



## A Guide to our Services





# Our expertise in contract cleaning spans four decades.

Established in 1976 and incorporated in 1990, the founding Directors of the Company remain in our business today.

We strive to develop our Company so that we stand out from others.

We use new technologies and cleaning innovations to ensure a responsive and outstanding service is delivered to our customers at all times. Our customers expect compliance with business

standards; we will work to continually improve in this way by focusing on our objective of gaining formal recognition and accreditation.

By far the most important part of our Company is our people. We are incredibly proud of our employees from our managers and office based teams through to our cleaning staff. Our people will work positively and successfully with you and your people.

We are great at what we do because we listen carefully to what you say and strive to deliver a tailored service that exceeds your requirements from day one.



# We are a highly qualified, forward thinking Company.

It is our business model to work responsibly and effectively in our ever competitive industry. Not only will we provide you with value for money but our service will comply with nationally recognised environmental, health and safety and employment accreditations and awards.

Our excellent environmental credentials are evident by our attainment of ISO 14001 in March 2010. We believe that our commitment to and action in providing a sustainable cleaning service will in turn help you achieve your environmental goals. It is our intention to demonstrate and achieve sound environmental performance throughout our operation by controlling the environmental impacts of our activities, products and services.

We take health and safety matters seriously and in March 2010 became CHAS accredited. This proves our level of compliance and competency which is demonstrated by our actions and methods Companywide.

Two Ticks is recognition given by Jobcentre Plus to employers who have agreed to take action to meet five commitments regarding the employment, retention, training, career development, and acknowledging the progress of disabled employees. We are delighted to have held this recognition since November 2007.

We first became Investors in People in 1996 and have continually met the standard ever since by demonstrating our commitment to the development of

our staff. This is achieved through the proper induction at the start of their employment, ongoing training when the need arises, management support and proper communication. Our people are crucial to the success and improvement of our Company and we treat them as such. We offer level 2 NVQ training to our cleaning staff in Cleaning and Support Services.

We are proud members of The British Institute of Cleaning Science. The Institute is the largest independent, professional and educational body within the cleaning industry. Founded in 1961 its mission is, 'the raising of status and standards of the cleaning industry, through education'.



INVESTOR IN PEOPLE

ISO 14001



EMS 556847



# Fully trained staff, quality checks and liaison with our customers . . .

The synergy between your and our Company, our flexible service and our motivated staff will result in a smooth running cleaning contract. Continuous review of the service and staff training maintains quality standards which lead to continual improvement.

Our transparent methods make working with us trouble free and our commitment to total customer satisfaction drives us to deliver a service that surpasses the highest standards.

## Daily Office Cleaning

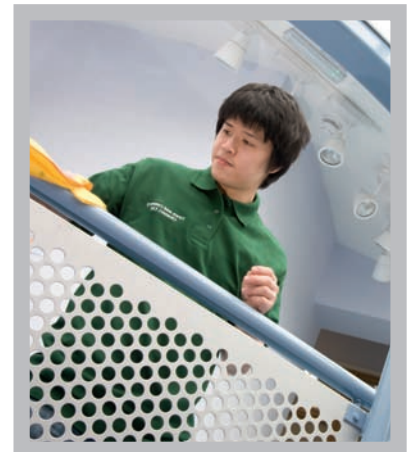
We have a high level of expertise with proven methods of management and service delivery in this area. We recognise the importance of maintaining our customers' security and confidentiality at all times and the positive effect that cleaning has on their visitors and employees.

## Housing Sector

We provide regular cleaning services to local authorities and private landlords across Kent. We know that the Tenants and Leaseholders are as important as the main contact for these contracts and we liaise with all parties.

## Education Cleaning

We have a proven track record and a great deal of experience in providing term time cleaning as well as out of term special cleans to maintain the exacting high standards of schools. We have the flexibility to provide special cleans prior to OFSTED inspections. All educational cleaning staff must obtain an enhanced CRB disclosure report.



