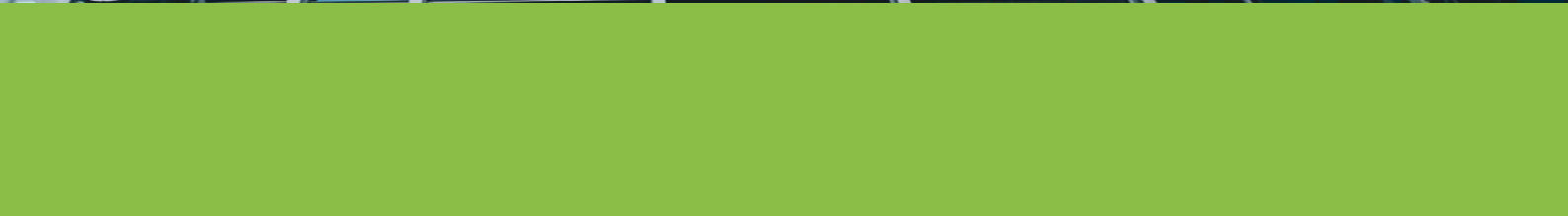




Cleaning & Maintenance Made Smarter



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We are redefining the way facilities are managed with an emphasis on flexibility and sustainable solutions. No matter the problem, no matter the day, the time, the method; our flexible approach encompasses all our services:

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Introduction

For over two decades, Smarter Services has been evolving and growing to become the industry-leading facilities management provider we are today. Through mergers, acquisitions, and a steadfast commitment to innovation, we've transformed our capabilities to better serve an ever-expanding client base.

In recent years, we've made incredible strides in both sustainability and technology. Our teams utilise the latest tools and systems to deliver seamless, planet-conscious services that can keep pace with the changing needs of our clients. From housing associations and hotel chains to student accommodations and NHS facilities, we're proud to maintain long-term partnerships with

organisations across a diverse range of sectors.

So, whether you're looking to polish your property's appearance, improve community spirit, the Smarter Services team has the expertise to get the job done right. With a staff retention rate that's second to none, we're dedicated to building lasting relationships and becoming a true extension of your in-house facilities management team.

Ready to see how we can make a difference for your organisation? Turn the page and let's get started...



Social Housing

Caring for vulnerable residents is at the heart of everything we do. Our teams are trained to provide a personalised, trauma-informed approach, ensuring everyone feels safe, respected, and cared for in their homes.

Smarter Services currently provides cleaning and grounds maintenance services to over 15000 social households across London and the South East for a plethora of Social Landlords. We are invested in and committed to supporting these tenants in their communities.



Students & BTR

From bustling university campuses to luxury build-to-rent complexes, we understand the unique needs of student and residential communities. Our teams are experts at delivering seamless services that keep residents happy and your properties looking their best.

If your property needs a quick turnover of rooms we have the housekeeping teams to support these needs. From same day turnovers to end of tenancy cleans we have the resources to deliver your needs. Last year in the student sector we delivered 8400 units to specification on budget and on time between June and September.

Services Include

-  Cleaning & Housekeeping
-  Landscaping & Grounds Maintenance
-  Maintenance & Repairs
-  24/7 Concierge Support

A seamless experience

Our teams work discreetly, causing minimal disruption while ensuring that all maintenance tasks are completed to the highest standards.

A recognisable presence

Our team clothing and vehicles are prominently branded, ensuring that their presence is easily recognisable; a reassuring presence for residents and visitors.

Services Include

-  Cleaning & Estate Services
-  Repairs & Maintenance
-  Communal Area Services
-  Resident Engagement

Grounds Maintenance

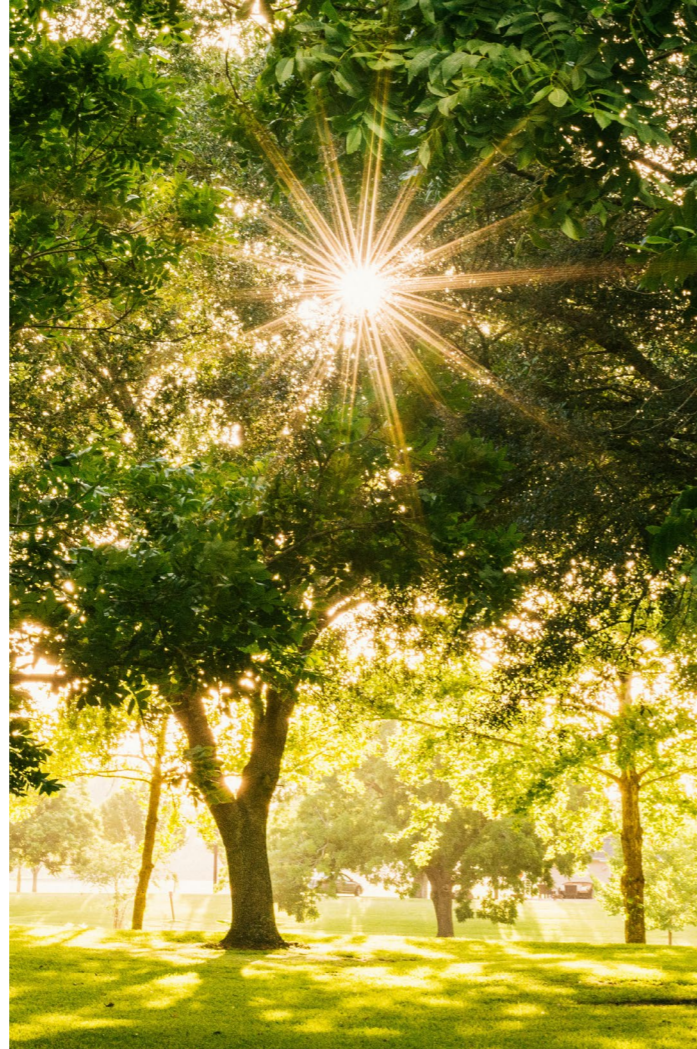
First impressions matter, which is why we take such pride in keeping your outdoor spaces looking great. Our skilled horticulturists and landscapers use sustainable, environmentally-friendly practices to cultivate beautiful, thriving grounds your community can enjoy year-round.

