

case study

Swiftclean has proudly partnered with a major British home furnishings retailer for over a decade, helping ensure their premises remain compliant with water hygiene regulations and safeguarding staff against potential Legionella risks. As a member of the Legionella Control Association for more than 20 years, we offer expert guidance and follow procedures aligned with the latest standards. Our water hygiene services fully comply with L8, the industry's Approved Code of Practice.

ABOUT

With over 150 stores across the UK, this well-established British brand has been operating since the late 1970s, specialising in furniture and home accessories. Their focus extends beyond product quality to include sustainability initiatives and community engagement.

WORKING TOGETHER

Our collaboration began in 2013, with the most recent engagement starting in May 2020 when their Head of Facilities reached out to discuss updated water hygiene requirements. Since then, we've held annual contract review meetings, and the current agreement has recently been renewed for the third time. Under the contract, Swiftclean carries out monthly temperature checks and various ad hoc plumbing tasks across all UK locations. Managing such a large portfolio of sites presents logistical challenges, but the consistency of our teams allows them to build familiarity with each property - resulting in improved efficiency and service delivery.

One recurring issue we've identified during inspections is that water heaters in customer restrooms are sometimes turned down or switched off. Lower temperatures can increase the risk of Legionella growth, so we promptly notify the Facilities Manager at each affected branch to ensure corrective action is taken.

CLIENT SATISFACTION

Matt Saunders, our Sales Director, shares

"It's always rewarding when a client renews their contract with us. It reinforces our confidence that both our field and office teams are working diligently to ensure smooth and effective service delivery."