**COVID 19 Sanitizing FAQs**

**Q:**What is COVID 19 and how does it affect me?  
**A:** COVID 19 is a respiratory virus that attacks the lungs. Anyone with a weakened immune system or respiratory issues are the highest at risk, however COVID 19 can cause serious illness, and even death to any of its hosts.

**Q:** How can Ness help keep my family, home and investments safe?  
**A:** Whether you’re looking to sanitize your personal home for you and your loved ones, or an investment property that you’re trying to sell, Ness can assure you that we use a wide range of methodologies to insure the appropriate sanitizing of your home. This allows Ness to destroy and remove a broader range of harmful microbes than a typical cleaning just doesn’t cover.  The following are just some of the processes we offer.

* Sanitize walls, ceilings, and hard surface floors (concrete, vinyl, tile, hardwood, laminate, etc..).
* HEPA Vacuum & sanitize carpeted flooring
* Sanitize fixed units (ie: toilets, tubs, showers, etc…)
* Sanitize one each of semi-fixed appliances and units, (ie:, a refrigerator, range, built-in ovens, dishwasher--*exteriors only*)
* Fog HVAC system with a disinfectant
* Ozone entire home (this process may require homeowners to vacate the home for 24 hours)

**Q:** Will my Insurance cover treatment?  
**A:** Insurance companies are working hard to help their clients out as much as possible during this time. Contact your Medical, Home and Personal insurance companies to see if they have developed a policy that would cover protecting your family and home. If insurance does not cover treating your home, Ness will be glad to work with you one on one for a payment plan.

**Q:** Will this treatment prevent or cure COVID 19 in my home?  
**A**: We are not claiming that we can prevent or cure any existing illnesses or viruses in your home. Even after treatment of your home, you could still be subject to the virus if you come in close contact with anyone with the virus, or if someone with the virus enters your home. What we can do for you though, is offer a peace of mind that you home has been thoroughly sanitized and cleaned from top to bottom and that any bacteria that was in the home has been safely and effectively removed.

**Q:** Can I see what kind of cleaning and sanitizing jobs that you have done in the past?  
**A:** OF COURSE! We have performed thousands of jobs cleaning and sanitizing homes, and have the Before and After pictures to prove it.