

## Case Study: Eastbourne University



### The Scope

Nicola Whitnall, Site Manager for the University of Brighton's Eastbourne campus has fifteen buildings to manage. They are scattered around the area, and range in style from period properties dating back to the 1800s through to buildings from the mid 1900s. Three thousand staff, students and members of the public use the facilities daily.

In terms of window cleaning, Nicola says "these are not always the easiest to access. Some of the older properties have 'penny stamp' windows which need to be handled with care". Though the buildings are no more than three stories high, some windows are beyond the reach for traditional ladder cleaning. In addition, some of the roof aspects make a number of windows particularly difficult to reach. Without the budget for cleaning using scaffolding, some windows used not to get cleaned. With the advent of pole cleaning it has become practical and cost-effective to clean all windows.

**"I was particularly pleased with the minimal amount of management required from our end"**

### The Work

Nicola needed to get the campus' windows cleaned inside and out. She approached several suppliers, looking for a contractor who could get the job done with minimal inconvenience, and who offered high access pole cleaning services. Window cleaning is done as and when funds are available, and, as a public institution, the most cost-effective service would win the work. Astound Cleaning came in with the most attractive offer and work commenced at the agreed time.

### The Results

Astound did the work professionally, with high quality and in good time. "Astound's customer service was excellent, dealing with any concerns very skilfully and effectively" said Nicola. Health and safety is always a concern, not only for the contractors but also to avoid having to deal with an accident. Astound's people worked safely and made sure the work was carried out with the minimum disruption. Nicola commented "I was particularly pleased with the minimal amount of management required from our end". "Overall I'm completely satisfied with the work carried out, and will certainly be in touch with Astound next time we need window cleaning".

## We deliver precision cleaning including an organised spring cleaning programme:

- Hard floor maintenance programme
- Carpet cleaning maintenance inc. spot cleaning
- Telephone sanitising each week
- Dusting and wipe down
- Wall washing and redecorating if necessary
- Blitz cleaning before and after launch functions
- Cladding cleaning
- Jet washing to carparks
- Heated window and frame cleaning
- Supplies management
- Agreed cleaning programme
- Regular weekly quality control visits working with the cleaners
- Regular meetings with account manager

**“Professional, high quality service with excellent customer relationship”**

### The Astound Standard Ten Point guarantee:

- Personal consultation with our Operations Manager to define your needs and expectations
- Flexible agreements to suit your business, we work with you to create the best option for you
- Out of hours contact service to a real voice to assist in your requirements
- Unique online reporting system access available, keeping you 'in view' of your contract records 24 hours a day
- Friendly team manner means we are extremely approachable to answer any questions you may have
- Clear communication channels, as standard
- Astound quality control assured with regular review quality control reports
- CRB checked staff is standard
- Online GPS tracking system technology synchronised with google maps as standard
- Exceptional professional standards guaranteed



Get in touch

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