

TO WHOM IT MAY CONCERN

30<sup>th</sup> March 2010

Cleancorp have been responsible for the daily cleaning at the YWCA since May 2005.

The current cleaning contract covers the following areas:

Bathrooms on 6 floors, 2 kitchens, dining area ,hallways & laundries.

The franchisees appointed by Cleancorp who have carried out the above duties, have been an asset to our operation. In particular, the current franchisees have no hesitation in "going that extra mile" to ensure that all our requirements are met in a timely & responsible manner. They are friendly and proactive and nothing is too much trouble.

We also acknowledge the support given from Cleancorp, the regular phone calls to ensure the quality of service is of the standard expected, plus offers of support and advice with regard to any other cleaning requirements.

We would have no hesitation in recommending Cleancorp services. We feel confident that they would take the time to understand any operation, as they have done with our Hostel, and perform all duties as per the contracted specifications, to a high standard.

**Heather Smith**

**YWCA Hostel Manager**

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