

# CASE STUDY



## Enhancing Service Delivery Across A Multi-Site Avison Young Portfolio

DOC Cleaning delivers cleaning and associated services across a portfolio of Avison Young managed properties in London, including 1 Derry Street, Barkers Centre, 99-121 Kensington High Street, 1 Bolton Street and Stratton House.

The portfolio comprises a diverse mix of high-quality commercial office buildings located across central London. These sites accommodate a range of occupiers, including corporate headquarters, professional services firms, and commercial tenants, as well as supporting visitors, contractors and facilities teams on a daily basis.

Many of the buildings feature a combination of front-of-house areas, shared communal spaces and back-of-house facilities, all of which require a consistent and well-managed cleaning approach. High levels of footfall, varied occupancy patterns and the expectation of a professional working environment mean that service delivery must be both visible and reliable.

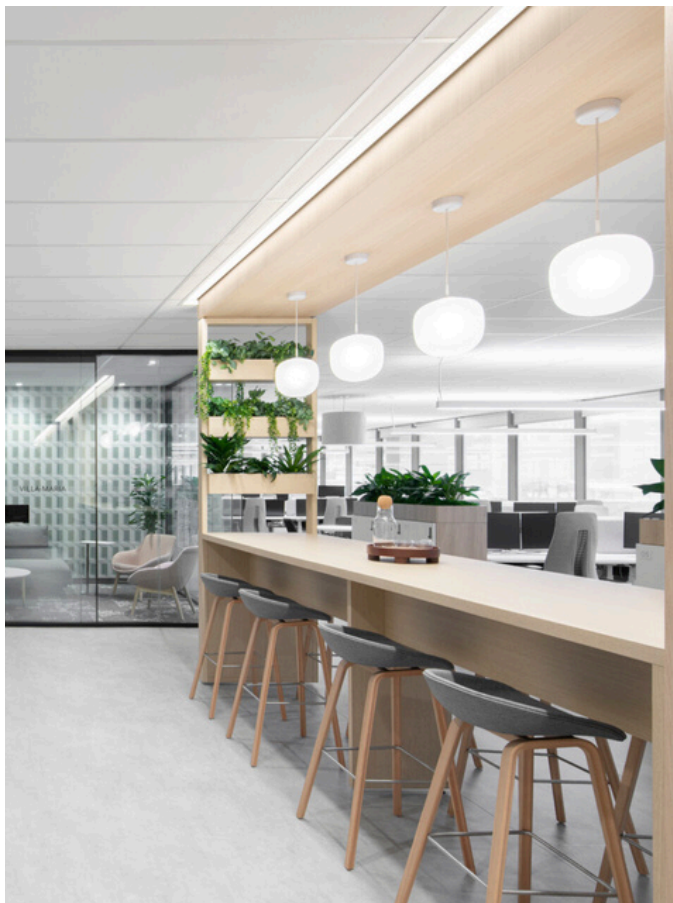
Our approach focuses on delivering consistent service standards across all locations while improving contract visibility, efficiency and overall service integration, ensuring each building remains clean, safe and aligned to expectations. This enables Avison Young to maintain a high-quality environment across the portfolio, supporting both occupier satisfaction and asset value.

## Avison Young

Avison Young is a global commercial real estate firm providing property management, consultancy and advisory services across a diverse portfolio of assets. In the UK, Avison Young manages high-quality commercial buildings, with a focus on operational performance, efficiency and occupier experience.

A strong emphasis is placed on delivering well-managed environments that support both asset value and tenant satisfaction, requiring consistent, high-quality service delivery across all properties.





## Our Solution

DOC Cleaning implemented a fully integrated service model, bringing together cleaning and specialist services under a single, centrally managed contract.

Window cleaning and specialist services were brought in-house, providing greater control over delivery, improving quality and reducing reliance on external subcontractors. This enabled a more consistent approach across all sites while delivering measurable cost efficiencies.

A single point of contract management was introduced, simplifying communication and providing clear accountability across the portfolio. This improved responsiveness and ensured that all services were aligned to the needs of each building.

Investment in telemetric, battery-operated Numatic equipment enhanced productivity and provided greater visibility of performance. Alongside this, a structured PPM programme was introduced, including a Bronze maintenance package, shifting the contract from a reactive model to a more planned and preventative approach.

Additional services including pest control, washroom services, water provision and vertical and specialist cleaning were incorporated into the contract, creating a fully coordinated service offering.

