

London Borough of Richmond upon Thames Corporate Facilities Estate



Introduction to client

London Borough of Richmond upon Thames is situated across south west London. Its unique location situated both north and south of the river Thames enhances the desire to both live and visit the borough. Richmond is the 8th largest London borough by area and is home to the Royal Botanic Gardens in Kew, one of London's four World Heritage sites.

Services

- Daily cleaning
- Supply of consumables and washroom services
- Periodics
- Floor care programme
- Window cleaning.

Wettons Service Solution

The Council sought to appoint a professional cleaning partner to deliver cleaning & associated facilities solutions to 32 main corporate buildings which incorporated a large number of transient staff and visitors ensuring a focus on value for money, excellent customer service and quality. Wettons have continued to meet customer expectations by delivering quality and has proved to be economically advantageous by Innovative process, SMART cleaning methods and staff training. .

Most recently, due to high performance and a positive response to changes in the Council's portfolio, Wettons were awarded an extension and in doing so was able to identify and implement cost savings for some of the Council's larger corporate buildings. This exercise was designed to maintain quality standards and reduce labour input culminating in a 5% saving across the Councils annual spend.

Client quote

"Over the years the council has been under pressure to reduce cost, Wettons have always worked very closely with me and my team to achieve this. As part of the 2013 contract extension Wettons proposed to introduce their SMART cleaning methodology in order to meet our objective. We are thrilled with the results which have led to another successful extension period."

Facilities Manager

