



**CLEDOR**

Find your key people

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[www.cledor.co.uk](http://www.cledor.co.uk)





# Introduction to Cledor



**I have found the service provided both by Nick and his staff to be of a very high and professional standard**

Cledor is a provider of on-site staff like no other. Our name — and philosophy — originate from Les Clefs d’Or, the worldwide association of elite concierges dedicated to exceptional customer care.

In 2005, Cledor was established to set a new benchmark for on-site staffing in the residential property management sector. Concierges, porters, estate managers, security personnel — our discerning clients sought staff to take pride in their work, to assume increasing responsibility, and focus on the happiness and safety of the residents. They found Cledor.



The result of our dedication to quality is genuinely helpful staff that are delightful to have around. A decade and a half ago, Cledor led the way to a change in mindset, and today you benefit from the best staff at surprisingly competitive prices.



Cleaners



Concierges



Caretakers



Estate Managers



Security Personnel







## Your needs met — and exceeded



**Cledor and their staff are always professional on site — we regularly receive positive feedback from our clients**

We understand residential communal living. We appreciate the pressure to perform, keeping service charges low and standards high. Every residential building is a collection peoples' homes, whether a long-leasehold block or one built for rent. The custodians of the common parts are therefore vital in fostering a community, and helping to develop a strong sense of place.

From a single caretaker to a multi-disciplinary team of estate managers and concierges, Cledor places staff that integrate flawlessly with the way you work. We achieve that by getting under the skin of your business, your culture, and your future ambitions.



**“It has been a pleasure working with Cledor over the past 2 years and I look forward to growing our relationship.”**



**Cledor provides me with staff at short notice and everyone gives my residents a fantastic service!**

At Cledor, on-site staff provision is a made-to-measure process. That distinction alone marks Cledor out from the competition.

The diversity of your exact requirements is matched by the diversity of our staff. We recruit from a wide spectrum of sources, from high-end hotels for impeccable customer service standards, and from a pool of talented block managers for technically proficient site staff.





## A fresh look at your on-site options

**Cledor is a leading provider of on-site staff for developers, landlords and managing agents in London and the south east of England.**

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**Cledor takes a helicopter view of your residential sites — brand new or fully established — and our fresh pair of eyes can help to restructure, reorganise, and breathe some new life into the team that interacts with your residents every day.**



**Nick has always celebrated his employees' successes and you can tell he genuinely cares about the well-being and development of his staff**



**My experience of Cledor's services has been superb. Their workers are always high quality**

In sourcing, placing, training and managing estate managers, concierges, cleaners, caretakers, and SIA licenced security personnel, we will present to you a number of recruitment and engagement options.

Cledor's most comprehensive option is Holistic Management — we source the staff, employ them, and place them at your scheme. We will nurture, train and manage them — and take the added hassle of payroll and pensions away from you too.

Where you wish to employ the staff directly, our Tailored option may be ideal. You are in charge of the payroll and as the employer — we do the rest: sourcing, placing, managing and training.

Whatever the scenario, we will study the status quo and your wish-list (make savings; raise morale; deliver better customer interaction), then make recommendations for changes to shift patterns, employment options and training.

### **Who we work for**

We are proud to work with London's most diligent block managing agents, providing them every support to make their sites a breeze to run.

We enjoy working with high-end residential developers, taking pride in forming the inaugural on-site team — the team that is crucial to the scheme's launch and long-term success.

For build to rent operators, Cledor provides talented concierges, honed to serve residents who expect a fast response to their needs.

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## Some of the schemes where we currently operate in central London

Our success in the capital has been aided by our enjoyment of working in the residential sector. We seek actively to engage with and support our fellow suppliers, where they are in surveying, insurance or software.

We have developed an alliance with a well-known London based recruiter of block management staff, evidence of our willingness to work collaboratively for the customer's benefit. Cledor is a proud ARMA Partner. This is our industry and we're delighted to be part of it.

