

Supporting an award-winning service

About the client

Lancaster University is one of the country's Top Ten universities. Since 2003 over £500 million has been invested into the campus with a further £200million planned over the next four years. Lancaster earned the title of 'Best University Halls' for the sixth year running in National Student Housing Survey.

Standing out from the crowd

As UK universities try to attract students and additional income, the competition to provide better facilities increases. University halls, lecture theatres, and conference centres must be maintained to a suitably high level, providing a clean, safe, and pleasant environment for students, with minimal disruption to them, the staff and visitors.

From AM Services Group's (AMSG) experience of working in the education sector, the business understands that flexibility is key and that downtime must be kept to a minimum.

Creating strong partnerships

Since 2007, AMSG has built a strong partnership with Lancaster University's Facilities Division. AMSG was initially brought in to provide temporary cleaning staff to support the university's in-house cleaning teams. Since then, the contract has been extended to cover specialist cleaning; carpet and upholstery cleaning; washroom services; and cleaning the nine campus bars on site.

This long-standing partnership has been built on good communications and relationships with key heads of department and supervisors so that AMSG has become an integral part of the team.

Providing expert services

Over the summer holiday, AMSG's dedicated team provides a deep cleaning service in the residential blocks. The cleaners are specially trained to carry out the heavy duty work, using very high standard chemicals and steam cleaners.

Planning is a key component for success for complex cleaning tasks with very tight completion deadlines. Detailed schedules and in-depth risk assessments are agreed well in advance of the holiday period, while uniforms and chemical orders are placed, and staff are recruited and thoroughly trained and inducted before they start the job. This ensures a high level of skill and motivation.

Working alongside the university's core cleaning team, AMSG's cleaners also support the planned deep cleaning programme over the summer and Easter holidays by carrying out deep cleans of kitchen areas, student rooms and studio flats, as well as providing a hotel standard cleaning service for the conference centres.

Benefits

- strong partnerships
- flexible service
- experience and expertise

Services

- cleaning
- specialist cleaning
- carpet/upholstery cleaning
- washroom services

"I've used AMSG for many cleaning jobs, some of which have been one-off complex cleaning jobs, which have required in-depth risk assessments, with very tight completion deadlines. I have complete trust that they can offer a high standard of service."

Alan Proctor, Facilities Manager, Lancaster University