



Cleaning & Maintenance Ltd



## Introduction

MJM Cleaning & Maintenance Ltd was formed in July 2002 by former Llanelli and Wales rugby player Martyn Madden. Martyn returned from a tour to South Africa with the Wales Rugby Team with a head full of business ideas.

Cleaning was an industry that Martyn had extensive knowledge, having been in the industry before he started playing professional rugby.

Since establishing the company, MJM Cleaning & Maintenance has grown from strength to strength, with each year expanding and improving as a company.

All of our staff are thoroughly trained at our head office to ensure that they meet standards and expectations in all aspects of cleaning, and can use all of the electrical equipment safely, efficiently, understand and adhere to all Health and Safety policies and procedures. Site Employees are all 'CSCS carded'. In addition, we also have fully trained, IPAF qualified operators to drive scissor lifts and cherry pickers.

As a company, we have all worked very hard together, proudly achieving our accreditations such as IPAF, Construction Line, ISO 9001, 14001 AND 18001, CHAS and Worksafe Contractor in Health and Safety.



# Health and Safety



Health and Safety is a major driving force within MJM ensuring we create a safe working environment for all employees and those affected by our activities.

Our professional standards and procedures protect you as the client and our employees. Work shall be carried out ensuring, so far as is reasonably practicable, that the Health, Safety or Conditions of any person or property will not be adversely affected.

At MJM we regard health and safety on an equal par with production, quality and the environment and work within the constraints of ISO 9001, ISO14001 and OHSAS 18001.



MJM Cleaning & Maintenance Ltd can assure each of our clients with a tailored professional package. Our Health & Safety Manager will provide a full overview with a site induction; toolbox talks with all new employees, continued reviews and training records are updated.

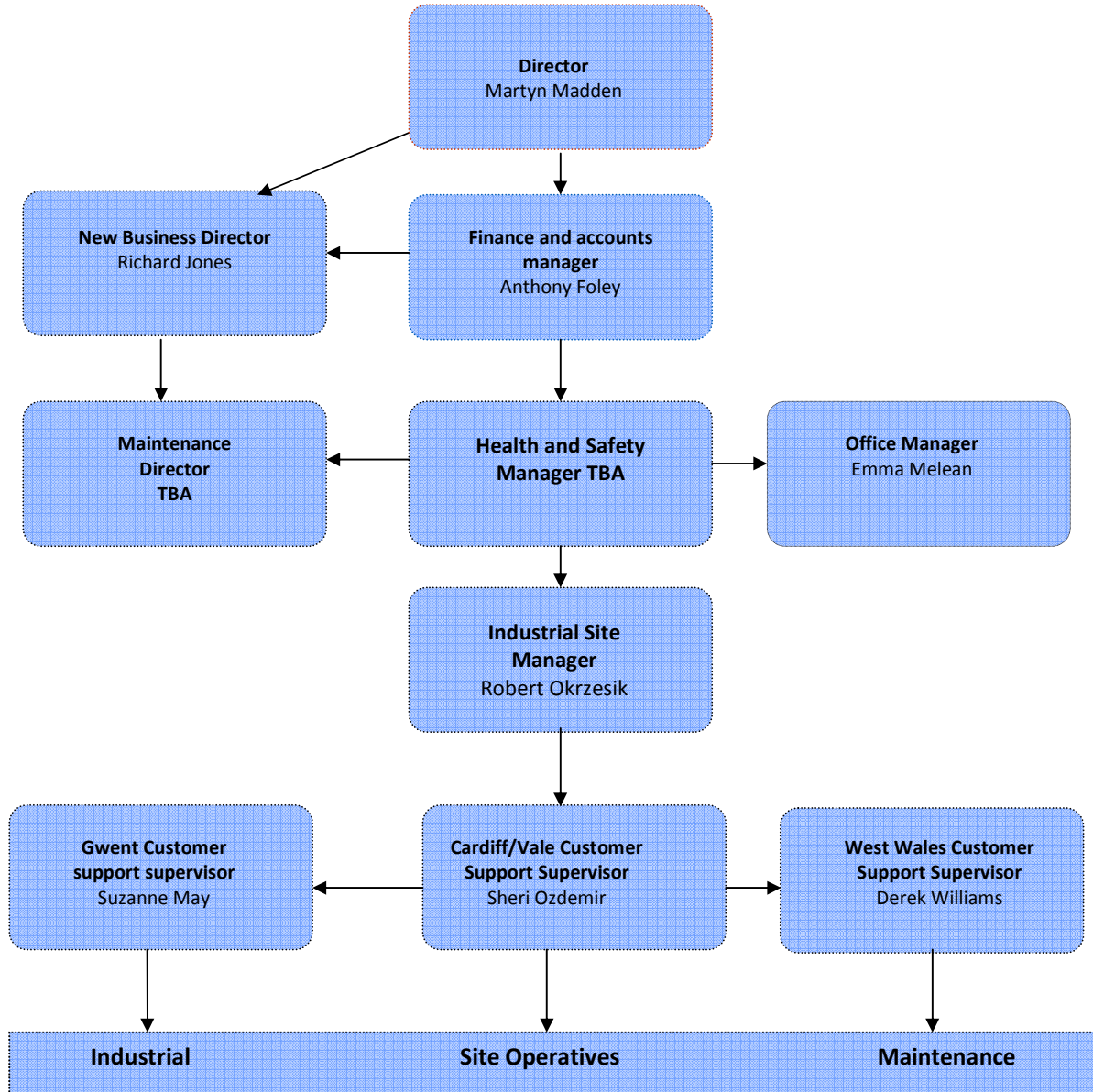
Risk Assessment and Method Statements are produced following a site visit to meet each individual client.

