

Case Study



The Challenges

Maintaining positive first impressions and student experience

Continuous service improvement

Establishing a partnership in alignment with university culture and priorities

University of Hertfordshire

Value £3.3 Million Per Annum | Contract Length 50 Years

The site at The University of Hertfordshire includes 2,511 student accommodation units. In addition, 502 existing units were transferred by the University and refurbished by Derwent fm, totalling over 300 beds now.

Since 2013 we have provided cleaning services inhouse and across College Lane accommodation including student rooms, kitchens, offices, gym space and social areas.

How we helped

Student experience

Derwent fm ensure that student experience is at the heart of our cleaning operation. We adapt our cleaning services to suit term and non-term time to suit the client and students needs. Ordinarily, we have 2 experienced cleaning supervisors and a housekeeping cleaning team of 10.

We upscale this for room cleaning in the summer and maintain vigorous cleaning services to give residents peace of mind. We ensure students arriving on site are greeted by a professionally cleaned room to help them ease into their new home.

Successful working partnership

We ensure that we are working in alignment with the objectives of the university.

We are in regular contact and actively engage with the site to implement solutions and respond to requests.

We have a dedicated helpdesk and use a CAFM system so we can close tasks in real time and ensure sites are always fully compliant.

'We have an excellent working partnership'

Continuous improvement

We have implemented various new initiatives to support our cleaning services on site.

For example, we launched the 'don't walk by' initiative to encourage everyone to take responsibility for their environment and surroundings.

We also implemented a traffic light system which allows students to take accountability for their living spaces. If given a red card, students have 2 days to bring their space up to standard and rectify any issues.

Ultimately, this ensures a smooth operation and maintains harmony between staff and students decreasing any adversity for residents sharing communal space

Core Services

Cleaning
Kitchen
Laundrette
Summer room
Oven cleaning
Communal stairwells
Corridors
Offices
Hotel style conference
COVID-19

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For us it comes down to that first impression piece, what students see on site is really important and student experience is always our priority. It is integral that students feel happy and comfortable on site.

We have an excellent working partnership with Derwent fm, we are always in regular contact and we have found the team extremely receptive. Derwent fm have implemented various useful solutions which drives continuous improvement for the site.

Your approach to covid 19 has been excellent, we have had minimal cases on campus, even in the initial pandemic outbreak, cases remained extremely low which is a testament to the vigorous cleaning processes.'

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Emma Scott, Operations Manager, Uliving @ University of Hertfordshire