



Cleaning Services



Security Services



Specialist Services



## PROJECT

# Specialist Upholstery Cleaning to the Nation's Heart Charity

The following services are provided:



Upholstery Cleaning

Other Specialist Services we provide are:

Window cleaning and abseil cleaning

Cladding cleaning

Jet and pressure washing

Builder and sparkle cleans

Floor care and diamond polishing

# BRIEF Delivery of Specialist Upholstery Cleaning to the Nation's Heart Charity.

TC Specialist Services is part of TC Facilities Management, one of the UK's leading independent FM companies. With over 55 years' experience of delivering services nationally, we are proud to be associated with some of the UK's biggest names in the High Street.



## BACKGROUND/OVERVIEW

With a mission to “win the fight against heart disease”, the British Heart Foundation (BHF) have continuously expanded its ground-breaking research to beat it. This research is funded entirely by the generosity of its supporters and the heroic efforts of its volunteers and staff.

This is where BHF's network of Furniture and Electrical Stores is critical. With our 179 stores across the country, these stores are able to provide professionally cleaned, recycled furniture which benefits both the environment and those with heart disease.



## THE CHALLENGE

Providing BHF with commercially cleaned upholstered furniture that raises the much-needed funds for the ground-breaking research BHF undertakes is paramount.

## THE APPROACH

To address the challenges highlighted, a multi-faceted approach was implemented. This included investing in state-of-the-art equipment that saw an almost immediate impact on the quality of cleaning and with it more items of furniture being sold.



## THE EXECUTION

A dedicated team of operatives were put in place to deliver the service to mutually agreed goals which took into account the need for the operatives to work in the stores while customers were visiting.

## THE OUTCOME

The approach adopted has seen TCFM being considered as an integral part of the team that “fights for every heartbeat”. Some of the key highlights of what we’ve been able to achieve are:

- Cleaning over 2,500 soft furnishing items per week
- Increased throughput of inventory through the BHF Furniture and Electrical Stores: enabling stock in each store to be sold more quickly and with it increasing fundraising revenue
- Helping to maintain and build on around £30 million profit that the BHF shops bring in to fight coronary heart disease, the nation’s single biggest killer
- Expansion from an initial trial of 14 stores to now include the complete network of stores across the UK.

### BEFORE



### AFTER



Whatever problem or challenge you’re currently trying to solve, one of our team of experts can help.

With more than 55 years combined experience in a variety of sectors, we’ll develop the right mix of services tailored to your individual setting whether on a single or multi-site scale.

No problem or challenge is too big or too small for us to solve.

For an initial conversation with one of our experts get in touch

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