## **COSHH (Control of Substances Hazardous to Health)**

Although we thoroughly train our staff to be made aware on all aspects of Health and Safety, we also update our staff by providing updates of COSHH for each chemical that they may come in to contact with. All of our cleaning chemicals have been vetted and are used in compliance with COSHH regulations and Risk assessments are in place before usage on customer's premises.



## Meet the Team- Our Company Hierarchy



## Customer service



MJM is dedicated to providing excellent customer care for all of our clients. We are also dedicated to making sure all of our customer's standards and expectations are met by our staff. Our staff is friendly, reliable and happy to help with your queries.

Communication is essential between MJM Cleaning & Maintenance and customers. Should you need help, you can call, write or email using the contact details on the contacts page (at the back). If you can't get hold of any particular member of the MJM team, another one of our staff will always be happy to help.

Here at MJM, We welcome any feedback as we strive to improve our services to you in any way we can and we will with an on-going basis. Regular meetings will be held to ensure the best from our teams and that standards are always kept high. We value our customer's and respect their feedback.

Our company has grown and still continues to grow due to our record of excellence, reliability and trust we have gained and established.

At MJM we promise to

- Look in to and/or record your complaint once it has been submitted, which you can do so by writing, telephoning, faxing, emailing or face to face.
- Apologise and look in to the complaint further. We will do our very best to solve the problem.
- Once resolved, we will prevent this from happening again in future.
- That this won't affect any future service from MJM Cleaning & Maintenance.

## Contract Office Cleaning



In today's tough economic environment we at MJM understand that it is hard to stay within your allocated budget and still get the level of service you expect and need. We give the same level of cleaning to all of our clients no matter how big or small the premises with equal motivation from our cleaners.

MJM Cleaning & Maintenance Ltd provides highly professional cleaning services utilising a full and part time employed workforce of cleaners.

Our maintenance/office cleaning department is growing day by day with a range of tailor made cleaning packages designed around our clients needs. We understand every business has different cleaning needs; however by working together with each of our clients we can create the cleaning programme to suit their requirements. This way, our Company establishes and maintains a good-working relationship with all of its Clients.



As mentioned to you recently, MJM Cleaning & Maintenance Ltd does not ignore problems! We treat each individual client with the utmost respect. Our Area Manager will provide you with customer support meet your requirements and will work together with you to achieve the level of service that

is required. MJM Service level indicators are carried out on a monthly basis to insure all our standards are kept.

We provide all forms of maintenance/office cleaning services from light office cleaning to heavy industrial cleaning and we are key holders on most of our office sites ensuring premises are locked and alarmed after each visit so you don't need to worry.

# Builders Clean



Our builders cleaning side of the company covers a whole range of work, mainly cleaning of new building apartments, offices, hospitals, car parks, leisure centres, etc. The company provides a builder's clean to major construction sites throughout Wales. Some of our most used clients are Cowlin, Willis and Opco Construction and Swift Horsman Ltd.

## Why choose builders clean?

Builders clean can transform the appearance of your business in addition to maintaining standards. It also attracts good customer reviews. We have worked on Welsh Landmarks such as the Cardiff City Stadium, St David's 2, Hayes Apartments and the Central Library and many more.



We provide

- A high class finish for our clients
- Pre-paint cleans,
- Builder and sparkle cleans,
- Jet washing,
- Pressure washing,
- Cladding cleaning and carpet cleaning.

This is one of the main services we at MJM Cleaning & Maintenance pride ourselves on and come highly recommended by our clients.

# Martyn Madden

## Window Cleaning

Even though the Industrial and Maintenance Cleaning side of the Company accounts for the main part of MJM Cleaning & Maintenance, we also provide a Window Cleaning service, thus offering 'the full package' to our clients, when it comes to cleaning inside and out.



We are one of the very few companies through out the whole of Wales's offer who are able to boast a 'Hot & Cold Reach & Wash' - Gas Run system which we use. This means no ladders are needed making it the safest and most effective method of window cleaning with a perfect, quality finish to the glass due to the use of hot water and no detergents. We also run our system off Gas, making it Eco-Friendly and O-Zone friendly - Environmentally-Friendly all round!