“  
**Knowing that Cledor are committed to furthering the professional development of their staff is really encouraging**”

### Key

-  Fire Warden
-  Caretaker
-  Cleaning
-  Security
-  Grounds
-  Traffic
-  Concierge
-  Residential
-  Commercial
-  Mixed Use





# Cledor Training Academy

All staff engaged through Cledor have access to a comprehensive spectrum of soft skills and technical training. Inevitably the emphasis is on working safely, so we run e-learning courses, face to face classroom training, and bespoke per-building training.



**The amount of training and information available makes you feel solid in your role with the confidence to use your new-found knowledge going forwards**

Most relevant to our block management and build to rent operators, we cover training that covers coronavirus awareness, manual handling, working at height, PPE, COSHH, RAMS and general risk assessing, fire safety awareness and warden duties, lone working, display screen equipment, legionella awareness, and driving for work. We arrange hands-on first aid training and increasingly popular defibrillator training which unquestionably saves lives.

We place a significant emphasis on security training, which is delivered through an interactive session, tackling real-life scenarios that may be rare but do happen (e.g. bomb threats, live fire situation, death on the premises). On the job training includes the use of well-rehearsed coded messages so not to concern residents. Our security training covers CCTV monitoring, contractors' visits, key handling procedures, parcel management, and the practical application of GDPR for front of house teams.

Our conflict management course is provided face to face at client's own premises, including role playing of everyday scenarios when confronted with conflict or potential conflict. The session covers techniques to avoid quarrels, defusing heated situations and how to learn from every interaction.





**I love my job at Cledor as I'm expanding my skills every day.**



For softer skills improvements — no less vital — we run customer experience courses to bespoke agendas. From our managing director's own experience of working in some of the highest end hotels and restaurants in Europe, these face to face courses delivered on-site, cover what good and great customer service looks like.

**Our accreditations and policies**

Cledor is a long term accredited SafeContractor, an ARMA Partner, and having implemented an ISO 9001: 2015 Quality Management System, we craft processes and services to best serve our customers.

We maintain market leading health and safety policies, and every building where we provide staff comes with a bespoke manual.



**Cledor's Training Academy develops ambassadors — those members of on-site staff who are proud to wear the uniform and represent their client.**



A photograph of three men in dark blue suits standing on a paved garden path. The path is lined with lush greenery and purple flowers. In the background is a modern building with large windows and a balcony. The scene is well-lit, suggesting daytime.

**“Their staff are always courteous and well-presented; the residents love them!”**

A photograph of a man in a dark suit standing on a paved garden path. The path is lined with lush greenery and purple flowers. In the background is a modern building with large windows and a balcony. The scene is well-lit, suggesting daytime.

**“I feel completely supported and satisfied in my role and am happy to be with working for and representing Cledor”**





CASE STUDY

# High End, Mixed-Use Greenwich



For this prestigious riverside development – Galliard’s most expansive at the time, we sourced, placed and trained an estate manager, 8 concierges, 6 SIA security staff, and 2 caretakers. We were there from the start of phase 1, welcoming new owners and facilitating their move-in. As phase 2 was completed with two further blocks released, more talented concierges were recruited.

Whilst the site was mainly a construction site and occupancy low, we took the opportunity to building a complete SOP (standard operating procedure), tailor made for this scheme. It was comprehensive – including all plant and equipment inside the apartments and in the common parts, such as the smoke ventilation system, CCTV, access control, emergency procedures and crucially the location of water isolation valves and the specific areas that each valve could isolate (very useful when there was a leak). We coordinated our efforts with the housing association too – particularly important in an emergency situation.

All new recruits received site-specific training, as well as more general training on conflict management, crisis management, and a practical course on security awareness too. All staff under our remit were prepared for anything – high profile guests, noise nuisance, undesirable loiterers. All staff were appraised regularly and our client was pleased to take part.

