

## DMA Group appointed by hotel and lifestyle brand, citizenM

4 years ago



Property maintenance specialist, [DMA Group](#), has been awarded a three-year contract by international hotel and lifestyle brand, [citizenM](#).

DMA will provide a range of maintenance and engineering (M&E) services across citizenM's portfolio of London-based hotels, including Bankside, Shoreditch, and the Tower of London.

DMA is already working closely with citizenM's Netherlands-based procurement team to understand what the organisation needs to help make it more efficient. It has so far been undertaking duties such as flushing through its hotel rooms to ensure Legionella is treated and assisting the chain with electricity usage.

DMA continues to manage and maintain the life of some of the most exclusive buildings on the London hotel scene including Four Seasons at Ten Trinity Square, The Corinthia at Westminster, The Lanesborough and Mandarin Oriental in Hyde Park, Mayfair's The Beaumont and The Standard in Kings Cross.

citizenM's hotels are heavily influenced by technology. Check-in takes less than a minute via its award-winning app (or self check-in kiosks), and guests can even choose to have a fully contactless stay. The app allows guests to control their room ambience including lights, blinds, temperature, media, arrange housekeeping, and order food and drink. It was DMA's own innovative technology which attracted citizenM to the property maintenance specialist.

DMA's [BiO® platform](#) enables its customers to book routine maintenance jobs 24/7 from any handheld device or computer. It provides real-time visibility and reporting across its facilities and maintenance services, giving owners complete transparency while guaranteeing statutory compliance. This saves

building owners, occupiers and managers time and money whilst providing real-time transparency.

Colin Rutledge, area maintenance manager UK, citizenM said: “We were immediately impressed with DMA and its BiO® platform. As a guest-centric hotel it is vital that the guest experience isn’t disrupted by any ongoing works or improvements. DMA’s team is professional and quite often goes unnoticed by our customers, which is exactly what we want. The BiO® platform has transformed and streamlined our maintenance and engineering needs.”

Steve Appleton, solutions director at DMA Group added: “Life is made so much easier when you have a customer which is so switched on and communicative, and that’s exactly what citizenM is. Our prerogative is to ensure its guests and customers have the best experience possible and to achieve that we have to create little to no disruption. We will continue to be agile and equipped to resolve issues swiftly with minimal disruption and empathy towards citizenM’s guests.”