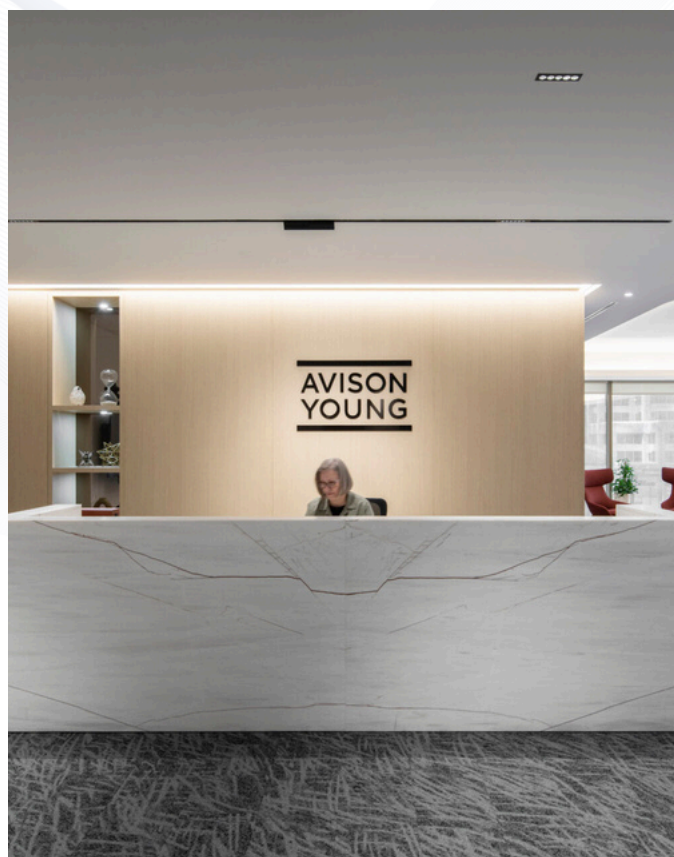
## The Challenge

The Avison Young portfolio required a more coordinated and efficient approach to service delivery across multiple central London sites, each with its own operational requirements, occupier profiles and building layouts.

Cleaning and specialist services were being delivered through a number of separate providers, creating fragmentation across the portfolio. This limited visibility, reduced consistency in service standards and made it more difficult to maintain a unified approach to delivery. Communication was often spread across multiple channels, increasing the administrative burden and reducing overall responsiveness.

The lack of a centralised structure also meant that opportunities to improve efficiency, standardise processes and introduce innovation were not being fully realised. Service delivery was more reactive in nature, with limited emphasis on planned maintenance or long-term asset care.

There was a clear opportunity to consolidate services, improve contract control and introduce a more structured, integrated model that would enhance performance, simplify management and deliver greater value across the portfolio.



## The Results

The introduction of an integrated service model, combined with targeted investment in equipment and service innovation, has delivered measurable improvements across the Avison Young portfolio.

### Enhanced visibility and control

The use of telemetric, battery-operated Numatic equipment has provided greater insight into cleaning performance and resource deployment across all sites. This improved visibility allows for more informed decision-making, stronger oversight and a more data-led approach to service management.

### Improved efficiency and productivity

Upgraded equipment has increased cleaning productivity, enabling teams to deliver higher standards in less time while reducing manual strain. The consolidation of services and removal of multiple subcontractors has further streamlined operations, eliminating duplication and improving overall efficiency.

### Stronger contract management

The introduction of a single point of contract management has significantly improved communication, accountability and responsiveness. This has simplified day-to-day management for Avison Young while ensuring all service lines are aligned and delivered consistently.

### Proactive maintenance and asset care

The implementation of a structured PPM programme, including a Bronze maintenance package, has shifted the contract from a reactive model to a more proactive approach. This has improved asset longevity, reduced the need for reactive interventions and ensured a more consistent standard across all sites.

### Integrated service delivery

Bringing additional services such as pest control, washroom services, water provision and specialist cleaning into a single contract has created a fully coordinated service model. This has improved service consistency, reduced administrative complexity and ensured all aspects of the buildings are managed to the same high standard.



## Overall Outcome

These improvements have created a more efficient, controlled and transparent service across the portfolio.

By consolidating services into a single model, Avison Young benefits from clearer oversight, simplified management and consistent standards across all sites. Enhanced visibility, modern equipment and a proactive maintenance approach have improved performance while supporting occupier satisfaction and asset presentation.

Overall, the portfolio now operates with a coordinated service model that delivers better value, supports long-term performance and provides a strong foundation for continued improvement.

## About DOC Cleaning

DOC Cleaning is a family-owned business with over 50 years of experience delivering professional cleaning services, with a portfolio spanning cultural landmarks, corporate headquarters and commercial spaces across the UK. As we continue to grow, we remain committed to building trusted partnerships, investing in our people and innovating for a cleaner, more sustainable future.

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