## 1016

APARTMENTS

## 9

COMMERCIAL UNITS

## 750

-SPACE CAR PARK



CASE STUDY

# Converted Factory, Residential Southwark



This case study is a great example of a managing agent delegating staffing responsibility and management to Cledor. This is a new development set around a converted jam factory!

Previous to the agent taking up management, the on-site team were demoralised; there was a worrying level of sickness absence and H&S concerns that weren’t being addressed. Residents made complaints regularly.

A new managing agent plus Cledor came to the rescue. A reorganisation of shifts and the addition of new cleaners breathed fresh life into the on-site staff team. The staff now wear property-branded uniforms with Cledor name-badges, all befitting the unique and high-end building this is. There is now a stable, united team, who are in constant contact face to face and via a 4-way radio system. Our cleaners and the client’s own concierges together are dedicated to serving the residents and supporting the property manager’s efforts. The residents know the staff by name so a rapport is built. COSHH indiscretions are now resolved. Morale is high amongst the staff and the managing agent is rather pleased too.

Cledor staff are encouraged to look for important and tangible ways to improve the residents’ environment. At this property, we noticed that the original decking hadn’t been jet-washed for a long time. The impact was surprising even to us and seeing the original timber back in its original state was very pleasing indeed.

## 200

APARTMENTS

## 8000

AREA (SQ M)

STATUS: BUILT

ELEMENTS: EXTERNAL  
LANDSCAPE AND CAR  
PARKING





CASE STUDY

# High End New Build, Residential West Hampstead



At this new and prestigious Ballymore scheme in West Hampstead, Cledor’s own staff work hand in hand with the developer’s on-site team. We provide concierge, cleaning cover and caretaker cover too.

Expectations are high and the staff deliver. It helps that the Dwellant software is available to the client and on-site staff. Using the same system helps enormously for all stakeholders to communicate day to day matters and when there is a crisis.

A serious fire which started on one of the balconies meant certain residents were evacuated but desperate to get to their flat to pick up essential belongings. The client’s own team and Cledor combined to ensure all owners and residents were aware of the situation and where safe to do so, our concierge escorted residents to their flats in preparation for being given alternative accommodation. At a time of crisis, the perfect blend of proptech and personnel made the residents’ lives that little bit easier.

**198**

RESIDENTIAL UNITS

**537**

COMMERCIAL AREA (SQ M)

**955**

RETAIL AREA (SQ M)



CASE STUDY

# Modern New Build In Historic Quarter, Residential Wapping



For Ballymore’s stunning scheme at 21 Wapping Lane, we have provided (at short notice) 24 hour fire warden during a major fire alarm upgrade, stepping in when needed most to protect the residents and our client’s property. We provide relief staff as needed — Yardsman, concierge, security.

When there is major works at the property, we have assisted with traffic marshalling, to keep everyone safe. With our Ballymore counterparts, we compiled the ideal rota giving all concerned a clear presentation of the shifts. All staff were trained through Cledor.

During the lockdown, there was an issue with the car park gate not closing so the building was vulnerable. Ballymore requested night security for over three weeks due to the specific parts being unavailable, a consequence of COVID-19. Ballymore’s staff know they can count on us.

**382**

RESIDENTIAL APARTMENTS

**7500**

LAND AREA (SQ M)



