

Express Property Services Case Study



APLEONA

HSG Facility Management

About Apleona

For the past 30 years Apleona HSG Facility Management has been the leading pan-European service provider for property management agencies. Headquartered in Germany, with offices across Europe, the company provide infrastructural, technical and commercial services. Apleona employs 17,000 employees worldwide and pride itself on understanding and aligning themselves with their customers processes so they can support them pro-actively.

The company specialises in property management and the provision of maintenance plans, equipment support and energy management for commercial and public building and estates.

How do we work with Apleona?

Express Property Services have provided general maintenance services and larger projects work to Apleona at a variety of different contracts for over 11 years. We support the team particularly in the South West, but we also help all over the UK covering mainly office buildings and shopping centres. We have a very good working relationship with Apleona; the team has one point of contact with us who they can ring any time of the day and get immediate support.



What does the client say?

We spoke to Andrew Turnbull-Kirk, Regional Support Manager at Apleona to get some feedback on his work with Express Property Services:

- **How did you start working with Express Property Services?**

Personally, I got involved with Express as the incumbent at an Aldi store I look after, they were appointed by Regional Manager around 5 years earlier.

- **What do you particularly like about their service?**

The fact that it is very personal, I always speak to the same person and get everything I need directly from him. This means that I am always up to date with any job. For instance, when windows were replaced recently, I got constant updates and was able to provide the customer with information they required immediately which kept them happy.

In general, I find the team at Express pleasant and easy to work with.

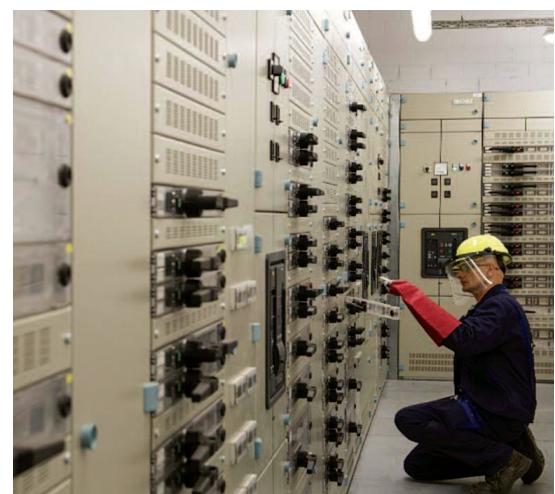
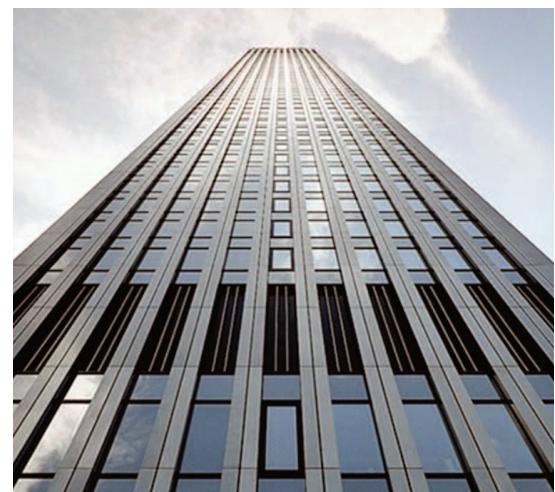
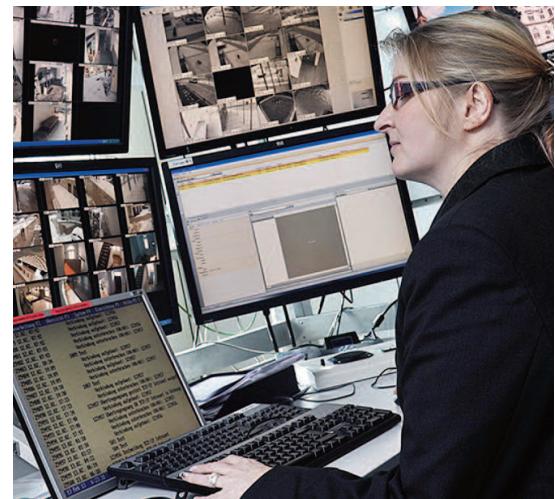
I like the speed and efficiency of their work, due to the long continuity of service, their team can be trusted to get on with the work on their own. This saves me a lot of time and worry regarding customer satisfaction.

- **How are they different to the competition?**

Due to continuity I work with the same people as there is no constant change of staff. This means that I don't have to continually train and re-induct the contractor's teams as I do with other companies. They are also reasonable with their prices and a good bench mark for any project.

- **Would you be happy to recommend Express to your clients and suppliers?**

I will absolutely recommend Express to anyone in the industry. They represent good value for money, provide great workmanship and an honest price. I can send them on a job and know that they will keep the customer happy and represent our brand well.



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