

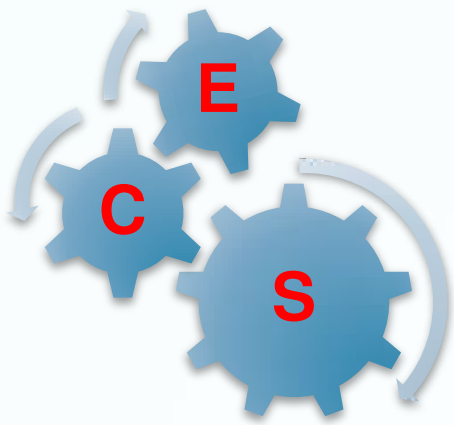


## **Comprehensive and Professional** Maintaining your company's professional image

*We want to make sure that we can give you the precise cleaning service you need, so please call us to arrange a meeting at a time that is best for you.*

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*"ECS aspire to be the undisputed cleaning company of choice. We aim to achieve this through engaging and inspiring our most valuable asset, our people and by building strong and lasting relationships with our customers based on a professional, personable and cost effective service."*



About Us

## ***About Elite Cleaning Services***

Established in 2007, Elite Cleaning Services is a family owned business that has developed a reputation as a supplier of excellence through focused service delivery, unparalleled quality assurance and extensive communication channels.

We believe that a reputation as an honest and reliable service provider is the recipe for success. We have therefore grown our reputation through hard work and excellent customer satisfaction, which is the formula for success.

## ***Why Choose Us?***

### ***Periodical Performance Reviews (PPR's):***

Your dedicated Account Manager will be more than happy to arrange a PPR plan that suits your needs. Bi-Weekly, Monthly or indeed any other time-frame, ECS promises to meet your needs.

### ***Only employing professional staff:***

We take extreme care with the recruitment of all our staff, references are rigorously checked and all staff are CRB checked.

### ***On-the-job training:***

Comprising of equipment safe use, care and storage. The importance of potential issues and reducing risks.

### ***Delivering excellent customer care:***

Always striving to exceed our clients expectations and consistently delivering the highest quality customer experience.

### ***Want to keep your cleaners but change the management?***

As well as providing a premier cleaning service, ECS takes great pride in that fact that all cleaning staff are happy and treated with the utmost level of respect. We have extensive experience with The Transfer of Undertakings (TUPE) scheme, where we can transfer and employ your existing cleaners within our organisation. ECS have invested a high level of resources into processes and systems that ensure cleaning staff feel valued and supported.

When starting a new contract Elite Cleaning Services undertakes a specific risk and cleaning assessment before producing a thorough cleaning specification, detailing daily, weekly and monthly duties.





## Commercial office cleaning

Elite Cleaning Services are equipped to handle any office cleaning job. Large, medium, and small businesses stand to benefit from hiring our trusted cleaning professionals. Our cleaners are trained professionals who operate within the South West. Our trusted cleaning staff are prepared to ensure that your office space is hygienic and ready to accept new clients. Employees feel safe and secure in a clean office as well. A professional appearance is the key to maintaining good customer relations, and we are prepared to assist you in this endeavor.

Our cleaning company is one of the top choices for commercial cleaning services across the South West. The services we provide are some of the best in the business, and we strive for customer satisfaction through high-quality results hopefully meeting all customer expectations through a comprehensive cleaning program. Elite Cleaning Services uses methods to ensure that all services are completed on time and with the utmost care and professionalism. A majority of our business comes from repeat customers because we deliver the best quality cleaning services. Our technicians are trained to meet the most demanding cleaning requirements for any business, regardless of its size.

### Daily cleaning procedures should include cleaning the reception area and individual work stations:

- Empty wastebaskets, wash if necessary.
- Vacuum all carpeted flooring
- Sweep and mop all hardwood flooring with disinfectant
- Dust all surfaces to reduce chances of germs and bacteria related sickness
- Disinfect surface areas
- Wipe away fingerprints and smudges on door handles and light switches
- Polish any necessary components like brass or bright work on doors and cabinets
- Spot clean where necessary
- Stock toilet tissues, hand towels, soap, and hand sanitizer
- Clean and polish mirrors
- Mop and disinfect bathroom and kitchen flooring
- Toilets and urinals cleaned and disinfected inside and out

### Weekly cleaning tasks include:

- Buff out all hard floors
- Clean all windows

**Maintaining your company's professional image whilst increasing efficiency & profitability**

## End of tenancy cleaning

Having your property, or the property you're renting, professionally cleaned is just as important if you're a landlord as it is if you're a tenant.

