



W39 Services Information Pack

Premium Reception

Cleaning

Gardening

Painting and Improvements

End of Tenancy

W39 services
Solutions for Property Managers





Fitzwilliam Court.

Premium Reception Services



Hotel Standard Reception,
Concierge Services,
Loyalty Programmes and
Technology Support

W39 services

Solutions for Property Managers



The core focus of our premium reception service is the customer experience.



Let us provide you with Ireland's
premium reception service solution

We are very happy with W39 Services as a provider of reception services, third party services, extended services and above all great people. We find that they are professional, premium and reliable.

Natalie Dunleavy, Senior Asset Manager, Burlington Real Estate

Meet Sinead

Our Reception Services Manager



Achievements

- ✓ Head of Sales: Vodafone Indirect Sales
- ✓ General Manager: Xtravision, Consumer Electronics
- ✓ Degree in Business Studies from the Irish Management Institute (IMI)

Sinead supports the team in the field providing service continuity, customer services training, client relationship management and third party supplier accreditation and administrative support.

Contact Sinead: ☎ 01 685 7654 ✉ sinead@w39.ie

Meet Lili

Our Reception Services Trainer



Achievements

- ✓ Employee of the year Award – Westbury Hotel
- ✓ Outstanding employee award from the 'Leading Hotels of the World Hotel'
- ✓ BA in Business Administration & Tourism



Lili is our reception services trainer. She implements the standards, using her experience working in 5 star hotels including The Marker, The Westbury and The Berkley Court. Her goal is to ensure all our visitors get a warm, welcoming smile in a professional and friendly manner. Lili sets standards including uniform, grooming, customer service, reception manuals and reviews and approves all third party service suppliers as well as ensuring staff are trained on the building management basics and software.

Our team makes the customer interaction in the buildings we serve more valued by providing better selected, better trained, client focused front of house staff together with benefits and services that enhance the overall experience.

Sinead, Brian and the team have provided an exemplary reception service including great staff, technology support and integrated caretaking and cleaning services.

John Madden, Director, O' Dwyer Real Estate Management



Cleaning Services

Commercial, Office
& Apartment Block
Cleaning Specialists



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Our professional team service offices, commercial buildings, large shopping centres, retail parks and residential apartment blocks.

We also specialise in industrial cleaning using top class equipment to ensure your commercial/residential space looks its best.

We can support you with:

- ✓ Window & Gutter Cleaning
- ✓ Graffiti & Chewing Gum Removal
- ✓ Power Washing of External Areas
- ✓ Deep Cleaning

*Delivering a safe
and environmentally
responsible service to
our customers*

W39 Services provides cleaning and caretaking services across a portfolio of properties on our behalf. We find the operatives and supervisors to be efficient, effective and pleasant which is of great importance to our client base. We will continue to recommend W39 Services to our clients.

Aubrey Anderson, Director, Anderson Property Management



Meet Denis

Our Cleaning Manager

Denis is BICSc accredited and is trained to the highest standards in our industry. He manages & audits all cleaning and caretaking services to ensure consistency and compliance with our health & safety standards.

His team provide a comprehensive array of services and janitorial consumables to shopping centres, retail parks, office blocks and a range of managed properties.



Contact Denis: ☎ 087 951 4908 ✉ denis@w39.ie



Meet Wojciech

Our Industrial Cleaning Manager

Wojciech's team look after all specialised requirements including height, industrial and pressure washing systems. This includes triple filtered water window cleaning, gutter vacuum, power-washing, graffiti & chewing gum removal and intensive deep cleaning. In addition, our team will ensure the exterior access to your building meets hygienic standards.

Contact Wojciech: ☎ 087 242 6496 ✉ wojciech@w39.ie

W39 Services is a key supplier of cleaning, caretaking and industrial cleaning services to many of our office and retail locations and we consider them to be a reliable, dependable sub-contractor for CBRE

Edward Smyth, Director, CBRE



Gardening Services



Grounds Maintenance,
Landscaping and Design

W39 services
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Our talented team maintain and develop an extensive diversity of garden spaces in the residential and commercial sectors. We reliably preserve, care for, improve and design our clients' gardens to create a positive environment for all seasons.

We can support you with:

- ✓ Ongoing & Annual Maintenance
- ✓ Periodic / Seasonal Reviews
- ✓ Landscape Improvements and Design
- ✓ Consultancy & Customised Landscape Projects

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W39 Services has worked in tandem with our committee and residents. We greatly appreciate the garden innovations such as the allotments. W39's extended services such as internal cleaning, signage installation, bike racks, planting advice and painting have given us peace of mind and a job well done. We couldn't recommend them enough!

