

2026 SERVICE GUIDE

# HME

Servicing Developers and Managing Agents across the UK since 2020

**HME** HOME  
MANAGEMENT  
EXCELLENCE

Your Partners in Property Perfection

# Introduction

HME provides facilities management services across the UK to developers, managing agents and private individuals. Our services include void management, flushing, builders and sparkles cleaning, residential communal cleaning and commercial cleaning. We also have a strong lettings management team working on behalf of our large corporate Landlords in London.

# Developer Services Overview



## Sparkles & Builders Cleans

HME has carried out in excess of 7500 sparkle cleans providing developers with a spotless apartment ready to be handed over to the resident. With attention to detail and regular site meetings HME can handle vast numbers of apartments at any one time, meet deadlines and carry out adhoc cleans immediately before completions or key handover. We will take our time to plan phases of sparkle cleans either floor by floor or in blocks; working with the client and ensuring sign off is completed by a senior manager or Director.

## Customer Care & Defect Service

HME can offer both a back of house administrative function to record defects or facilitate the resolution of defects to provide a proactive customer communication service to manage customers' expectations throughout the process. In addition, HME can provide personnel to visit sites to meet with customers, to verify defects and to liaise with contractors. Through combining the above resources, working closely with an on-site team and using a customised snagging and defect management tool. HME is confident that it can deliver a service which meets the clients needs and exceeds customers' expectations. Part of our service includes home demonstrations for residents on behalf of the client, the home demonstrations are a key mile stone in the resident completion process. Often this is the residents first interaction and taste of the building and the service the resident will receive in their new home, it is therefore important our team have a clear understanding, training and knowledge of the whole development to deliver a detailed home demonstration.

## Vacant Unit Flushing & Cleaning

It is imperative that all hot and cold water outlets (taps, showers, toilet flush cisterns etc.) are subject to a weekly flushing regime to prevent water stagnation for all vacant units. HME can arrange weekly visits to exercise both cold water outlets, hot water outlets and to air the apartments to assist with relative humidity levels. Hot and cold water temperatures will be taken and recorded.

All visits to vacant units are electronically tagged and recorded for proof of presence. HME will ensure that all water outlets are wiped cleaned following the flushing exercise.

Prior to commencing inspections HME will review the requirements of the building insurer to fulfil the necessary insurance obligations that the insurance company requires under the empty property inspection clause in the policy.

Following the inspections HME will carry out either a weekly or fortnightly clean of the apartment to ensure each unit is presentable for viewing purposes. This is also an opportunity to identify and report any defects.

## Utility Void management

HME are able to manage the utility invoices for developers on unsold units and ensure all payments are kept up to date. HME will prepare a draft void management budget, request on account funds and obtain written authorisation from the client to speak to all the utility providers. The draft budget will include all utilities, council tax, maintenance contracts, HME fees including cleaning and flushing along with a small contingency fund.

## Peace of Mind Apartment M&E Package

In order to keep all M&E equipment in vacant and occupied apartments well maintained and to ensure that any warranties remain valid it is important that servicing takes place. HME will review the O&M manuals and approach one of our trusted M&E specialists to build a comprehensive maintenance package to service the apartment.