Building communities with our housing clients

At Smarter Services we take our community responsibility very seriously, taking time to embed solid social value into all of our contracts, ensuring that our grounds maintenance services not only enhance the visual appeal of the surroundings, but our team also contribute to the overall well-being of the community!

Tailored solutions for every outdoor space

Our team of horticultural and arboricultural professionals take the time to assess your site's needs, considering intrinsic factors like landscape design, site layout, and seasonal variations.



Services Include

-  Lawn Care Management
-  Hedge & Tree Maintenance
-  Flower Bed Maintenance
-  Snow & Ice Clearance

Maintenance & Firestopping

Unplanned downtime and safety issues can be costly - that's why we take a proactive, all-encompassing approach to building maintenance. From routine inspections to emergency repairs, our qualified engineers have the expertise to keep your property running smoothly.

We are UKAS accredited by BM Trada for the provision of works in the passive firestopping arena. This third-party accreditation enables us to certify the work we do.

Services Include

-  Planned & Reactive Maintenance
-  Firestopping & Passive Fire Protection
-  Electrical & Plumbing Services
-  24/7 Emergency Response
-  Inspection & Maintenance to Fire Door Surveys, Installation & Maintenance
-  Carpentry, Painting & Dry Lining
-  Ventilation, Legionella & Water Testing Services

"We've relied on Smarter Services for our maintenance works for a decade now, and their dedication to quality and efficiency has been unmatched. Their expertise and professionalism have ensured our properties are always well-maintained, and their commitment to customer satisfaction is truly commendable. We highly recommend Smarter Services to any organisation seeking reliable and effective maintenance solutions."






Stefan St.Hilaire-Brown
Assistant Director of Building Services | Newlon Group



Specialist Services

For those hard-to-reach jobs, we've got the specialised skills and equipment to get the work done safely and efficiently. Whether it's high-level window cleaning or complex working-at-height projects, we have certified experts ready to tackle any task.

Services Include

-  Rope Access & Abseiling
-  High-Level Cleaning
-  Gutter Clearance
-  Building Façade Maintenance
-  High Level Dust Extraction Using SpaceVac™




Healthcare

In the healthcare sector, maintaining the highest standards of cleanliness and compliance is critical.

That's why our specially trained teams take a discreet, infection-control focused approach to servicing medical facilities like GP surgeries and outpatient clinics.

From thorough after-hours cleaning to proactive facilities maintenance we keep these sensitive environments running smoothly.

Services Include

-  Clinical & Hospital Grade Cleaning
-  Sterile Services & Decontamination
-  Estates & Facilities Management

“We have been utilising Smarter Services’ high-level dust extraction services in our factory for the past two years, and the results have been nothing short of exceptional. Their expertise and advanced technology have significantly improved the cleaning quality in our facility, creating a safer and more efficient working environment.”

Muhammad Arif

Factory Quality Assurance Manager | Nestle

“Every day presents a new set of challenges that require innovative solutions and meticulous attention to detail. Ensuring the highest standards of cleanliness not only helps in maintaining a safe environment for patients and staff but also contributes significantly to overall patient care and satisfaction.”

Grant Cross

Operations Manager | Smarter Services Health Care Division

Cyber Essentials

At Smarter Services, we're committed to keeping your data secure. That's why we're proud to have achieved Cyber Essentials certification - an internationally recognised standard that demonstrates our robust cybersecurity practices.

Cyber Essentials provides a solid foundation to help protect your organisation against a wide range of the most common cyber attacks. By implementing the five core controls outlined in the certification, we ensure your sensitive information remains safe and your critical operations can continue uninterrupted.



Sustainability Report

Our GRI report shows how we recognise, learn from, and mitigate the impacts of our operations, including energy and carbon footprint, waste, health and safety risks, and effects on local communities. We are changing our business practices in collaboration with stakeholders to increasingly influence sustainability practices across the facilities management and cleaning sector. SSL continues investing in sustainable innovations to reduce chemical and plastic use. We are committed to improving sustainability

performance, as the success of our business relies on creating a sustainable future that mitigates risks and capitalises on the opportunities a more sustainable model offers. This report communicates our current sustainability performance, provides data, trends, and comparisons, and aims to drive internal and external engagement for continuous improvement. It evidences our dedication to being a sustainable, responsible business backed by strong leadership.



A single point of contact

We provide dedicated account managers and on-site supervisors to oversee the smooth execution of your cleaning programme. Addressing any questions or concerns you may have and ensuring that every task is completed to your individual specifications.



Consistent excellence

We take pride in our in-house cleaning staff, we never subcontract our services. So you can guarantee every task is carried out by Smarter Services team members and no-one else. Our staff are all DBS checked and receive full health and safety training.



Streamlined by technology

We use the latest technology to enable us to know who is on-site and when, ensuring optimal accountability and transparency.

Looking towards a sustainable future

"We've transformed operational processes to not only avoid plastic waste but seek out sustainable and biodegradable solutions wherever possible. We're so proud of how far we've come and couldn't be more excited about the pollution-free path we're paving in our industry."



Ian Whittingham
COO



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