# Whether a regular service or a one off specialist clean, we are able to help you.

## Medical and Surgery Cleaning

We meet the particular demands of cleaning in medical and surgery areas by understanding and compiling our cleaning plan around the needs of this environment.

## Retail

We provide cleaning services to a variety of retail outlets. This work is generally conducted out of hours and is delivered to meet the high prestige requirements of this sector.

## Visitor Attraction and Leisure

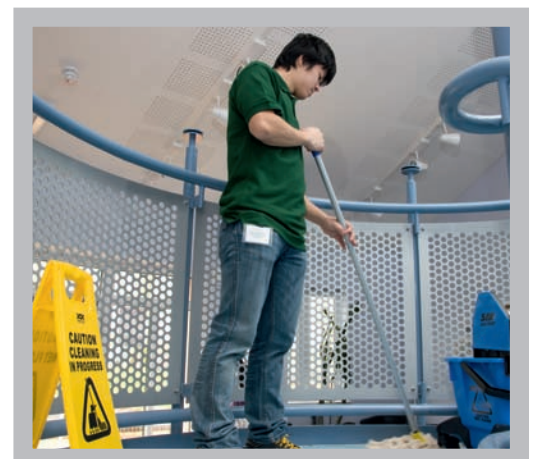
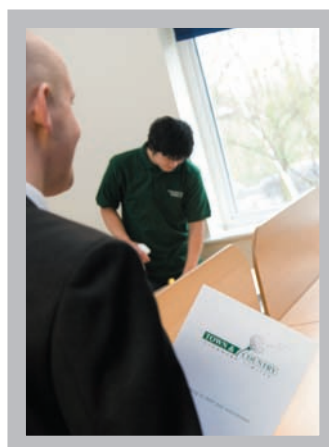
The cleaning of areas used or visited by the public requires specific understanding. Through our extensive experience, we provide and tailor our operations to the varying demands presented by these environments.

## We also offer the following:

- Window Cleaning
- Builders Cleans
- Infection Control Cleans
- Carpet and Upholstery Cleaning
- Kitchen Deep Cleans
- External Cladding Cleaning

Our expertise is not restricted to the abovementioned.

We are able to provide cleaning in any type of premises or in any sector.



## Our Customers speak for themselves . . .

“ We are more than happy with the service we receive from Town and Country Cleaners. It is efficient and good. Town and Country is the right company for the job.

Angie Elliott  
Administrative Clerk  
**DHL Logistics (UK) Ltd**  
Dover, Kent

” “ You got the philosophy right. You tailor to meet customers' needs at the right price. Your customer service is impeccable. It adds great value to the service you render.

Iain Sutherland  
Premises Manager  
**Chaucer Technology School**  
Canterbury, Kent

” “ Your service is great. Great cleaning team, they are part of our own team. I rate your service 9/10 and absolutely recommend your service.

Practice Manager  
**The Manor Clinic**  
Folkestone, Kent

“ Town and Country always deliver a very good service, which is matched by your excellent customer service. I am impressed with your willingness to discuss things and meet us half way.

Lynne Roberts  
Site Manager  
**Abbott (Murex Biotech)**  
Dartford, Kent.

” “ You are very good for the job: flexible, reliable and efficient. I award you 9/10 for a job well done.

Pete Carden  
Operations Manager  
**Kent Pharmaceuticals Ltd**  
Ashford, Kent

# All your extended services managed to our exemplary standards.

We can design our service around your exact requirements and include supplementary support to complement your cleaning.

We have carefully selected industry partners to provide a range of bolt on services.

- Washroom Vending Machines
- Automatic Washroom Air Freshener
- Feminine Hygiene
- Soap Dispensers
- Paper Dispensers
- Baby Changing Facilities
- Waste Collection including Recycling
- Supply and fitting of Light Bulbs
- Drink Vending Machines
- Grounds Maintenance

We welcome the opportunity to discuss a service that meets all your facility requirements.

## Call us today to talk about how we can help you.

**0800 389 4825**



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