



spectrum

.... delivering trust

PROPERTY MANAGEMENT

Corporate Offices, Vacant Properties, Shopping Centres

Industrial Estates, Business Parks, Retail Parks



Working in partnership with the **Property Management** sector

We work in partnership with property management companies and letting agents, providing comprehensive cleaning solutions for commercial tenanted properties.

We work across various sectors which include corporate offices, vacant properties, shopping centres, industrial sites, communal areas as well as business and retail parks.

spectrum



We appreciate the
need for **clean and
fresh facilities** to create
excellent working
environments.



We pursue **excellence**

Proactive management, excellent communication and innovative cleaning techniques ensures properties are cleaned to the best possible standard.

We are committed to delivering services which sustain the value of the building and maintain high levels of tenant satisfaction.

We understand the challenges faced by property managers, particularly in respect of service charges, therefore we strive to deliver value for money by adopting highly efficient processes and delivering comprehensive reports via our bespoke auditing system.

All Spectrum staff are trained to BICSc standards, with a focus on delivering exceptional services and outstanding customer care.



Cleaning Services

First impressions count; we understand prospective and current tenants want to work in a clean and fresh environment.

Spectrum provide a bespoke cleaning & support services solution specifically focused on tenant satisfaction.

Service Solution

Proven industry productivity ratings are used to identify the required cleaning time. We then apply our knowledge and understanding of cleaning science to ensure the solution meets the client's requirements.

Electronic auditing software provides constant monitoring, total transparency and ongoing performance optimisation.



Janitorial and Maintenance Services

In busy multi-tenanted premises, maintaining cleaning standards throughout the working day is critical.

Service Solution

Our janitorial staff ensures toilet facilities are regularly cleaned and replenished throughout the working day.

We maintain cleanliness standards throughout your facility to ensure the premises are always 'Visitor Ready'.

Our staff are on-hand to provide a reactive cleaning service for body fluid spills or emergency cleaning, ensuring our client's business runs smoothly at all times.

High use areas such as kitchens and tea-points are susceptible to spillages or leftover foodstuffs, our janitorial staff regularly remove kitchen waste, checking regularly to ensure facilities are clean and ready for use.



Sustainability

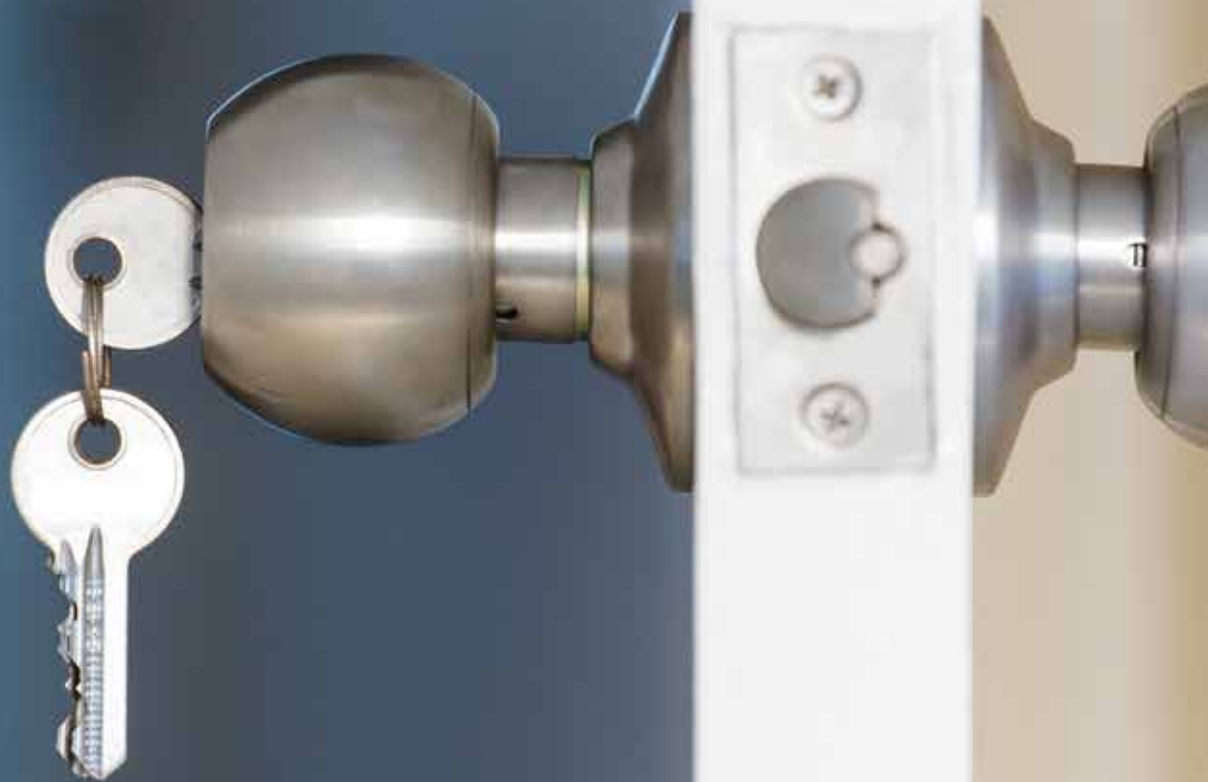
Tenants produce a variety of waste streams, including food waste, general waste, glass and dry mixed recyclables.

