



## Case Study ~ Brighton Housing Trust

### **About BHT**

Brighton Housing Trust is a charity that aims to combat homelessness, create opportunities and promote change. Since the 1960s BHT has developed a comprehensive range of services, working in partnership with other organisations, to meet the needs of homeless, insecurely housed and vulnerable men and women.

### **Requirements and Challenges**

BHT already had a cleaning service in their complex London Road building, but they wanted to review the cleaning requirements, and so arranged to get 4 quotes.

The challenges faced at the BHT site are that it houses the BHT office staff along with training and interview rooms, and a drop-in area where lots of service users come to each day. The building is also quite complicated as it is 2 old banks (we actually need a floor plan in order to find our way around!).

The requirements were to increase the frequency of cleaning in some of the areas, and improve the overall standards across the whole building, all to be achieved within the available budget.

### **Solution**

After visiting the BHT building to survey the site and discuss the requirements, we came up with a thorough cleaning plan to spread the workload across the week ensuring enough flexibility was built in to the plan to enable Green Mop staff to achieve the required cleaning standards in all areas.

The Green Mop costs were fully explained to BHT ensuring complete transparency for where the charity's money was going.

BHT had requested quotes from 3 other cleaning companies;

- A local company that didn't respond
- A national company that didn't visit the site or talk to BHT but quoted less than Green Mop
- Another local company that quoted a similar price as Green Mop

### **Results**

BHT chose to use Green Mop for their cleaning service as we had given a realistic price for the work involved and explained exactly what they would get for their money. We even managed to trim a little extra off their overall budget by doing extras, such as litter picking, that BHT were paying someone else to do!

They also liked the fact that we were an ethical company, using only non-toxic cleaning products and paying fair wages to our hard working staff.

**Green Mop now clean for BHT 5 days per week, keeping the site clean and green, within budget.**

### **Summary**

Green Mop has demonstrated that a realistic cleaning plan to cover the requirements and a competitive quote to fit the budget, coupled with clarity and transparency results in the customer getting the service they want for a price they can afford.