

## Case Study: Sensible Property Management

### The Company

Sensible Property Management is a property management company specialising in block and estate leasehold management. The company was established as an alternative to other block management companies who appear to overcharge for services in the area. Taking a simple, transparent approach to block management services, the company aims to put their clients in charge. SPM manages several blocks in Eastbourne, Bexhill, Hastings and the surrounding area

One area that stands out is in the choice of contractors who perform maintenance services. Many block management companies will accept inflated fees since they simply pass these on - at a premium - to their clients. SPM's view is that contractors should charge a fair price for good work.

### Contract Renewal

Mark Greenwood at Sensible Property Management was looking for a new contractor for window cleaning. He needed to find a company with the right liability insurance in place, an excellent health and safety approach and record, and a strong attitude towards customer service, and of course, they should be asking a fair price. Astound Facilities called Mark at this time, and provided an attractive quotation for the window cleaning services to be offered. They also asked whether there was a requirement for any other maintenance services - and duly provided a combined quotation for window cleaning, interior cleaning and gardening. "Three in one services provided by Astound worked out to be much more cost-effective than using three different contractors" said Mark.

**“Astound goes the extra mile to keep customers happy”**

### Standing Out

Mark comments that "Astound stood out because of their attitude towards customer service. They not only do a good job, but also have someone to come in to check on work that has been carried out." Having just one point of contact for all three services also helps to make Mark's job easier. "They're also quick and efficient with all the administration".

**“Most important? Making us look good in the eyes of our clients”**

### Work In Practice

Any contractor for SPM needs to be consistent, do a good job and not let SPM down. Mark said that Astound "go the extra mile to keep customers happy." With many tenants being elderly, this is particularly important, as some flexibility is often required to keep them happy. According to Mark, the most important thing is for the contractors to make SPM look good in the eyes of their clients. SPM aims to provide excellent service at a fair price... Astound is part of that service.

## We deliver precision cleaning including an organised spring cleaning programme:

- Hard floor maintenance programme
- Carpet cleaning maintenance inc. spot cleaning
- Telephone sanitising each week
- Dusting and wipe down
- Wall washing and redecorating if necessary
- Blitz cleaning before and after launch functions
- Cladding cleaning
- Jet washing to car parks
- Heated window and frame cleaning
- Supplies management
- Agreed cleaning programme
- Regular weekly quality control visits working with the cleaners
- Regular meetings with account manager

### The Astound Standard Ten Point guarantee:

- Personal consultation with our Operations Manager to define your needs and expectations
- Flexible agreements to suit your business, we work with you to create the best option for you
- Out of hours contact service to a real voice to assist in your requirements
- Unique online reporting system access available, keeping you 'in view' of your contract records 24 hours a day
- Friendly team manner means we are extremely approachable to answer any questions you may have
- Clear communication channels, as standard
- Astound quality control assured with regular review quality control reports
- CRB checked staff is standard
- Online GPS tracking system technology synchronised with google maps as standard
- Exceptional professional standards guaranteed



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**About Astound Facilities Group** - Is the complete cleaning and facilities solution for you and your business. We have combined our best services, methods and teams to be a one stop solution for all your needs within one group. Cleaning and facilities are completely covered with our unique approach, tailored to be a real asset to your business. We want to work with you to deliver exactly what your business needs, whilst using the latest technology and equipment with tried and tested precision cleaning methods. If you need a cleaning or facilities service for your business then look no further - The Astound Facilities Group delivers beyond your expectations and makes your life easier with the Astound Standard guaranteed.