

3M New Zealand Ltd



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TO WHOM IT MAY CONCERN

Re: Fresh Commercial Cleaning

I first met Richard Hampf in May 2011 when our previous cleaner decided to leave her business following the earthquakes. After dealing with an individual cleaner I did not want to use one of the very large cleaning companies and become anonymous. My initial dealings with Richard left me with the impression that Fresh Cleaning was big enough to offer an efficient service without losing the individual attention we had become used to – they have certainly lived up to this expectation

Richard came back to me within a day or so to quote on our ongoing cleaning requirements as well as an initial clean (the place was suffering from earthquake dust), carpet and window cleaning. Richard personally came in to conduct the initial clean along with our usual cleaner and the office was back to spick and span almost immediately.

We have never had any cause to complain about the level of service which has remained consistent over the last 15 months. Richard is always quick to communicate any possible changes to our service (usually through natural disasters and not of their making) and to respond to any changes in our requirements. We have had the windows cleaned a few times since then and I have to say Richard has fitted in well with us and any delays have been on our behalf which he has handled in a very flexible manner

I have always been able to contact Richard by email and have never had to phone as he always replies the same day (or next if I've emailed late in the day). I would certainly recommend Richard and Fresh Commercial Cleaning.

Kind regards

D A McAlpine

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