



Shimmer
GLASS & PRESSURE CLEANING



ANGLICARE SYDNEY CASE STUDY

15 YEARS OF PARTNERSHIP

2010

Partnership started

100,000+

Happy Residents

100+

Anglicare Sites in Sydney

500+

Jobs per year

How it started

Fourteen years ago, our journey with Anglicare began when they faced a common challenge – maintaining an immaculate appearance of their retirement villages. They reached out to us for a quote covering 60 sites, seeking a solution that could keep their properties in excellent condition. This initial request marked the inception of a long and fruitful partnership.

What started with glass cleaning has expanded to include building washing and pressure cleaning services, contributing to the maintenance and upkeep of Anglicare's facilities.



Learning and Adapting

When we first partnered with Anglicare, our team comprised just four technicians. This allowed us to immerse ourselves in the intricacies of each village, understanding their unique requirements and the specific needs of the residents. We quickly learned the importance of treating residents with the utmost care and respect, recognising that their homes hold significant sentimental value. With this understanding, we ensured that our interactions with residents were smooth and efficient.

Developing a Site-Wide Strategy

Over the years, our partnership with Anglicare has deepened. We've expanded our services beyond glass cleaning to encompass building washing and pressure cleaning, all in the pursuit of delivering an exceptional service. With a focus on cost-effective solutions, we developed a site-wide strategy that streamlines maintenance efforts while minimising disruption to village life.

Protecting Residents and Investments

By adhering to a regular maintenance schedule, we not only preserve the buildings' appearance but also safeguard them from harmful pathogens. This proactive approach has the dual benefit of protecting the health and well-being of residents and preserving the financial investments they've made in their retirement homes.

Specialised Equipment and Safety Measures

Our commitment to delivering outstanding services led us to invest in specialised equipment tailored for building maintenance. Notably, our equipment ensures not only efficiency but also the utmost safety, a critical factor given the delicate nature of Anglicare's environments.

“

We've had Shimmer Glass Cleaning with us for years and we have been very happy with the services that they have provided over that entire time.

- Ian, Business Manager, Anglicare



Fostering Success Through Collaboration with Anglicare Village Managers

Our success in delivering exceptional cleaning services to Anglicare facilities is directly linked to our collaborative approach with their Village Managers. This collaborative process involves the following key steps:

1

Comprehensive Initial Consultation



Shimmer conducts a comprehensive walkthrough of the Anglicare Village facilities with the village managers. This open communication allows both parties to understand the specific cleaning needs, resident schedules, and areas of high importance.

2

Developing a Customised Strategy



Based on the initial consultation, Shimmer develops a tailored cleaning plan for each site. This plan outlines the frequency of cleaning services, types of cleaning methods used (e.g., pressure cleaning for walkways, window cleaning for specific areas), and scheduling details to minimise disruption to residents and staff.

3

Dedicated Anglicare Account Manager



Shimmer assigns a dedicated account manager to maintain consistent communication with the village managers. The account manager ensured timely updates on cleaning schedules, addressed any concerns promptly, and facilitated ongoing feedback discussions.

4

Transparency and Reporting



Shimmer provides detailed reports to the village managers after each service. These reports documents the areas cleaned, any issues encountered, and future maintenance recommendations.



Our team of highly skilled window technicians are experts in their field and have years of experience, utilising state-of-the-art equipment. They take great care in ensuring that Anglicare's facilities are immaculately clean and well-maintained, aligning with Anglicare's commitment to excellence.

Enhancing Retirement Living in Sydney

1 Health and Safety

Proper glass window maintenance extends the lifespan of windows, outdoor surfaces, and other facilities, saving Anglicare money in the long run.

2 Improve Facilities' Longevity

Clean and well-maintained facilities through professional window cleaning promote a safe and healthy living environment for the residents.

3 Residents' Satisfaction

Immaculate facilities contribute to the overall satisfaction of residents, as they feel more comfortable, safe, and proud of their living environment. This enhances their quality of life, promoting a positive living experience.

Anglicare Experts



Renee
Director

Shimmer's Director, Renee, has a Bachelor of Business and a background in Marketing for tech companies. She came from a family of entrepreneurs, and her superpower is building relationships. Now a mother of four, she founded Shimmer in 2009, creating a business where she and Jorge could combine their passion and skills and both succeed. Their mission was to develop a first-class company that provides exceptional service and a place where their employees enjoyed coming to work. A follower of Jesus, Renee sees Shimmer as an extension of Anglicare and has wrapped her business around Anglicare's growing requirements - growing their team, technology and methodology in turn to support the needs of Anglicare and its residents.



Jorge
Director

Jorge Shimmers Director has 15 years experience servicing Anglicare and 26 years working as a professional window and pressure cleaner. Jorge is extremely strong and capably water-fed poles all the larger projects with ease. He is wonderful at solving all of the access problems of the more complicated sites like the large glass roofs or the tea staining or building washing from a lift. He has special licenses to drive the boom lifts and scissor lifts and is very experienced at reaching parts of the buildings that others may not be able to. If there's complicated window locks, special screens etc Jorge has found the most efficient way to resolve the problem. Jorge ensures all the team's equipment is updated to the most superior for the best results.

Clients we serve



Certifications

Shimmer Glass and Pressure Cleaning has ISO certifications, which assures clients that we have met the required international quality and safety standards.



ISO 45001: 2018

ISO 9001: 2015

ISO 14001: 2015

PAS 99: 2012



Shimmer
GLASS & PRESSURE CLEANING

Phone 1300 090 914

Mail info@shimmerglasscleaning.com.au

Website www.shimmerglass.com.au