

# AspireAssist 24/7 HelpDesk Cleaning Services London

Caution Overhead





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### **Customer Handbook**



ontact us directly to report an issue or receive help.

### **Cleaning Services**

A cleaning service partner provides cleaning to all common areas of the building in addition to the basement areas, loading bay and wider public realm. Staff are trained appropriately in all aspects of health and safety relevant to their role and are easily identifiable by branded corporate wear.

Our cleaning team is tasked with providing the highest standards of cleanliness, service and customer care at all times and work to a shift pattern suitable to meet the operational demands of the building and our occupiers.

If you have a concern over the standard of cleaning or if a spillage occurs in any of the common areas of the building, please notify the a member of the cleaning team, or the Aspire Assist Helpdesk who will co-ordinate the attendance of a cleaning operative. An external window cleaning service is also provided as part of the building services. Window cleaning cradle operations are carried out during normal working hours.

Should the customer wish to obtain a quotation for cleaning their demise, windows or utilising the services of the onsite service partner, please contact the Building Management Team who will be pleased to discuss your requirements in greater depth.



Customer Handbook



## **AspireAssist**

Landsec offers a 24/7 support service, direct from our innovative new Customer Service Centre.

assist.landseclink.com aspireasone.co.uk



This document supports the information on our online customer portal.



AspireAssist 24/7 HelpDesk



My Property



Landsec Portals



Knowledge Base

landseclink.com

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