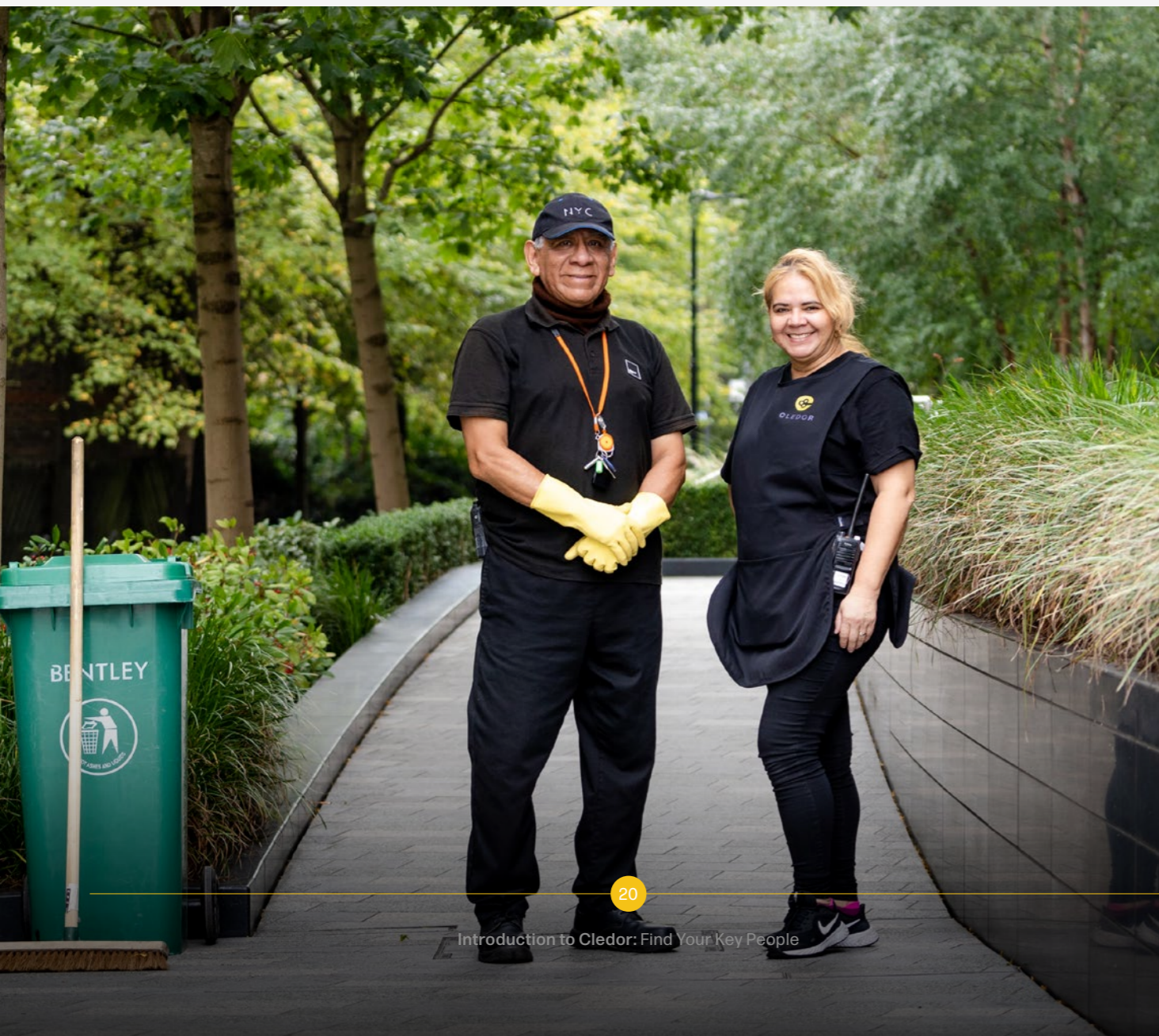


## Our Pricing

**Quality staff  
deserve to be  
paid fairly**

Cledor's pricing is entirely bespoke and transparent. By demonstrating how we have charged, you can rest easy knowing your recruitment decisions have been made with full information.

The staff we provide to you are paid above minimum wage and, with the client's blessing, at or above the London Living Wage. Quality staff deserve to be paid fairly and the return on investment is tangible.



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**By working smarter,  
you benefit from a  
higher quality of  
staff yet that does not  
necessarily translate  
to greater costs  
for you.**



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# Vista Tower



## Contact

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