We understand both perspectives – Landlords want a property to be cleaned to the highest standard so that it creates the right first impression with prospective and new tenants, whilst tenants want the property brought up to the same clean and tidy a condition as it was at the start of the tenancy, so there's no problem with getting full deposits back.

### Kitchen

- Wash and polish all work surfaces and sanitise
- Clean inside all cupboards and drawers, remove all old food stuffs, carrier bags etc. and dispose of
- Clean sink and taps and remove lime scale and polish
- Wall tiles to be degreased, cleaned and polished (mold growth if any removed from between grout)
- Clean oven exterior and polish any external chrome
- Clean oven internally, remove all grease £20 extra
- Clean and remove grime from extractor
- Clean refrigerator and freezer (must be defrosted) removing all grime, mildew and food deposits £10 extra
- Clean washing machine inside and out, clean rubber at the door, clean soap drawers and filters
- Clean dishwasher inside and out
- Clean light fittings, infrared sensors, smoke alarm
- Clean radiators and behind
- Clean plug sockets and light switches
- Clean windows internally and window sills
- Clean all woodwork, doors, door frames and skirting boards and polish door handles
- Clean blinds and dust individual slats
- Clean floor and sanitise

### Bathroom

- Shower screen and shower tray de-scaled, cleaned and polished
- Wall tiles degreased, cleaned and polished (mold growth if any removed from between grout)
- Bath, basin, taps, shower and fittings to be cleaned, de-scaled, dried and polished
- Toilet to be de-scaled, cleaned inside and out, disinfected, toilet seat to be cleaned inside and out
- Mirrors to be cleaned and polished
- Wall cabinets cleaned internally and externally (if there are any)
- Clean plug sockets and light switches
- Clean windows internally and window sills
- Clean blinds and dust individual slats
- Clean all woodwork, doors, door frames and skirting boards and door handles to be polished
- Clean extractor fan
- Clean light fittings
- Clean and polish chrome radiator
- Floors to be washed and sanitised

### Bedrooms

- Clean internally and externally, cupboards and wardrobes
- Vacuum curtains, wipe down blinds and dust individual slats, clean curtain rails
- Clean and polish mirrors
- Clean plug sockets, light switches
- Clean radiators and behind radiators
- Vacuum floor / mop and sanitise if tile or wood floors
- Clean infrared sensors
- Clean windows internally and window sills
- Clean light fittings / lamp shades
- Vacuum floor / mop and sanitise if tile or wood floors

### Reception rooms, dining room, entrance hall and stairs

- Clean dado rails, spindles and banisters
- Clean and polish mirrors
- Clean plug sockets, light switches
- Clean radiators and behind radiators
- Clean fire surrounds
- Clean light fittings and light shades
- Clean all woodwork, doors, door frames and skirting boards and door handles to be polished
- Vacuum curtains, wipe down blinds and dust individual slats, clean curtain rails
- Vacuum floors and stairs / mop and sanitise if tile or wood floors
- Cupboards cleaned internally and externally
- Clean infrared sensors
- Clean windows internally and window sills

### Notes

- Please note we do not wash or clean painted walls
- We do not move fitted appliances in kitchens and utility rooms
- If you require external windows cleaning an extra charge will apply
- Exterior of the property such as balconies, gardens and garages are not included in our estimates
- Please confirm if you require any of these cleaning





## End of build cleaning

Building works create much dust and dirt. We have a specialist team of cleaners that not only carry out Builders Cleans but also on refurbished properties including newly built developments.

After the completion of any building works it is vital that a property is left in pristine condition. As a reactive cleaning company we can usually be on site within 24-48 hours to carry out a full **Builders Clean**. **After Builders Cleans** are time sensitive which requires the cleaning company to be flexible to the client needs.

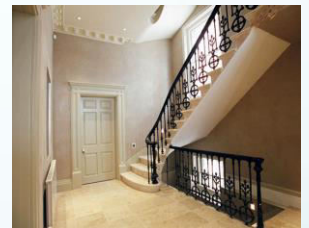
As all our cleaners are fully trained to the highest standard, you can feel confident that you have employed a professional cleaning company

There is different terminology to describe **Builders Cleaning** e.g. **After Builders Clean, Post Renovation Cleaning, Contract Construction cleanup**. At Elite Cleaning Services we use the latest and best industrial strength cleaning chemicals and equipment operated by highly trained technicians to turn any refurbishment into a dirt-free, spotless and sparkling environment for you to live in.



## Communal areas

We will take care your communal areas like corridors, entrance, and stairs of your building or office, the front entrance and the communal areas are the focal points of any building. These common parts are the first point of visitors contact with your building and their state of cleanliness is always our priority. Our professional cleaners will make sure that your communal areas gets the attention it requires to create a good first impression.



