



# Stonehouse Lettings couldn't be clearer: for end of tenancy cleaning, there's no one like Tidy Green Clean

## The client

As Aberdeen's premier Letting Agent, Stonehouse Lettings has at least 2,500 properties it manages at any one time. They work closely with property owners and tenants to match suitable people with the right home and they take this responsibility incredibly seriously, with dedicated teams and specialists across the branches they operate.

TGC Aberdeen North has been working with Stonehouse Lettings providing both office cleaning and end of tenancy cleaning since 2020.

## Their challenge

Stonehouse Lettings hired Tidy Green Clean in early 2020 to provide office cleaning. At the same time they were having issues with their existing commercial cleaning company who provided end of tenancy cleaning between one tenant leaving a property and another arriving. The service Stonehouse Lettings wanted from their existing provider was not being provided and the cleaning services were not being completed satisfactorily.

The service they had from TGC, however, was excellent. They were very pleased with how their offices were cleaned and treated and that experience gave the team at Stonehouse Lettings the confidence to award the end of tenancy contract to TGC as well.

## Our solution

Regional Director, Igors Krums leads Tidy Green Clean Aberdeen North. The opportunity to extend the good work his team were doing with Stonehouse Lettings was an opportunity to really demonstrate TGC's exceptional high standards service levels further. As a Living Wage employer, with ISO accreditations that include the global environmental standard ISO 14001, as well as ISO 9001 for quality management systems and ISO 45001 for health and safety systems, Tidy Green Clean works to standards of cleaning and employment that are rare in commercial cleaning companies.

## The outcome

Aileen Merchant, Managing Director of Stonehouse Lettings said,

"I would like to take this opportunity to thank you for servicing our serviced flats these last few months. The professionalism and quality of work has been second to none. All flat cleans have been on time, well-communicated throughout the process and cleaned to the highest of standards. I was particularly impressed with the last-minute call-out to one of our homes recently; your team reacted to an urgent call out and was able to service within 8 hours. Not only the standard of cleans, but the whole company ethos amazes me. From the environmental focus, the constant auditing throughout the year and quality/accuracy of the invoicing. Thanks again for all your hard work. I will certainly recommend you to anyone who has cleaning requirements throughout Scotland."

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# TIDY GREEN CLEAN

HEALTHY, HYGIENIC ENVIRONMENTS

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