

Churchill Wins Cleaning Contract with The Glasshouse International Centre for Music

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[Churchill](#) has been awarded a three-year contract to deliver specialist cleaning services at The Glasshouse International Centre for Music, one of the North East's most recognisable cultural landmarks.

The contract covers the internal cleaning of the iconic venue in Gateshead, on the banks of the River Tyne. Operating as a charity and recently marking its 21st anniversary, the building requires a highly flexible schedule that aligns with the needs of performances and daily operations.

A team of 15 Churchill operatives is responsible for maintaining the interior fabric of the building, delivering a service tailored to its unique layout. A dedicated management structure supports the contract, with regular site visits and ongoing performance management.

The mobilisation period was recently completed, delivering operational improvements across the contract. The team introduced innovative solutions and smart working practices that better match resources to how the building is used day to day, focusing on active spaces while retaining the flexibility to scale up support around performances and major events.

Phil Matis, managing director for North at Churchill, said: "The Glasshouse is a truly unique building and venue, so it was essential that we designed a service that reflects how the space is actually used. Our focus has been on flexibility and supporting both the client and our on-site team with strong management, clear specifications and the right tools to deliver consistently high standards."

Lewis Hyam, director of operations & technology at The Glasshouse International Centre for Music, said: "Churchill has taken the time to really understand our building, our programme and the demands of running a busy, public-facing cultural venue. Their flexible, well-managed approach gives us confidence



that the cleaning service fully supports our audiences and our teams day to day.”