


case study



Swiftclean has partnered with this independent girls' grammar school in Hertfordshire since early 2024. Prior to working with Swiftclean, the school had utilised five different water companies over a span of seven years. Catering to students aged 2 to 18, it is one of the oldest schools in the country.

A photograph of three young girls in school uniforms (dark blue sweaters with white collars) smiling. The girl in the foreground has curly brown hair and wears glasses. The background is a green chalkboard with some faint writing.

Our Sales Director, Matt, shared his thoughts on the school: "I am delighted with the progress of the contract. Each member of the Swiftclean team has gone above and beyond our customers' expectations. Communication is crucial to this contract, and as we have been working there for some time now, we are becoming increasingly efficient."

WORKING TOGETHER

The school reached out to us for water system monitoring because they were dissatisfied with their current provider. In our initial meeting with the school's Premises and Health & Safety Manager, we discovered that there were no schematic drawings of the entire water system, including outlets, thermostatic mixing valves (TMVs), and other components. This became our first task.

Our communication with the school has consistently been honest and open on both sides. We have introduced several members of our team to theirs, so we recognise each other when we answer the phone. Our office-based Legionella Services Manager has played a crucial role in maintaining a positive relationship. Additionally, our Sales Manager keeps in touch through regular WhatsApp messages. We have also provided them with customised training on how to use our online portal, where all their reports are stored.

CHALLENGES AND SOLUTIONS

The campus is substantial and spacious, with its buildings in use 365 days a year. During the breaks between terms, these facilities are repurposed to provide accommodation for foreign students who reside in the residential buildings.

This continuous usage presents one of our main challenges: there is no downtime for maintenance work. To minimise disruptions to the water supply, we maintain close communication with the Premises and Health & Safety Manager and schedule our work during times that will have the least impact on daily school activities.

Regular monitoring of water quality is crucial to preventing the growth of Legionella bacteria. Each month, we conduct temperature checks on hot water generating sources and outlets. We also carry out water sampling, cleaning of shower heads, servicing Thermostatic Mixing Valves (TMVs), and inspecting and disinfecting cold water storage tanks.