



# Looking after your property

so you can focus on looking after  
your customers





## Looking after your property, so you can focus on looking after your customers.

ToTal Property Services is committed to providing excellence in property service solutions, from everyday cleaning needs to full building maintenance programmes. We'll be there when you need us, providing superior service, responsive customer support, and outstanding results.

ToTal Property Services provides a full range of solutions, including commercial cleaning, facilities maintenance, grounds maintenance, and project management, so our clients only need to deal with one provider for all of their cleaning and building maintenance needs. Our business is supported by proven and certified Health and Safety systems, and we are committed to the use of environmentally friendly and sustainable products and services.

**Talk to us about developing a service plan that's tailored to suit your business.**



## Locally Owned and Operated for Over Two Decades

ToTal Property Services began trading in Christchurch in 1996 as Canterbury Cleaning Services, before joining the ToTal Property Services group of companies in 2000.

Our Managing Director, Paul Emery, has been involved with ToTal Property Services for the past seventeen years. Both Paul and his wife, Rhonda, are owners of the business and work closely with our management team.

Darren Middlemiss is our General Manager and has been with the company for over fifteen years. Darren has extensive experience in Contract Administration and is always ensuring we provide the best quality of service for our clients.

## We look after our people, so they look after you.

ToTal's success is entirely dependent on our people - so we look after them! We are committed to empowering our staff, so they are motivated to produce real results for our customers.

We provide the training and support our people need to perform to the best of their ability and successfully meet our company standards.

## We're here when you need us.

If you're a ToTal customer, we have someone available to take calls from you 24/7. Looking after you and your buildings is our top priority.

The managing and monitoring of all our work is handled by our Customer Relationship Management (CRM) system, which tracks and records all jobs and customer requests. This gives our clients access to robust reporting and complete peace of mind.

# The ToTal Values

The ToTal Property Services team lives our values every day. These 'Three R's' drive behaviour at every level of our organisation and underpin our culture of service excellence.

## **Reliability**

- Meeting customer expectations, through adherence to the agreed cleaning schedule.
- Meeting the agreed quality standards, through regular audits and KPI meetings.
- Ensuring that all necessary resources are available to complete the task at hand.
- Ensuring our staff are trained to complete tasks in an effective and efficient manner.

## **Responsiveness**

- Investing in infrastructure that lets us resolve issues quickly and effectively.
- Ensuring we have the capability and resources to deliver to a consistently high standard.
- Upholding our proven record of responsive and proactive service provision.
- Empowering our people to take responsibility for delivering excellent service.

## **Respect**

- Ensuring that jobs are done right first time, every time.
- Providing consistently clear communication with our customers and our teams.
- Respecting our clients, their people, and their property.
- Respecting our people, providing above-average wages and rewards for high performance.

## **Our Recent Awards**

ToTal Property Services is extremely proud to be the most awarded finalist in the cleaning industry awards, since 2007.

### **Clean Sweep Awards 2018**

- Winner - Retail, Hospitality or Leisure Space - Canterbury Museum
- Winner - Offices under 2500m<sup>2</sup> - Christchurch City Mission
- Finalist - Offices under 2500m<sup>2</sup> - City Care
- Finalist - Education, Primary and Secondary - Elmwood Normal School

We have three entries in the upcoming 2022 Clean Sweep Awards, and look forward to January's results! Keep an eye out for us in the following categories:

- Healthcare Public and Private - Charity Hospital
- Education, Primary and Secondary - Halswell School
- Office from 2,500m<sup>2</sup> to 5,000m<sup>2</sup> - Meridian





# Our Services

ToTal Property Services offers a one stop shop for your cleaning, building, and grounds maintenance. We'll take the time to understand your needs and work with you to tailor a best-fit solution, whether that's a single service or a complete building maintenance programme.

- **Internal Cleaning**

Our internal cleaning services include all interior spaces including offices, desks, washrooms, stairs and common areas, carpets, hard floors, fixtures and fittings, upholstery, and providing hygiene and sanitary services. We provide you with a dedicated Customer Service Manager, superior professional cleaning services, and timely and accurate reporting.

- **External Cleaning**

Our external cleaning services include building wash-downs, window cleaning, stone and concrete restoration, and graffiti removal.

- **Grounds Maintenance**

We are able to provide regularly scheduled lawn, garden, grounds maintenance and landscaping services to ensure your site always looks its best.

- **Building Maintenance**

We can provide a full range of facilities maintenance, including carpentry, painting, plumbing and selected electrical work. We collaborate with a wide variety of qualified tradespeople who have extensive, proven experience (including builders, carpenters, painters, handymen and others who provide additional building services).

- **Waste Audits & Waste Management**

Our site-specific Waste Audits and Waste Management Plans help your business improve your performance both environmentally and financially.

- **Specialist floor maintenance**

We offer specialist carpet extraction cleaning, and stripping and polishing hard floors.

- **Pest Control**

We can provide all required pest control and pest management programmes.

- **Test and Tag**

We are able to supply certified staff to test and tag all electrical equipment.

- **Building and Renovations**

We can assist with all commercial property renovations, from small paint jobs to building extensions.

- **Project Management**

Our experienced team have the knowledge and skills to keep your project running smoothly, with regular reporting and robust processes.

**With all of our services, you can expect ToTal transparency, top-notch communication, and no surprises or hidden costs.**

At ToTal Property Services, we believe that it is our job to make sure our people, our clients, and our environment are protected.



## **I Health & Safety**

- Our Health & Safety programme has received a pass rate of 95% from the SiteWise contractor prequalification Health & Safety Systems audit, giving us SiteWise Green status.
- We have achieved Health & Safety prequalification for IMPAC Prequal through to September 2023, along with the ISNet World International pre-qualification.
- We have a designated Health and Safety Manager, Health and Safety representative, and a Health and Safety Committee, which regularly meets with all our teams.
- We run an in-house Test and Tag system, through which we test all electrical cleaning equipment on a six-monthly basis. In addition to this, we test all our maintenance equipment every three months, as required by law. We utilise a tag-out system, in which any faulty equipment is tagged as dangerous and returned to Head Office for either repair or disposal, ensuring nobody else uses it.
- In order to maintain our high standards in Health and Safety, any subcontractors we use are pre-qualified and reviewed on a regular basis to ensure these standards are met.

### **Environmental Management**

We are committed to being a sustainable and environmentally friendly company, and assisting our customers in meeting their own sustainability goals. We are proud to have had no environmental incidents.

We are always looking to improve the sustainability of our processes and are committed to using environmentally friendly and sustainable products, and offering alternatives to traditional cleaning chemicals. Our customers can team up with ToTal to access waste audits, analysis, and specialist recycling services, including a management plan and necessary onsite equipment.

### **Quality Assurance Programme**

We have developed a combined standard and culture approach to service excellence. Our internal culture of quality empowers our front-line employees to take responsibility for their actions, and know how their work contributes to our success as a team. This is supported by daily checklists and regular QA reports to ensure our service standards are being upheld.

ToTal Property Services have also developed a Service Level Agreement (SLA) that documents the level of service and quality planning necessary to manage large sites.

## **TOTAL PROPERTY SERVICES**

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