

case study

Surya Hotels is a collection of 12 boutique hotels primarily located in the East of England. Swiftclean began its partnership with them in 2021, focusing on cleaning and disinfecting the cold-water storage tanks at the Kingscliff Hotel in Holland-on-Sea.



ABOUT

The Surya Hotel Group is one of the UK's leading niche hotel groups, with a rapidly expanding portfolio of outstanding properties situated in some of the UK's most idyllic settings, from historic towns and coastal resorts to picturesque villages.

The group was established in 2009 with the Kingscliff Hotel in Holland-on-Sea, near Clacton on the English East coast.

Their aim is to maintain the historical significance of their properties and strive to preserve their charm and connection to local communities.

The Group Property Manager, Josh Patrick, had this comment to make "Working with Swiftclean over the last few years has been extremely beneficial for our portfolio, a lot of contractors in this space will do the cleans and leave site. Aaron and his team have spent the time to understand our buildings and business needs, as well as appreciating the limitations we face having historic buildings in the portfolio. Aaron's action plans for us have not only reduced the ongoing costs and business interruption, but he has also worked with us to build a full program of works to keep rooms available to sell and spread the works out to keep within our budgets."

WORKING TOGETHER

The Kingscliff Hotel experienced stagnation issues in their water tanks, requiring them to be cleaned and disinfected every couple of months, resulting in unnecessary expenses.

Swiftclean proposed a solution to change the number and type of water tanks, which was initially rejected. However, after discussion, the solution was approved, and the change ultimately resulted in increased water throughput. One year later, the tanks have not faced the same issues.

Their maintenance manager was offered a free place on our Swiftclean Academy 'Legionella Control for Responsible Persons' training course, allowing him to carry out the more repetitive monitoring tasks, ultimately saving the group money.

This strong trust-based relationship has led to Swiftclean being awarded contracts for cold-water storage tank cleaning and disinfection at all the group's properties. Additionally, we have secured contracts for our duct cleaning and kitchen extract cleaning services.