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Hi

Two months into 2011 and so far, Australia really seems to have been dealt a wet hand. With the cyclones in the Top End and Far North Queensland and massive floods in South East Queensland, New South Wales, South Australia and Victoria, we're sure that for many restorers the phones have been ringing off the hook for the past six weeks. In this newsletter, we thought we'd take a look at the current (wet) state of affairs and what that means for restoration technicians.



### “ Facebook commmer of the month

**Nathan Harding** Just wanted to share my comments on the Colour Repair Course I attended recently. Felix made understanding colour and how it applies to carpet repairs very easy. I must recommend this course to all Techs and others who are interested!! I realised I couldn't service my customers properly without this course! Now I have the confidence to qualify any job for my customers. Make sure to book this one in soon. Regards Nathan Harding Sovereign Carpet Cleaning & Restoration Services

February 21 at 10:11pm



## Mould - what are we going to do about it?

Where there's water damage, it's an inevitable fact that mould usually isn't too far behind. This can cause serious problems. Following flooding in the northern parts of the country, we have already seen footage of volunteers in Queensland very generously donating their time helping to restore the flood damaged areas of the state. But this only raises more questions - are they using correct procedures? Are they using anti-microbial spray?

Are they aware of the risks involved in mould remediation? Let's face it - the answer to all three is 'probably not'.

To continue reading, [click here](#).



#### CUSTOMER PROFILE

### Dennis Perin - Steamatic Gold Coast

Dennis Perin is proud to be the director Australia's newest Steamatic, which commenced business in October of 2010. Having been in business for over 30 years in the import/export and manufacturing industries, getting into the restoration gig was a significant career shift for Dennis.

'An opportunity came about to buy a carpet cleaning business which operated in a niche market of high rise and large commercial – I saw huge potential and thought I could make it work much more profitably.'

To continue reading, [click here](#).



## Jena Dyco Events Calendar



As well as our wide range of IICRC and short courses running around Australia, we've got a couple of special events coming up on the Jena Dyco Calendar. Make sure to jot these ones down in your diary - you don't want to miss them!

1 - 4 April

[Hand on Boots on Rug Cleaning course](#) (Melbourne)

Introducing for the first time ever in Australia three of the most recognised names in the area rug cleaning industry in the world, Ruth Travis, Jeff Bishop and Dusty Roberts.

Pre-requisite: [CCT](#); [UFT](#).

5 & 6 April

[Cleanlink](#) (Melbourne)

'Rev Up Your Business Engine' is a program jam packed with expert speakers focusing on both technical and business topics and social functions to allow industry professionals to mingle.

5-7 April

[Cleanscene](#) (Melbourne)

This event will showcase the latest cleaning equipment and supplies, as well as a large range of hygiene solutions for a large number of industries beyond the commercial cleaning sector, such as healthcare and hospitality.

13 & 14 April

[Clandestine Lab Testing & Analysis course \(NEW!!\)](#) (Melbourne)

The first of its kind in Australia, this new course teaches advanced restoration technicians and occupational hygienists how to test clandestine drug labs for levels of methamphetamine and other dangerous residues and formulate a remediation action plan for restorers.

Pre-requisite: [MLCU](#).

This email has been sent to

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