

University of Brighton

Case Study

The Scope

Nicola Whitnall, Site Manager for the University of Brighton's Eastbourne campus has fifteen buildings to manage. They are scattered around the area, and range in style from period properties dating back to the 1800s through to buildings from the mid 1900s. Three thousand staff, students and members of the public use the facilities daily.

In terms of window cleaning, Nicola says "these are not always the easiest to access. Some of the older properties have 'penny stamp' windows which need to be handled with care". Though the buildings are no more than three stories high, some windows are beyond the reach for traditional ladder cleaning. In addition, some of the roof aspects make a number of windows particularly difficult to reach. Without the budget for cleaning using scaffolding, some windows used not to get cleaned. With the advent of pole cleaning it has become practical and cost-effective to clean all windows.

The Work

Nicola needed to get the campus' windows cleaned inside and out. She approached several suppliers, looking for a contractor who could get the job done with minimal inconvenience, and who offered high access pole cleaning services. Window cleaning is done as and when funds are available, and, as a public institution, the most cost-effective service would win the work. Astound Cleaning came in with the most attractive offer and work commenced at the agreed time.

The Results

Astound did the work professionally, with high quality and in good time. "Astound's customer service was excellent, dealing with any concerns very skilfully and effectively" said Nicola. Health and safety is always a concern, not only for the contractors but also to avoid having to deal with an accident. Astound's people worked safely and made sure the work was carried out with the minimum disruption. Nicola commented "I was particularly pleased with the minimal amount of management required from our end".

"Overall I'm completely satisfied with the work carried out, and will certainly be in touch with Astound next time we need window cleaning".



"I was particularly pleased with the minimal amount of management required from our end"

"Professional, high quality service with excellent customer relationship"

"Complex site with period buildings. Some windows never used to be cleaned"

Astound Cleaning is a new generation company, using the combined experience of over 25 years in the window cleaning industry. We bring our commercial customers the very latest and safest in window cleaning technology using pure heated deionised water.

We believe strongly in our core values... attention to detail, efficiency and real customer satisfaction.



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