



Lewisham Shopping Centre



Introduction to client

Lewisham Shopping centre formally known as the Riverdale Centre was originally opened in 1975. The 330,000 sq shopping centre is the only one in the borough of Lewisham and houses nearly 70 stores. Over the recent years the centre has seen a 7% rise in footfall and still rising due to the many transport links connecting south east London to Lewisham's Central hub.



Wettons achievement

Lewisham Shopping Centre entered into a procurement exercise due to underperformance and poor service levels in a bid to achieve a better quality service and value for money.

Wettons were appointed through competitive tender for our high client retention rates and quality service that was evident from the positive references provided. We were tasked with providing a recently refurbished retail environment that was clean and inviting for the shopping centre customers.

Wettons installed a works program on site that exceeds the site cleaning specification; using the operatives understanding of the cleaning needs of the shopping centre, we are able to save cleaning hours which can be used by the client to enhance cleaning standards further.

By improving cleaning standards to a level beyond the client's expectations we are able to provide a quality shopping environment and satisfying both the needs of the retail outlets and customers alike.

Client quote

"Wettons have assisted us to make a real difference in the way our customers feel when they walk into our shopping centre, before the TUPE transfer we had real problems with certain team members who lacked direction, motivation or customer awareness. Since the transfer and the implementation of the revised specification and staff training programme, staff now feel valued and motivated".



Services

- Daily cleaning
- Litter picking
- Chewing gum removal
- Washroom services
- Bio cleaning
- Periodics