





## GET TO KNOW US

NCL's highly trained and experienced team have kept people happy, healthy, and productive over the years by providing exceptional facility services to businesses throughout the Lower Mainland. Our commitment to our customers, the environment, and cleaning, has earned us over 90% referral clientele!





## THE NCL DIFFERENCE

### WHY IS OUR REFERRAL RATE SO HIGH?

- We use a personalized approach. We take the time to get to know you and your company to provide a cleaning and maintenance service schedule that is catered to your specific needs
- We pride ourselves in being professional, punctual and discrete
- We use the latest and greenest products and cleaning techniques
- We improve our services constantly by taking courses to upgrade our skills and learn the latest standards new to the industry
- Our prices are competitive but we strive for superior quality of service





## THE 4 P'S OF OUR COMPANY

### PREPARATION

We visit your site and create a unique proposal

### PERFORMANCE

We provide the best quality of service

### PUNCTUALITY

We complete all tasks accurately and on time

### PROFESSIONALISM

This is our passion and we mean business!







# OUR SERVICES



Janitorial  
Cleaning Services



Building Maintenance  
& Repairs



Carpet &  
Upholstery Cleaning



Floor  
Maintenance



Tile & Grout  
Cleaning



Pressure  
Washing





## JANITORIAL CLEANING SERVICES

We know your time, space and belongings are precious. Our **Janitorial Cleaning Services** are based on personalized attention, methods, and schedules that work around you and your staff. Using comprehensive checklists, and a professionally supervised crew, we ensure your building is clean, safe, and well maintained.

### WE WILL...

- Supply you with a daily, weekly and monthly calendar of all cleaning tasks and extra tasks so there are no excuses
- Extra tasks\* include:
  - Pressure washing of parking area
  - Deep cleaning of garbage room
  - VCT tile scrubbing and recoating
  - Steam carpet cleaning
  - and more...

*Extra tasks are preventative but mandatory for any building required to meet proper hygiene codes. All these items can be included in the total package cost*

- Provide you with a site specific proposal with any information you may need
- Spread out regular tasks to keep your building looking consistently fresh and clean
- Work with you in choosing what products you want to use. We provide products ranging from eco-friendly to premium cleaning solutions
- Work with you to keep inventory of cleaning supplies



## BUILDING MAINTENANCE & "HANDY MAN" SERVICES

Don't wait until it is too late! Building maintenance is often forgotten about until problems arise; often incurring higher repair costs and interrupting an otherwise productive work environment. NCL's **Building Maintenance & Repair Program** is integrated with our **Janitorial Cleaning Services**. We will do a complete assessment of your maintenance and cleaning requirements to provide you the flexibility of a custom program that will prevent issues before they happen.

### WE WILL...

- Perform routine, corrective with preventive actions to keep the building safe and well maintained
- Identify and correct building deficiencies including minor fixes, leaks, sealing and caulking
- Conduct routine maintenance and handle emergency repairs
- Plan and carry out long term improvements of the building

### EXAMPLE TASKS

- Walk through inspection top to bottom of building including all doors
- Lamp replacement
- Plumbing
- Fire alarm and smoke detectors checks
- Sprinkler and water pressure checks
- Pool and SPA maintenance
- Preventative tasks
- Minor repairs
- and more...







## CARPET AND UPHOLSTERY CLEANING

Even the highest-quality carpet and upholstery can show soiling over time, because carpets act as a strainer, trapping dust, fumes, animal hair, and other soils. We can professionally clean your carpets and upholstery to keep them looking new, lengthen their life span, but most importantly, keep you healthy.

### WE WILL...

- Improve air quality by using high heat water to sanitize your carpets and upholstery to remove allergens, germs, insects, grease, dirt and grime
- Use a powerful vacuum for quick drying

## FLOOR MAINTENANCE

The maintenance of resilient and non-resilient floors requires the right equipment and professionally trained staff to get the job done right. NCL Facility Services' trained team will ensure proper care of your floors by using the right equipment to keep them looking their best with minimal wear.

### WE WILL...

- Use our professionally trained staff and proper equipment to deep clean your specific floor materials
- Save you money by extending the lifespan of your floors and help you avoid the future need of costly maintenance processes like stripping, sealing, and re-coating







## TILE AND GROUT CLEANING

Whether in a commercial kitchen or building entrance, having clean floors keeps your staff safe by reducing the chance of slips and falls. Our powerful truck-mounted equipment uses high heat and pressure to remove deeply embedded soil and contaminants so your floors can stay squeaky clean.

### WE WILL...

- Use our certified advanced hard surface cleaning technicians to assess your floors by:
  1. Identifying the type of tile or stone
  2. Testing for any sealers/coatings that may have been applied to grout or tile
  3. Testing to see if your grout is sanded, un-sanded or epoxy

*Why so many steps? Improperly treating a surface could permanently damage your floors! You can relax knowing your hard surfaces are in educated hands.*

- Extract water used in cleaning so your floors are ready to use right away





## PRESSURE WASHING

NCL's professional power cleaning restores your property to its original beauty. With our latest state-of-the-art pressure washing equipment, we can remove mold, moss, mildew, dirt, and even unwanted graffiti from your building's walls and floors.

### WE WILL...

- Use our expertise to assess the appropriate amount of pressure to avoid any surface damage
- Use various environmentally friendly solutions catered to the specific surface being cleaned
- Use 20" surface tools to cover wide areas for efficient cleaning that saves you time and money
- Use a wand for detail work and areas that surface tool can't get to





# NCL

FACILITY SERVICES

## *IT'S REFRESHING TO EXPERIENCE THIS LEVEL OF COMMITMENT*

NCL does a great job cleaning and maintaining our facilities, they are always very responsive to our needs. We have been using NCL for many years and are very satisfied with their work. From their friendly, efficient cleaning staff to the people behind the scenes, their concern for customer satisfaction is communicated regularly. It's refreshing to experience this level of commitment as well as a clean image of our facilities.

*Rodney Davidson, CIBT Education Group Inc.*

## SOME OF OUR CLIENTS

**KOHLER.**



me&lewis

**LIBRARY SQUARE**  
PUBLIC HOUSE

**ICON**  
CREATIVE STUDIO

**SKECHERS**



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BUILDING MAINTENANCE  
CONSTRUCTION & RENOVATION  
CLEANING SERVICES