Service Solution

We assess potential waste streams, introducing innovative techniques, training and guidance to ensure sustainability goals are met.

The careful analysis and monitoring of waste outputs ensures service schedules are optimised to meet requirements.

The provision of tenant training and regular information updates keeps them abreast of the latest legislation and site specific rules.



The 'Extra Mile'

We understand that our staff and management provide an extra presence and are viewed as an extension of the managing agent.

Service Solution

Spectrum go that extra mile to ensure client satisfaction, whether it's getting a spare set of keys cut, or assisting with access requirements.

We record and relay vital property information to keep our client's up to date, proactively offering solutions to ensure the delivery of the highest possible service levels.

We understand that by fulfilling ad-hoc requirements our clients can concentrate on their own day to day duties.



Region	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024
North America	120	130	140	150	160	170	180	190
Europe	90	100	110	120	130	140	150	160
Asia	150	160	170	180	190	200	210	220
Africa	80	90	100	110	120	130	140	150
Oceania	70	80	90	100	110	120	130	140
Global	510	550	580	610	640	670	700	730

Managed Performance

We understand that properties may not have a regular client presence therefore we tailor solutions to guarantee attendance and continuity of service.

Service Solution

Our custom designed time and attendance software monitors, records and reports staff attendance at properties.

The Spectrum electronic auditing solution provides measurable service performance, trend analysis and reporting. Whilst our employee portals enable staff to elect for specific overtime shifts, in their choice of location and times.

This system also records building defects or faults, therefore we deliver added value by being an extra set of 'eyes and ears'; early identification of potential issues helps to maintain tenant satisfaction.

**CLEANING
IN PROGRESS**



Health and Safety

Health and safety is paramount to ensure your stakeholders' safety is safeguarded at all times.

We understand that buildings are regularly inspected and require to have the most up to date health & safety information available.

Service Solution

We work to the highest standard of health and safety; Spectrum are certified to OHSAS18001 and are members of SAFEcontractor.

Every site is issued with risk assessments, method statements which are reviewed annually by our NEBOSH qualified QHSE Manager. All staff receive initial and ongoing health and safety training to reduce health & safety risks associated with cleaning.





Flexibility and Reactive Cleaning

Prospective clients and VIPs can drop in at a minute's notice.

We understand the requirement to have your premises ready to showcase in the best possible light at all times.

Service Solution

We deploy our highly trained mobile cleaning team to meet even the tightest of deadlines.

We deliver scheduled services, such as carpet & upholstery cleans, high level cleaning and window cleaning to enhance the look and feel of your premises.

We also provide ongoing advice on any additional cleaning requirements. Whether there is a body fluid spill, flood or emergency cleaning requirement, we deploy a team to react to our client's requirements.



Facilities Services

We understand that our clients want a single point of contact, minimal disruption and reduced costs with a single invoice solution.

Service Solution

We provide a comprehensive service with our fully managed service solution which ensures that our clients benefit from cost savings gained through our buying power.

We utilise a tried and tested supply chain which has been meticulously selected to mirror Spectrum's ethos of exceptional service and value for money.

Regular collaboration with our supply chain provides valuable feedback and ensures we always provide excellent products and materials at the best prices.



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NOTE:

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