## Portable Appliance Testing (PAT Testing)

**PAT Testing** or **PAT Tests** are required for health and safety reasons to help prevent electrical shock or fire risk through damaged or worn **Electrical Appliances**, including extension leads, multicubes, separate mains leads etc. Most business insurance companies now insist on the recording of all **Portable Appliance Testing**.

### **PAT testing or PAT Tests are required to cover:**

- The Health and Safety at Work act 1974
- The Management of Health and Safety at Work Regulations 1999
- The Electricity at Work Regulations 1989
- The Provision and Use of Work Equipment Regulations 1998



### **Who needs PAT Testing?**

Owners or managers of businesses, offices, hotels, guest houses, schools, landlord tenanted properties, in fact any property where there could be a potential hazard from an **Electrical Portable Appliance** to an employee or a member of the public in a business environment.



## ***Dedicated Site Manager***

All sites have a dedicated account manager, whom will provide a constant and consistent level of support. Our dedicated account manager understands the needs and operations of YOUR business – Elite Cleaning Services has the insight and understanding that allows us to provide the support and service that you need.

At Elite Cleaning Services, we realise that the wellbeing and safety of all involved in a cleaning project needs to be at the top of our priority list. Therefore, prior to any contract commencing, your Site Manager will visit your site and undertake a detailed risk assessment.

A contract-specific, site safety control pack will be prepared for you to approve before any work takes place.

The pack will include:

- Risk Assessments
- Methodology of Work
- Working Instructions
- COSHH Data Sheets (for chemicals used in cleaning process)
- Training and Qualification Certificates
- PAT Testing Certificates (relating to required equipment)

Once approved, our team will then undertake a Site Specific Induction led by your appointed representative before getting underway with the cleaning project.

During the contract period, relevant Tool Box Talks will also take place on site, complying with best practice and making the safety and wellbeing of our team paramount.

## ***Periodical Performance Reviews***

Your dedicated Account Manager will be more than happy to arrange a PPR plan that suits your needs - Bi-Weekly, Monthly or indeed any other time-frame, MJF promises to meet your needs.

## ***Health and Safety***

- Maintain a health and safety framework that guides and supports everyone in fulfilling their responsibilities for fire and health and safety
- Outline the responsibilities and arrangements we have for complying with our fire and health and safety obligations
- Endeavour to comply with all our relevant fire and health and safety legal duties
- Identify and prioritise areas of risk and plan for their effective management
- Seek competent professional advice, guidance and support
- Undertake regular reviews of fire and health and safety performance of all operational areas
- Learn from accidents and incidents
- Consult with employees on matters affecting their health and safety
- Employ staff and third parties who are suitable and competent
- Provide information, instruction and training which enable employees, visitors and contractors to undertake their tasks safely
- Provide adequate levels of supervision determined by risk assessment that allow for the effective management of fire and health and safety
- Provide sufficient resources to enable the standards outlined in this policy to be met
- Review and if necessary amend this policy annually or when significant changes occur

## ***Quality Control***

ECS is a great believer in quality and not quantity. We monitor and evaluate the newest technologies on the marketplace to make sure we are aware of any state of the art options available to complement our systems, processes and client driven solutions.



## ***Mission Statement***

Provide the highest and most comprehensive range of services for cleaning and soft services to the corporate, educational, medical and business leisure sectors. To deliver a level of excellence in reporting, procedures and processes through innovation in technology and highly trained local management.

## ***Vision Statement***

To build a facilities company through expansion of our range of services on a national scale within our core markets. To be recognised by our customers and competitors as the benchmark for contract longevity, innovation and management support through the development of our staff and systems to become a market leader.

## ***Values***

- To educate our potential customer in the economic benefits of utilising our expertise in support services to enable the client to focus their attention and energies on their core business.
- To induct, train, measure, report and re-evaluate our management team to ensure they understand and deliver the company mission, vision and expectations of our customers.
- Delivering the best internal/external customer value mix to enable us to provide sustained quality and value.
- To promote integrity, openness, honesty and transparency throughout all of our business activities.
- Promote and encourage the development of our staff through nurturing, regular appraisals, training and listening to their individual goals and requirements to provide the right role, environment and working hours to suit them, our customers and our company.
- Empowerment of staff to take responsibility, make a difference, feel comfortable to report mistakes and issues to enable us to address them as a team and improve processes for the future.
- To use professional process management tools to simplify processes, add value and reduce error rates that affect our ability to deliver a “right first time” service promoting the highest levels of productivity within a creative environment.
- Respect each other, encourage diversity, creativity and different individual values within the workplace. “There is more than one right way and more than one way to get there”
- Respect our competitors, be professional and treat them as customers in our business activities, respond to their requests in a timely, courteous, professional and honest manner.