

Waistcoat & Badger is an interior design firm who 'make spaces beautiful'. A recent project of theirs was the design of the transformed Quadrant House in Reading, now CoSpace, a modern co-working facility for remote workers. Waistcoat & Badger enlisted the help of Phoenix Cleaning Services to prepare the space for opening. We spoke with Tiffany Pearce, Project Manager for the Co-Space project to find out how it went:

"The contractors we were working with at Co-Space brought Phoenix on to do their 'Sparkle Clean' service before the launch, and we liked them so much we took them on to do some additional cleaning too! Due to work being carried out, the site became dirty again before the official opening, so we asked their director, Gavin Turner, and his team to return."

Not only were the results amazing, with fantastic attention to detail, but they were also able to support us with the 'snagging' when we moved into the building. The team was able to identify areas that needed repairing during the cleaning which meant we were able to report them directly to the contractors, which saved us a long of trouble in the long run as we could have them dealt with immediately.

"Communication throughout the process was fab! Phoenix was really, communicative, and incredibly process-driven, which made it really easy and all our transactions really fluid.

"Phoenix always went the extra mile too. We were all working in the office for the 2 weeks prior to launch because there was so much to do, and Gavin personally stayed cleaning all night. It was an amazing level of commitment, and at very short notice. He was there at the drop of a hat, reassuring us everything would be done on time.

"I would definitely recommend Phoenix to anyone. They cleaned everything with such attention to detail and conducted themselves professionally and safely in the current climate, with appropriate PPE and safe, social distancing.

“The team on site was always friendly and approachable. Plus, they were super enthusiastic, really committed, and always go the extra mile. I would feel very comfortable chatting to them on-site to check certain tasks are being done – nothing is ever too much trouble!

“What stood out most for me was the way the team worked together, and their work ethic. Their personal service was great, and it was wonderful to see that Gavin treated his team really respectfully. That’s really important to us, so I encouraged Co-Space to think about Phoenix as their long-term cleaning contractors, which they now are!”

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