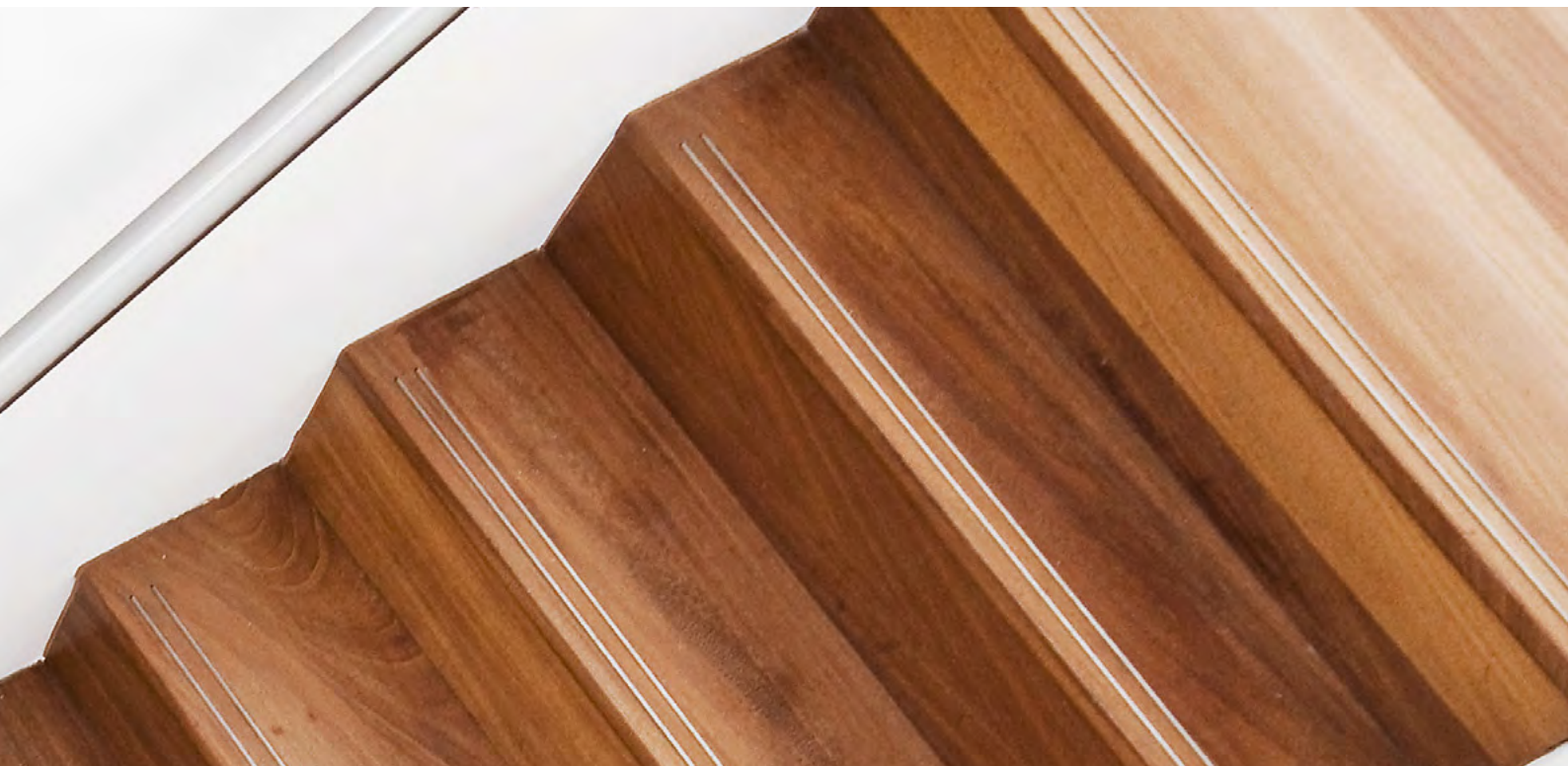
*“With many years experience of void unit management; developers rely on HME to carry out weekly flushing and insurance inspections as well as keeping the flats pristine for sales viewing.”*



# Agent Services Overview

## Communal & Estate Area Cleaning

HME currently provide communal area cleaners to over 50 developments ensuring peace of mind to managing agents across the portfolio. They consist of prime residential and complex mixed used estates. We are able to provide you with a clear, detailed quote explaining the number of visits required, rota and specification tailored to the development. If you need support with building a cleaning budget for a new development we are able to review the O&M Manuals and provide extensive advice and experience on materials, chemicals, cleaning schedules and staffing structure for the site. With our building tagging system we are able to provide regular reports to Property Managers detailing our visit, completed services, by whom and when; therefore providing evidence to you and your Residents Associations of proof of presence. As we are regularly on site we will report any maintenance issues back to the office. As we are regularly on site we will report any maintenance issues to head office.



## Start & End of Tenancy Cleaning

HME fully understand the need for a deep and thorough clean of a property before the start or end of a tenancy. Before we begin we take a video walk through of the property to highlight and record any damages or concerns. We can also provide a weekly clean to the tenant as part of the 'tenancy agreement' – with one or two hours cleaning included in the weekly rental; this provides the tenant with a fresh weekly clean and the Landlord with assurance that their asset is properly looked after and maintained.

## Housekeeping Services

HME provide fully trained housekeepers to a number of developments in London. Every client has different requirements, from ironing, bed making to general weekly cleaning. Our Area Manager will come and visit you to discuss your bespoke service and provide you with a quote and agree a set day of the week for the cleaning to take place. You do not need to be present when we visit as each property will be fitted with a tagging system. The housekeeper will tag when they enter and tag out when they leave – this will provide you with a record of their attendance and a platform to leave any special cleaning requests for the following week. All products used will be for your property only. All our housekeepers are fully vetted and we hold all the appropriate insurances.

## Lettings Management

HME currently carry out lettings management for over 150 properties across London for institutional investors. Once a tenant is found by a letting agency we will carry out all necessary checks, prepare agreements and oversee the move in process. We manage the tenancy throughout the term and most importantly collect and remit rental income. HME can also white label our service if you prefer; leaving you time to expand and grow the letting side of your business.

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