



Lawrence Cleaning Ltd. Registered in England. Reg No. 01742891

# Higgs & Sons

As Higgs & Sons, a leading West Midlands firm of solicitors, opened its new prestige offices, the firm also sought an effective way to resolve its cleaning problems.

### Client Profile

Higgs & Sons are a solicitors firm based in Brierley Hill in the West Midlands with a branch office in Kingswinford. The firm was formed 136 years ago and prides itself on its commitment to client service, staff welfare, technical excellence and understanding of all legal matters.

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

### The challenge

In 2009 the firm decided to merge its offices in Brierley Hill and Stourbridge into one new 28,000 sq. ft. prestige office at the Waterfront Business Park.

For a number of years the firm employed their own team of cleaners. Unfortunately, a number of the existing cleaners were unable to re-locate to the new offices and the firm found recruiting suitable replacement cleaners extremely difficult and time consuming. Furthermore, continuing

management and supervision of the cleaners and ensuring proper cover during holidays was taking valuable management time and resources.

A previous involvement with contract cleaners at two branch offices had not proved successful and the firm was wary of taking this route. Higgs explained to the various competing companies the difficulties previously experienced and were impressed by the solutions put forward by Lawrence Cleaning.

John Smith, Practice Manager, explains, "Higgs is a "family" firm and we were impressed by Lawrence Cleaning as they seemed to have the same "family" ethos. Furthermore, we were reassured by their commitment to provide continuity of cleaners and to work closely with us to resolve problems as and when they arose. To date we have not been disappointed. The burdens and headaches we previously faced are now being dealt with by Lawrence Cleaning."

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John Smith, Practice Manager