Here at MJM Cleaning & Maintenance, all of our staff and as a company, we take working towards being a 'greener provider' very seriously and we do all we can to recycle, save energy and use environmentally-friendly products when and where we can.

## Carpet Cleaning



The carpets will be deep cleaned with the use of the most up to date Carpet Cleaning Systems. This method involves a thorough vacuum with industrial upright hoover, followed by applying a pre-spray to loosen and agitate the soil within the carpeted area(s).

Once the preparation process is complete we can introduce our carpet cleaning System. MJM Carpet Cleaning System is designed to clean and deodorise vast areas of the carpet in less time than conventional methods and to a much higher standard. The system, which is situated inside the building, will pump hot water and solution to the Cleaning wand. The cleaning head has jets that will force the cleaning solution

to the bottom of the carpet pile, ensuring a thorough deep clean.

This method of carpet cleaning is designed not to over-wet the carpets. Once the solution has been sprayed it is extracted instantly, the maximum drying time is 2 hours. After the carpet cleaning process has been carried out all waste water is taken away from site and disposed of in an environmentally friendly way.





## Retail Cleaning

The retail sector aims to provide complete customer satisfaction and for this reason it is one of the most challenging and demanding sectors. MJM Cleaning and Maintenance understands your retail cleaning needs. Our specialist cleaning team will provide you with an outstanding finish which will far exceed your expectations.



Professional cleaning services from MJM can be tailored to the specific requirements of you and your business. Our teams take site specific responsibility, maintaining high service levels to ensure that retail locations look their best. MJM comply with Health and Safety standards. Retail outlets are cleaned by efficient, flexible, fully certified and insured teams of cleaning operatives.

### The MJM Retail Cleaning Experience Includes

- Diamond Pad Cleaning System
- High level Ducting, lighting and pipe work etc
- Strip and sealing Flooring
- Escalator Cleaning

We are working alongside some of the UK's largest construction companies providing services to large retailers such as Tesco, Sainsburys, Aldi plus many more!

# Completed Jobs



## **Neuhaus, Newport, Gwent**

**Client: Opco Construction**

In Neuhaus a builders clean and sparkle clean was carried out.



## **Monmouth Boys School**

**Client: Midas Construction**

Cleaning of the living quarters took place at Monmouth Boys School.



## **Tesco, Amonnford**

**Client: Dudley**

The newly built Tesco has undergone a builders and sparkle clean.



## **Nanty Glo Care home**

**Client: Cowlin Constuction**

A builders and sparkle clean took place at a newly built care home



## **Ysgol Gyfun Gwyllyw, Pontypool**

**Client: Kier Western**

When a new classroom block was built, thorough builders, internal and external clean was carried out.



**Eisteddfordd ,S4C**

The 2011 Eisteddfordd was a popular event that MJM was proud to be a part of. A thorough internal and external post event clean was required.



**The Pump House, Llanelli**

**Client: WRW Construction**

Llanelli's restaurant and bar had undergone an internal clean.



**Bettws Boys and Girls Club**

**Client: Jehu**

A club where youths could stay and complete fun activities was cleaned both internally and externally.



**Fabian Way, Swansea**

**Client: Jehu**

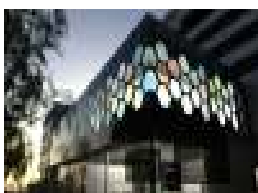
The new SA1 apartments had a touch of MJM's Builders and Sparkle Clean.



**Barry Medical Centre**

**Client: Opco Construction**

MJM also cleans medical buildings. A thorough internal and external clean took place.



**Cardiff University Bio Sciences Building**

**Client: Brown Construction**

When the Bio Sciences Building had undergone a makeover, MJM were there to do internal cleans such as builders clean and sparkle clean. An external clean (i.e. cladding) was also done.



**Cowbridge Medical Centre**

**Client: Stephenell Construction**

Builders and sparkle clean was carried out on a brand new state of the art medical centre. We also carried out external window cleaning to the building.



**RAF, St Athan** The PKL Group MJM is well known in Wales and is proud to complete work for the military. The Kitchen and washroom facilities were thoroughly cleaned.

## Feedback

Here is some feedback we've received from our customers.

*"Opco Ltd has enjoyed a close, working relationship with MJM's Cleaning Company for over 7 years. In that time we have found the company to be committed, helpful and flexible in their approach whilst always being reliable and part of the 'team'."*

(Commercial Director of Opco Ltd)

*"We used to use a different cleaning company that only used cold water. We now use MJM and find their purified, hot and cold water system makes a huge difference and the finished results of the windows are just outstanding!  
We would never go back to using the cold water system"*

(Director/Chris & James of Fifth Dimension Kitchens)

*" At Carillion we work to high standards as a company right the way through the job and after – To keep in-line with our high standards, we've been using MJM Cleaning & Maintenance for apartments and window cleaning for a good few years now – We're very happy with the them"*

(Paul Keber of Carillion)

*"I found the company to be very professional"*      (Site Manager of JEHU Project)



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