

# NO 1 SPINNINGFIELDS



As part of our commitment to our customers we greatly encourage feedback and are constantly striving for the betterment of our collaborative relationships. Here we record how we work together in a series of case studies.

The premium office building in Manchester, No.1 is a world class business environment at the heart of the Spinningfields estate. With over 260,000 square foot of office accommodation, Aston Services Group is privileged to be entrusted with delivering daily cleaning, window cleaning and associated services.

We were awarded the cleaning contract whilst the building was still a construction site and the cleaning strategy has evolved as the building has moved to full occupation of over 3000 people.

We are required to deliver a 'hotel' style services experience with customer interaction key, given the wide range of building occupiers and users.

We have also evolved the cleaning service from a night time model to a daytime housekeeping style and constantly upgrade equipment specification to reflect the demands of the building and tenants.

We have nurtured a strong consultative, partnership approach with the building management team as we strive to deliver against the client's and landlord's CSR & Sustainability aspirations and goals.

We have introduced several innovatory service enhancements including:

- Chemical free cleaning
- External window cleaning solution, including cradle works
- Innovative cleaning equipment
- The Living Wage – with the client's support and subsequent entry into the Living Wage awards
- Boutique style uniforms to reflect the professionalism and high end feel to the service
- Electronic auditing system, weekly management visits, recruitment and retention of a high quality site cleaning manager

Alistair Clayton, Aston Sales and Marketing Director, commented, "We are hugely proud and honoured to be associated and entrusted with this iconic building at the heart of Manchester. The on-going efforts of our on-site cleaning team and regional support management function are fundamental to the success of our service delivery."

<b>Client</b>	No 1 Spinningfields, Manchester
<b>Services</b>	Cleaning and associated services
<b>Contact</b>	Anthony Rothwell ALL+ Management



"Aston Services Group have been with us from the outset in November 2017 (since No.1 was a building site!). As the premier office building outside of London with over 3,000 occupants, we demand an extremely high level of support from them. I believe that our relationship has prospered due to Aston's flexibility and willingness to evolve. We have, together, introduced some really innovative and ground-breaking systems to reflect the needs of the building, tenants and visitors. Overall, Alistair, Darrell and the team at Aston fit well with our corporate requirements and I look forward to working with them moving forward."

**Anthony Rothwell, Senior Property Manager, All+ Management**

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