercial Services runs over 5 recreation centres, 1 golf club, 5 large public offices and 60 other housing and hostel sites. One problem is common throughout – how to keep carpet maintained and looking good? As Clive says,

“It's not just a cleaning issue but how to keep carpets looking their best through the application of a planned maintenance programme”



Left to right Clive Morey, Anne Pughe & Barry Gardner

But there were three additional problems. The first was the migration of water based glues through the Heckmondwike carpeting that comprises 80% of the floor covering. The cause of this being over wetting. Secondly was the need on a daily basis to get carpet clean, dry and back in use immediately. There was a need to focus on the carpet that was in continual use and needed high levels of attention. Finally, there was a problem with transition areas where there was a change from carpet to a hard floor. Wetness on carpets tracked onto hard floors or simply on the soles of shoes was a slip and fall issue that could not be ignored.

It was decided that a dry process was the answer. Clive knew about HOST but talked to industry colleagues who recommended the system with its new generation of equipment incorporating the integrated vacuuming system. Clive and the supervisory team at New Forest, Anne Pughe and Barry Gardner had an extended demonstration of the HOST system and liked what they saw. Ann comments, “We saw instant results and our operators found the machine was easy to use and strain free.”

The system is very transportable and so the three fully qualified operators move easily from site to site at New Forest. These operators are fully trained in the three steps necessary in the HOST system. Firstly, to use Freestyle or Liberator machine with counter rotating brushes to dislodge dirt and pile lift the carpet.



Barfields

The powerful ExtractorVac vacuum removes the dry soil that is freed by the brushing action, even right down to the carpet backing. This is a critical step, given that up to 85% of the soil in carpet is dry and can be removed by this unique system.

Secondly, how to brush into the carpet HOST SPONGES a safe, non toxic, biodegradable cleaner. This cleaner deep cleans by dissolving, trapping and removing spots, spills and greasy or oily dirt. Thirdly, vacuuming up the soiled cleaner using the ExtractorVac.

Simon Dickinson, Host von Schrader's National Sales Manager and Julian Stoneman of CMG, the local distributor, committed to a rolling training programme at New Forest. This was a major influencer in the decision to buy the HOST system. As a result the team was able to put in place a planned programme across the varied property portfolio with a maintenance schedule dependant on traffic flow and soiling.

Barry Gardner interjected, "Yes and we don't get any call backs – the carpet looks great days after we have cleaned it, spots we've cleaned out go away permanently, there is no wick back."



Barfields

Hot water extraction equipment is still used for disaster recovery but the HOST equipment has proved much more reliable easily justifying the extra capital expenditure in Clive Morey's eyes. He

concludes that with the HOST system "We have had substantial productivity gains, we are in total control of the system and we don't have any quality problems."