

Case Study

Clean Notts is driven by Mara Carcea and Reggie Brown, the team you can be confident that will work tirelessly to achieve the highest standards of cleanliness for your establishment.

They are a dedicated force that can be relied upon 24hrs a day. With many years experience between them the passion for quality cleaning is stronger than ever. Our ethos is for our customers to "See The Difference"

Office Cleaning

CT Skills

The Challenge

The client insisted that a number of different requirements were needed after their sites were not being properly managed and the cleanliness was not of a suitable standard by a previous company. Just like any business paying good money to have their premises cleaned, this is something that should have been done to the highest standard, day after day.

CT Skills have 3 office sites and are situated over 2 cities (Nottingham & Derby). They have a strict cleaning time schedule that needed to be followed for all sites, due to their fire regulations. The layout of the buildings consists of open plan offices, boardroom offices, multiple toilet facilities, staff kitchens/areas, meeting rooms, stairs wells and reception areas. One of the concerns was that previously there had been lots of changes with the personnel, something that we could reassure our client with even over several sites, we could guarantee that the teams used would be regular ones. We feel that this gives stability, consistency and a build-up of trust. We work closely with our cleaning staff, we know a happy team is a productive team, and at Cleannotts employing the right staff member is essential.

The Solution

At one of the sites there were three current staff that the client had expressed a keenness to stay and after an initial onsite training course we transferred the staff in-line with TUPE, but also making changes to the working processes and systems. We kept close checks to determine our standards were being achieved.

The inherent issues upon taking over the contract was the absence of a quality management system, resulting in no quality audits being conducted, ongoing training was neglected and any feedback wasn't being collected. This all leads to a team being deflated, and complacency setting in. We assessed the situation by working initially onsite, which gave us first-hand knowledge of what was needed in the structure for the management system. We have a policy of working close with our staff on new contracts, this give us the reassurance that the system suits all working practices and gives us a backup structure in case of illness/holidays etc.



"SeeTheDifference"

- ✓ Office Cleaning
- ✓ End of Tenancy
- ✓ Carpet Cleaning
- ✓ Deep Cleans
- ✓ Retail Cleaning
- ✓ General Cleaning
- ✓ After Build/Renovation Clean
- ✓ Oven Cleans

cleannotts
Complete Cleaning Specialists