



CBRE CASE STUDY

3 YEARS OF PARTNERSHIP

2022

Partnership started

1,000+

Happy Residents

100%

Safety Record



Photo: Cbus Property

How it started

Maintaining high-rise windows can be difficult due to their height and exposure to weather, CBRE wanted a reliable partner who could manage these challenges.

CBRE needed help maintaining the professional appearance of their towering structures. With many residents and busy retail shops, keeping the building's windows immaculate was important for their reputation as a top property management company.

Learning and Adapting

One of the key challenges we encountered at CBRE was managing the cleaning schedule for such a tall building, especially since it's heavily impacted by weather conditions. Our team had to frequently adjust our schedule to accommodate unexpected changes, like rain or strong winds, ensuring safety and the best results for the client.

Another unique aspect of the project was working with the Davitt arms built into the residents' balconies. These arms required careful planning to ensure smooth operations. To minimise disruption, we focused on completing that part of the building as quickly as possible while maintaining clear communication with the residents. This allowed us to keep them informed about our schedule, ensuring the process was seamless and minimally intrusive.

Developing a Site-Wide Strategy

Following a comprehensive site visit, we thoroughly evaluated the condition of the glass and building exteriors, focusing on the hard-to-reach areas across the three towers. Based on our assessment, we designed a customised maintenance plan that includes regular window and façade cleaning. Our experienced technicians executed this plan with precision, ensuring minimal disruption to residents and retail businesses while consistently delivering exceptional results that meet the high standards of the property.

Protecting Residents and Investments

By maintaining a regular cleaning schedule, we not only ensure the buildings' exteriors remain visually appealing but also protect them from environmental damage that can compromise their longevity. This proactive approach benefits both the comfort and well-being of the residents while safeguarding the significant financial investments that CBRE and its clients have made in these premium properties.

Specialised Equipment and Safety Measures

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



Fostering Success Through Collaboration with CBRE Building Managers

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

1

Comprehensive Initial Consultation



Shimmer conducts a comprehensive walkthrough of the CBRE Facility with the building manager. 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 CBRE Account Manager



Shimmer assigns a dedicated account manager to maintain consistent communication with the building manager. 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 building managers after each service. These reports documents the areas cleaned, any issues encountered, and future maintenance recommendations.



Enhancing Strata Properties in Sydney

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 CBRE's facilities are immaculately clean and well-maintained, aligning with CBRE's commitment to excellence.

1 Health and Safety

Proper glass window maintenance extends the lifespan of windows, outdoor surfaces, and other facilities, saving CBRE 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.

Meet the Director's



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. Renee views Shimmer as an essential partner to many strata companies across Sydney, aligning her business closely with their evolving needs in strata property management. She has strategically expanded Shimmer's team, technology, and methodologies to meet their high standards, ensuring comprehensive support that prioritises resident satisfaction and immaculate facilities.



Jorge
Director

Jorge Shimmer's Director has 27 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



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