

Wall to Wall

Edition 8- Summer 2016

Company News

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New Look Same Quality of Service

You might have seen two new logos appear on our communications in the last couple of months. Although we have been trading as these businesses for a good number of years, they have remained relatively unknown in the market-place. In the next few months we will be completing our re-branding with Carpet Care FloorCoverings and Complete Care Restorations being more prevalent, all under the Carpet Care Services family.



Meet the Staff



Leon Munroe
Services Co-ordinator

What is your name; and your role at CCS?

My name is Leon Munroe and I am the Services Co-ordinator for Complete Care Restorations and Carpet Care Floor Coverings. I work closely with our clients and contractors to ensure that we exceed the standards set by our clients.

How long have you been with CCS & what do you like most about it?

I have been with Carpet Care Services for 7 years, having joined straight from my higher education. I enjoy being able to work closely with our clients and their customers to deliver exceptional customer services and ensure that we maintain our standards to procedures to enable this to happen.

What is your favourite hobby or pastime?

I enjoy playing sports and in particular basketball and surfing, although not at the same time! I also love travelling and take every opportunity to discover new destinations.

What is your dream job?

Given my passion for travel and exploring new places, I would love to be a travel reviewer to combine work and travel would be fantastic.

Going the K's

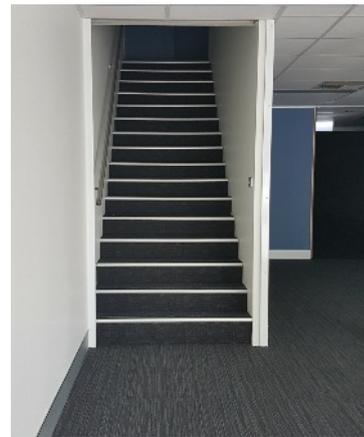
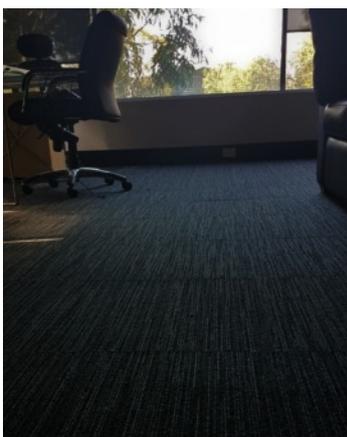
Nothing pleases us more than delighting our customers and clients with a project well done. Many of our commercial and domestic works involve a direct client eg a Real Estate or Facilities Management, an owner and a tenant of the property. Carpet Care Services ability to be able to deliver multi touch point projects coupled with an excellent reputation for quality and service, means our clients are in safe hands. Quality, innovation and flexibility are the key factors they tell us that make Carpet Care Services the right partner and why they consistently engage our services. These relationships don't happen overnight and neither are they taken for granted, But we constantly deliver for our clients through proving our value and quality of execution.

“PADI AP were really pleased with the professionalism of Carpet Care Services and their representatives in the recent refurbishment of our offices, from the beginning of the project they were organised and throughout their communication was excellent, this resulted in a smooth, timely completion. It was fabulous to be able to rely on the team to get the job done and provide excellent client support during and after the project. We would defiantly recommend Carpet Care Services to look after you and your carpet needs.”



Pass Go?

Whilst recently completing two more installations in our block of offices here at Chaplin Drive Lane Cove, our client commented that we were taking over the estate with our installs, I just like a game of Monopoly. This caused some conversation in the office, and we couldn't help but explore this, to draw any comparisons to that much loved game. Maybe, each successful circumnavigation of the board can be likened to a year in business, each property an opportunity grow business and the variables that can present like the cards, penalties and competition. “Passing Go” is not a guarantee but a reflection of determination, decision-making, risk taking and yes some “Chance”. However, this is where the similarities end as longevity is all not such about how you win the game as how you play the game!.. Ok so every business wants to win and be successful but unlike a game, people remember those that played the game well and fair, or doing what they said, when they said to whom they said it. The results of successfully servicing 25 properties within a short walk of our office, did not happen as a result of a desire to “take over the board”. It was a result of something far stronger than that, word of mouth referrals from our neighbours theirs, to recommend a job well done or a “game well played”. Our enviable list of long standing clients, truly value the way we service them and their clients and we respect the way in which they also “play the game”. We thank you for your continued support in 2016 and look forward to working with you all again in 2017



Supplying your Flooring

One thing that makes Carpet Care Services fairly individual, is that we are a totally independent retailer and installer of flooring in NSW. This means that we hold accounts with all the major flooring manufacturers, whether this be Carpet, Carpet Tiles, Timber / Bamboo or Vinyl flooring. What this means for our clients is that we can secure the best possible prices available to help drive better value for money. It also means that the choice of flooring available is extensive and this can be very important if you are trying to match with something already installed.

Carpet Care Services are a registered stockist, installer / cleaner of Bolon vinyl flooring for Sydney Metro area and have recently been included on a preferred supplier list directly with The Andrews Group, the registered distributors of Bolon in Asia / Pacific.



Who are The Andrews Group?

