

Andron awarded five-year contract with The Crown Estate

3 years ago



[Andron Facilities Management](#) is delighted to announce that it has been successfully awarded a five-year contract with The Crown Estate in London.

Following a competitive tender process, The Crown Estate, and their managing agent, JLL, chose Andron to manage their portfolio of commercial and residential properties across London's Regent Street and St James. The contract will see 165 operatives provide cleaning and support services, including waste and recycling, window cleaning, pest control, deep cleans, and washroom and consumable services across the capital's vibrant West End.

With a portfolio covering 10 million sq. ft, The Crown Estate are one of the West End's largest property owners. Comprising Regent Street and around half of St James's, their offering combines world-class offices with high-end retail, lifestyle, dining and residential spaces, providing an experience like no other to those who visit, shop, work and live there.

Andron will manage the soft services for 128 properties; covering more than 4.5 million sq. ft, in size, on behalf of The Crown Estate, including notable buildings such as St James's Market, 20 Air Street, The Marq (32 Duke Street), and 11 New Burlington Place. The contract will be led by Andron's dedicated Account Director, based at 7 Air Street, to ensure consistent service delivery across all contracted services.

Andron will play a key role in improving the public spaces between the buildings through the provision of a consolidated waste service, using only fully electric pick-up vehicles, with the aim to increase recycling rates, reduce noise and carbon emissions, improve air quality and ensure a greener, healthier, and more sustainable place, now and for generations to come.

To ensure the contract Environmental, Social and Governance (ESG) targets are met, Andron is deploying a dedicated Community & Wellbeing Manager and a dedicated Environmental Manager. These individuals will be responsible for staff wellbeing and development, collaborative community projects, ESG strategy management and reporting.

Additionally, The Community and Wellbeing Manager will be responsible for managing Andron's Inclusive Futures employability programme, to develop the skills of disadvantaged people in our communities, with a particular focus on providing opportunities to individuals from a background of homelessness, care-experienced young people, and young people who are not in Education, Employment or Training (NEET).

Paul Orru, Operations Director said: "We are delighted that The Crown Estate has chosen us as their long-term facilities management partner. This is the single biggest contract Andron has won to date and provides an exciting opportunity for us to showcase our creative and sustainable approach to the services we provide. We will be supplying an all-encompassing data-driven solution which focuses on an on-demand cleaning regime, utilising data-driven technology to optimise our services by understanding where and when there are needed, allowing us to strike the right balance between efficiency and exceptional service standards."

Andron Director, Cheryl Stewart added: "We look forward to strengthening our already tight bonds with JLL and becoming a trusted long-term partner to The Crown Estate. By nurturing a spirit of openness, trust, and collaboration, partnered with the application of innovative technologies and solutions, we are confident that we will meet The Crown Estates' objective to become a net-carbon, urban renewal leader, underpinning the rebuild of London post-COVID-19.

"All the work we deliver will be in line with The Crown Estate's purpose 'to create lasting and shared prosperity for the nation' and we look forward to being part of their exciting journey of impactful transformation over the next 5 years."

Gary Smith, Group Service Delivery Manager JLL, commented: "We are delighted to be partnering with Andron, the mobilisation of this complexed contract was seamless, and we look forward to working with them in delivering industry-leading initiatives across the portfolio."