



TGC Aberdeen North gives Every Student the service and values they require

The client

Every Student operates high quality, affordable student accommodation in Aberdeen and Southampton. They believe the cost of accommodation shouldn't block anyone's pathway to success as a student at university. They state: "We want you to have a great time at university, living, working, and playing in the heart of vibrant city centres. With Every Student, you can book your accommodation confidently, knowing you've got the support of ethical landlords behind you, various room types to choose from and different locations to suit your particular needs."

Their challenge

In Aberdeen, there are six accommodation sites in key student areas across the city, two of which feature communal spaces. Part of their commitment to their students is that the communal areas in all buildings are cleaned regularly and also that all rooms and ensembles are deep cleaned at the end of the summer term or before a new student arrives. With student accommodation competitive, and private landlords also an option for students, they need to make sure their brand and service live up to their promises. Their commitment to high standards includes commitments to the Environment, Social commitments, and to Governance (ESG), so they need to work with partners who share the same values and have the same ethical business ethos.

Our solution

TGC Aberdeen North began working with Every Student during 2023, in regular attendance at each block, cleaning communal areas, such as corridors and stairs, as well as communal study areas, the student flat shared kitchens, and shared bathroom facilities. TGC also performed the summer deep cleaning to get every student bedroom returned to a healthy and hygienic environment. Alongside this, TGC's Living Wage RSP accreditation, ISO 9001, 14001, and 45001 accreditations, its overall green credentials

and own ESG values, were a strong additional factor in appointing Tidy Green Clean as commercial cleaners.

The outcome

The ongoing relationship and contract that we have with Every Student demonstrates our ability to continuously deliver the services we promise, and continuously improve and respond as needs arise and circumstances alter.

Commenting on the cleaning services provided by Tidy Green Clean Aberdeen North, Every Student's Judith Ritchie, Operations Manager said, "Shortly after I started at Every Student and having taken customer feedback into consideration, we quickly made the decision to outsource the cleaning of our offices and student accommodation blocks. We also wanted to enhance the service we offered to our customers by introducing monthly kitchen and shared bathroom cleaning, which has proven to be a great decision.

"We regularly monitor our customer satisfaction, by issuing twice yearly satisfaction surveys. Tidy Green Clean took up the contract with us in April 2023 and, since then, our customer satisfaction for cleaning has risen from 68% (accompanied by comments such as, 'do we have cleaners??') to 79% in December 2023.

"Our staff are happier too, it's really easy to deal with Tidy Green Clean, Stephanie and the team in the office are always on the end of the phone or email and Lorna visits our sites very regularly to ensure the standard is maintained.

From a business perspective, some further key things for me as Operations Manager are the regular independent audits which are arranged by TGC and also the environmental credentials. Our social and environmental responsibility is always at the heart of any decision to work with an external contractor and TGC spend a great deal of time and effort on this aspect of their business, proving themselves to be a valuable addition to our approved contractor list!"

TIDY GREEN CLEAN

PROUDLY NET ZERO

www.tidygreenclean.co.uk
info@tidygreenclean.co.uk
03330 095 095