With over 40 years in the business, The Andrews Group is one of the most contemporary architectural product companies in Australia. In the 1970's, The Andrews Group were the first company in Australia to pioneer the introduction of the carpet tile – and their drive for new product innovation continues to this day.

The Andrews Group is design-led, relationship-driven and globally-aware. With a focus on interior design and project planning, assisting clients to create imaginative and inspiring interior spaces, working in partnership with Australia's leading architects and designers.

For over 10 years they have been the sole distributors and marketers of Bolon, an international design brand focusing on flooring innovation and creative interiors.

What is Bolon?

Bolon is a woven vinyl collection which was developed and remains manufactured in Scandinavia, where it is hugely popular for use in kitchens, bathrooms, and other areas exposed to spills or moisture. It is available in a huge range of colors and patterns and in tile or sheet format, making it a great way to add a splash of color to decor. As an added bonus, Bolon is impervious to moisture and easy to maintain. Bolon is recommended for indoor or covered outdoor area use only.

Please contact us on **02 9420 0911** if you require any further information or would like us to show you samples



Choosing the Right Fibres

With so many carpet fibres to choose from, how do you decide on the right carpet for your requirements?



Carpet is an increasingly popular choice for flooring installation in homes and offices, as well as those that are those that are remodelling or upgrading their properties. Durable carpet provides an added measure of comfort, yet is easy to care for and maintain. With so many different styles available, it is vital that you are able to distinguish between the various types to ensure that you make the right choice for your specific location and needs.

WOOL

Wool comes from the fleece of sheep or lambs and provides excellent cushioning. It not only feels luxurious on your feet, but also adds immense resale value or rental potential to your property.

Pros:

- Comfortable:** Extremely soft and plush, wool feels great on bare feet.
- Superior Performance:** Wool can withstand even the heaviest foot traffic and still look amazing.
- Resilient:** Compression from furniture does not last permanently, and fibers are able to recover their shape quickly.
- Stain-resistant:** Wool is inherently resistant to soiling and staining due to the natural oils, including lanolin.
- Natural Insulator:** Wool provides sound absorption to improve the acoustics in your home. It helps noise stay contained within each room, which is ideal if you have young children or a noisy office.
- Humidity Regulator:** Performing a balancing act, wool can absorb excess humidity and release moisture back into the air when the climate becomes too dry.
- Fire-retardant:** Like adding fire insurance to your property, the high protein content of wool makes it highly resistant to flames, offering great protection to your family.

Cons:

- Not impervious to stains** Colored beverages and pet urine may cause staining.
- Sensitive to chemicals** Wool requires the use of specialty cleaning products made primarily for wool carpet.

SOLUTION DYED NYLON

Popular among allergy sufferers and those with children or indoor pets, solution dyed nylon carpet has incredible durability and stain-resistant properties.

Pros:

- Easy to clean:** SDN fibres can tolerate even the strongest chemical cleaners, including bleach.
- Superior Performance:** Like 100 percent nylon, SDN carpet is perfect for high traffic locations.
- Resilient:** This carpet resists crushing and retains original shape after being compressed.
- Colour-fast:** Due to its extensive colour pigmentation process, SDN won't fade.
- Pet-friendly:** Unharmful by bleach, pet owners need not fear urine staining with SDN carpet.
- Hypoallergenic:** It's perfect for those with asthma and allergies.
- Anti-static:** SDN has built-in static protection.

Cons:

- Non-breathing:** Doesn't have the ability to breathe or regulate the indoor air environment. They can become cool to touch in winter and hot under your feet in summer. They can feel damp if there is high humidity.
- Staining:** It is stain resistant, not stain proof!.

POLYPROPYLENE

Polypropylene is a synthetic fibre that undergoes the same colour pigmentation as SDN carpet. This allows it to be both fade and stain-resistant.

Pros:

- Stain-resistant:** Even liquid spills are easy to clean on this material
- Cost-effective:** Polypropylene is relatively inexpensive
- Colour-safe:** The colours you select will be the colours you keep throughout the life span of the carpet
- Comfortable:** Polypropylene possesses a unique velvety feel

Cons:

- Less Durable than Nylon:** It will not stand up well in heavily used / high traffic areas. It compresses easily and lacks resilience of other materials
- Discolouration:** If it comes into contact with oil-based products

Create the Caption

Come up with a funny caption for this photo and you could win an exclusive bottle of wine from the bosses cellar. All you have to do is send your entry by email with the heading **Caption Competition** to info@carpetcareservices.com.au for your chance to win!

Entrants must be over 18 years of age and entries must be received by 22nd January 2017.



Word Search

D B M I X S N O W F L A K E E
 M E R R Y N U T C R A C K E R
 T R E E B M E C E D G I F T F
 L S T O C K I N G S H T I A F
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| CARDS | PARTY |
| CELEBRATION | SHARING |
| CHIMNEY | SINGING |
| DECEMBER | SNOWFLAKE |
| ELVES | SNOWMAN |
| FAITH | SPIRIT |
| FESTIVAL | STOCKINGS |
| GARLAND | TRADITION |
| GIFT | YULETIDE |
| GINGERBREAD | |
| HOLIDAY | |
| LIGHTS | |
| MERRY | |
| MITTENS | |
| NUTCRACKER | |

What we do and how to contact us



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