



HAWKESBURY CITY COUNCIL CASE STUDY

7 YEARS OF PARTNERSHIP

2017

Partnership started

1,000+

Happy Residents

100%

Safety Record



Photo: Hawkesbury Post

How it started

Shimmer Glass and Pressure Cleaning's partnership with Hawkesbury City Council began in 2017 when we successfully won a competitive tender process, securing a five-year contract. We went on to participate in the tender process again five years later winning it again for a second seven-year term.

Hawkesbury City Council manages a mix of low-rise and high-rise buildings with high pedestrian traffic, including libraries, council chambers, and administration offices. Our commitment to quality and efficiency made us the trusted partner for maintaining these key community spaces to the highest standards.

Learning and Adapting

As our partnership with Hawkesbury City Council grew, we continually adapted our approach to meet the evolving demands of the various properties. A primary challenge we faced was working with buildings of different heights and purposes. Some structures required high-rise window cleaning, while others involved high pedestrian traffic, demanding extra care and attention to minimise disruption.

We also had to adjust our methods based on the specific characteristics of each building. For example, at the Hawkesbury Leisure and Learning Centre, we utilised a boom lift for higher windows, while at the Windsor Library, we used waterfed pole technology to efficiently clean large glass panels while reducing the risk of disruption to the public. Our team continuously fine-tuned our approach to ensure safety, efficiency, and the delivery of immaculate results.

Developing a Site-Wide Strategy

In response to the diverse needs of the Hawkesbury City Council buildings, we developed a comprehensive site-wide strategy that incorporates a range of cleaning methods, including traditional window cleaning, waterfed pole cleaning, boom lifts, and pressure cleaning. Our strategy is built around minimising disruption to the public, with services scheduled to avoid peak hours and maintain the accessibility of the buildings at all times.



We've built a reputation with Hawkesbury Council for maintaining their facilities to the highest standards, keeping the following buildings in excellent condition:

- Hawkesbury Leisure and Learning Centre
- Hawkesbury Regional Museum
- Deerubbin Centre Windsor Library
- Richmond Tourist Information Centre
- Administration Windsor
- Richmond Library
- Dight Street Offices
- Peppercorn Place

Our approach is not only about cleaning windows, but also about understanding the importance of each building to the community.

For instance, the Richmond Tourist Information Centre and the Hawkesbury Regional Museum are key visitor attractions, so we scheduled cleaning during off-peak hours to ensure visitors could enjoy the spaces without interruption.

Additionally, all window cleaning work is done in accordance with strict safety protocols, ensuring that the public and our staff are always safe.

Fostering Success Through Collaboration with Hawkesbury Council Building Managers

Our success in delivering exceptional cleaning services to Hawkesbury City Council 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 facilities 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 facility. 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 Hawkesbury 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 document the areas cleaned, any issues encountered, and future maintenance recommendations.



Enhancing Government 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 facilities are immaculately clean and well-maintained, aligning with Hawkesbury City Council's commitment to excellence.

1 Health and Safety

Proper glass window maintenance extends the lifespan of windows, outdoor surfaces, and other facilities, saving 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 government facilities across Sydney, aligning her business closely with their evolving needs in 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 Shimmers 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



australia's strata leader

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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