

### AEFM Settles In To Its New Contract With Housing Support Provider



#### Background

Settle help people who are struggling to find a place to live, supporting them to stay in their homes comfortably, so that they can live the life they choose. Their service doesn't end there, they focus on getting the basics creating a great customer experience and delivering new homes to meet local needs, focusing on neighbourhoods, helping with employment and support resident's mental health by tackling loneliness.

#### Our Involvement

In April 2020, AEFM were awarded a cleaning services contract with settle at its offices in Blackhorse Road, Letchworth Garden City. The contract, which has recently been renewed for a further two years, covers a comprehensive programme of cleaning which includes all office and amenity areas, carpet cleaning, hygiene waste management and recycling, key-holding and the supply and replenishment of all consumables.

#### Cleaning in accordance with BICSc Standards

Cleaning standards are delivered in accordance with BICSc standards and principles as a minimum baseline standard from which to improve upon,



to ensure best practice and consistency of service.

Following a recent bi-annual review of our performance on contract KPIs, the team reported scores of 100% on Efficiency, Customer Service, Health and Safety and Environmental Performance and 97% on Service Delivery.

To support Settle in driving energy efficiency and reducing its environmental impact, AEFM has introduced a range of innovative, sustainable cleaning technology including energy-efficient floor machines, rechargeable 'bac-pac' vacs and biodegradable, environmentally friendly enzyme based cleaning products which are not only providing a visible improvement in cleaning standards but also realising substantial productivity improvements too.

#### Contract Statistics

**Award Date:** April 2020

**Term:** 2 years (recently renewed for further 2 years)

#### Scope of Services:

- Cleaning of all office and amenity areas
- Carpet Cleaning
- Deep cleaning and sanitisation services
- Waste management & recycling
- Key-holding & alarm-setting
- Supply & replenishment of consumables

We have recently been awarded the hygiene services contract for hostels, retirement and flexi-care facilities covering 27 sites.