Alan Grainger, Director, Old Connaught House



Meet Stephen

Our Garden Manager

Skills & Qualifications

- ✓ Higher National Diploma in Amenity Horticulture.
- ✓ Twenty years' experience in designing and maintaining gardens across the greater Dublin area.
- ✓ Expert in specimen plant landscaping.

Stephen's education, training and experience is the cornerstone of our gardening services. His horticultural training was undertaken in the National Botanic Gardens. He has worked at Mount Falcon Castle Ballina, Miller's House Killala and has also designed two gardens for RTE's Garden Heaven (early 2000s). He ran his own landscaping company for over five years, completing a variety of design and build projects, alongside a number of commercial garden maintenance projects. Stephen was also involved in the Great Gardens of Ireland Restoration at Marlay Park Walled Gardens. Stephen has been with W39 since 2013.

Contact Stephen: ☎ 086 821 6630 ✉ stephen@w39.ie

When contacted, W39 responded immediately to our commercial and residential design and build projects. Stephen's proposal options were practical and solution driven, his suggestions were relevant to our needs and the team were professional to deal with. We will look to use Stephen and his team for our landscape requirements and maintenance in the future.

Jacinta Tighe, McGarrell Reilly Group



Painting & Improvements Services

Scheduled & Ad-Hoc Painting,
Repairs and Maintenance

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Our team provides painting to commercial and residential property managers. Our painters, with over twenty years' experience, have completed projects in houses and apartments, residential apartment blocks, office blocks & offices, industrial locations, retail units and shopping centres. These have included internal and external areas, windows and balconies, car park line marking and fencing.

We can support you with:

- ✓ Painting
- ✓ Handyman
- ✓ Minor Plumbing
- ✓ General Maintenance
- ✓ Cobble & Foot Path Repairs
- ✓ Car Park & Road Markings

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The directors were very pleased with a full repaint of the internal common areas undertaken at Seabourne View apartments, Greystones. With 4 Blocks containing almost 250 apartments, we needed a contractor we could rely on to provide a project plan and stick to it. W39 came in on time and completed the job to a very high standard. The staff were pleasant, quiet and productive, with not one drop of paint left on the carpeting. We'd be happy to recommend them for similar schemes.

Gary Keenan, Secretary, Seabourne View



Meet Tamas & the Team

Our Painting & Improvements Manager

Tamas runs our painting team. He provides the detailed quotations and manages the team. His reporting and attention to detail is well received. Istvan, our senior painter, has over 15 years' experience and was trained and accredited after his apprenticeship in Germany. The team rely on quality paints from Colourtrend and Dulux to complement our workmanship. Within the extended team we have handymen and building operatives with carpentry and plumbing experience helping us to provide robust solutions for our clients' needs.

Contact Tamas: ☎ 087 240 4159 ✉ tamas@w39.ie

Tamas and the team help me and my colleagues to maintain the upkeep of the retail and office locations we have around Dublin and beyond. We use them on an ongoing basis.

John Hanlon, CBRE



End of Tenancy Services

Clear Outs, Cleaning,
Painting & Repairs

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Our end of tenancy residential maintenance team is focused on optimising the turnaround time between tenancies and reducing rental void for landlords. Our team will schedule move outs, deep clean throughout, discard unwanted items, provide a condition/inventory report and price for painting & repair works. Our clients include institutional landlords, residential property managers and individual owners.

We can support you with:

- ✓ Apartment Cleaning
- ✓ Deep Cleaning (ovens, toilets, kitchens)
- ✓ Painting, Tiling and Re-Decorating
- ✓ Carpet, Window and Tile cleaning
- ✓ Condition and Inventory Reports
- ✓ Fire and Safety Supplies

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Hooke and Mac Donald have used W39 Services to help us prepare our rental properties for many years. We rely on Tamas's team of diligent cleaners, handymen and painters to get our units ready for the next tenancy.

We are very pleased to recommend their services.

Renagh MacDonald, Director Hooke & MacDonald



Meet Tamas

Our End of Tenancy Manager

Tamas manages our End of Tenancy division. A qualified engineer, his attention to detail is excellent. His team are responsible for providing an end to end service ensuring your property is completely rejuvenated following tenancy and available to let once again.

In addition, Tamas and his team can support you with mid tenancy requirements such as minor repairs, refresh and paint work.

Contact Tamas: ☎ 087 240 4159 ✉ tamas@w39.ie

Wyse Lettings relies on team at W39 to get our residential managed properties cleaned and prepared for new tenants.

Mary Mc Garry Murphy, Wyse Lettings



Our Other Services Include

✓ Staffing



Killian O'Boyle
Managing Director



Brian Kavanagh
Operations Director



Dave Cormican
Financial Director

W39services

Contact us today

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