



Embassy Tower



Embassy Residences



Carillon



Metropolitan Residences



Gowrie Apartments



Centric



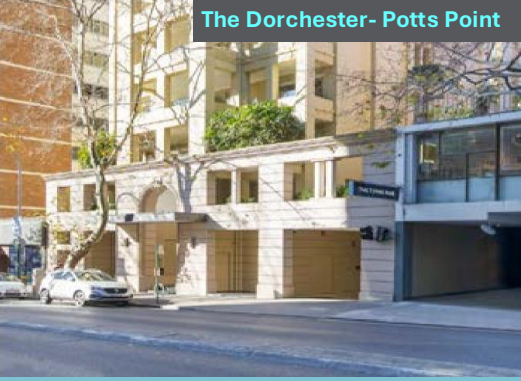
Embassy Residences II



Kingston Quarter



Atria



The Dorchester - Potts Point



The Gordon



Neue



Kilburn Towers



Port Jackson Tower



The Lincoln



Splendour Apartments

PPS
CLEANING

Capability Statement

Commercial & Strata
Cleaning Specialists

ABOUT PPS

PPS Cleaning Services has been providing professional Commercial and Strata Cleaning services across the greater Sydney region for more than 8 years, delivering reliable, high-quality outcomes for our clients.

With over 25 years of industry experience across the property sector, we understand the operational expectations of residents, committees and management companies.

Our approach is built around a simple philosophy: **Process. Professionalism. Performance.** By focusing on clear, certified procedures, trained staff, and strong management oversight and reporting, PPS delivers reliable cleaning services that support the long-term presentation and performance of the buildings we maintain.

We have built trusted relationships across our portfolio, where owners and residents feel confident engaging with our team, knowing that any issues raised will be addressed promptly and resolved properly, using the latest technology.

Experience the difference of a cleaning team that genuinely cares about the presentation of your property, the standard of service delivered and the relationships we build.

Kind regards,



John Knight

General Manager

PPS Cleaning Services

M 0413 300 339

E GM@ppscleaning.com.au



WHAT WE DO

PPS Cleaning Services delivers tailored commercial and strata cleaning solutions across residential, mixed-use and healthcare environments.

Our services are structured to ensure consistent presentation, hygiene, and long-term asset performance.

Our services

Some of our team in action

- **Commercial Cleaning**
(Offices, Retail & Industrial)



- **Medical Suites & Assets**



- **Residential Strata Buildings, Estates & Mixed-use Buildings**



- **Car Park Cleaning**
Including Machine Sweep & Scrubbing



- **Specialist Ad-hoc Cleaning**
Including, Pressure Washing & Tile Cleaning



The PPS Difference

PPS delivers through our PPS process:

PROCESS

- Detailed cleaning schedules supported by time & motion analysis, so you know what your cleaner is doing, where and when each day
- Site specific procedures and customised cleaning checklists
- Structured team onboarding to ensure site familiarity and consistency **from day one**

PROFESSIONALISM

- Trained and experienced staff with strong focus on presentation and accountability
- Direct access to senior management for prompt resolution for any site matters
- We use Industry best-practice cleaning techniques to ensure a consistent, healthy and high-quality presentation

PERFORMANCE

- QR- based feedback system available onsite for residents and committees
- Quarterly resident surveys to receive feedback to improve our service standards
- Regular management inspections and performance reporting
- Proactive issue identification and reporting of maintenance and safety issues to management

QUALITY, SAFETY & COMPLIANCE



PPS operates under recognised industry standards and maintains certification across key areas including:

- Quality Management (ISO 9001)
- Environmental Management (ISO 14001)
- Workplace Health & Safety (ISO 45001)

As part of these certifications, we continually review & audit our processes in line with requirements.

We also maintain:

- \$20M Public Liability Insurance
- Workers' Compensation Insurance
- Contractor compliance systems

All staff complete site inductions, training and supervision programs to ensure safety and service standards are maintained.

Utilising Employment Hero:

- Digital onboarding
- Geo-tracked site sign-on
- Wage rate compliance



OUR PORTFOLIO

Our portfolio ranges from commercial shopping centers, medical assets, boutique retail buildings through to large multi-scheme residential estates.

Retail Supermarket and Residences - The Albany, Crows Nest

101–111 Willoughby Road, Crows Nest NSW 2065

PPS Cleaning has serviced this mixed-use development for over four years, comprising public car parking, loading docks, retail tenancies, and residential apartments. Our scope includes cleaning across all common areas within these spaces.



Medical Suites - Parkway San Clinic, Wahroonga

172 Fox Valley Road, Wahroonga NSW 2076

PPS Cleaning has maintained this modern medical facility for over six years, delivering cleaning services aligned with the high standards expected within a medical environment. Our scope includes all common areas, including basement car parks, toilets, lifts, and individual medical suites.



Multi Scheme Residential Towers - Ryde Gardens, North Ryde

1-5 Network Place, North Ryde NSW 2113

PPS Cleaning has serviced Ryde Gardens for the past two years, a large-scale residential development comprising approximately 830 lots across three towers. Our scope includes a three-level basement car park, pool, gym, and landscaped internal courtyard.



Premium Boutique Apartments – The Wharf Terraces, Woolloomooloo

11A Lincoln Crescent, Woolloomooloo NSW 2011

PPS Cleaning has maintained this boutique waterfront apartment complex in the heart of Sydney for over eight years. Our scope includes all common areas, as well as pool, gym, and marina facilities.



What Our Clients Say

Industry-Leading Client Retention

PPS has built a reputation for long-term client relationships, maintaining an exceptionally high client retention rate across our portfolio. Many of the buildings we service have remained with PPS for several years, reflecting the consistent standards, professionalism and performance our clients expect.

Ryde Garden:

Since PPS Cleaning commenced at Ryde Gardens, we've seen a clear improvement in the overall cleaning standards across the site. Given the size of the property, consistency and responsiveness are key, and the team has delivered well on both. They are quick to address any issues raised and maintain a strong, reliable presence on site.

Overall, PPS have been easy to work with and have contributed positively to the presentation of the building. I would be happy to recommend their services.

- Deon Liebenberg (Chairperson)

The Wharf Terraces:

I have been part of The Wharf Terraces strata committee for some years, and chair for the past 5 years, and a resident throughout. We are greatly appreciative of the excellent assistance we are provided by PPS Cleaning and their wonderful staff, the latest of whom, Sujan, is an extremely conscientious and thoughtful part of our community. He is unfailingly courteous, friendly and always looking to help residents and maintain the building to an excellent standard.

At a time when there are workplace pressures on the retention of good cleaning staff, we feel we have a very responsive partner in PPS Cleaning and its team. PPS Cleaning is a trusted partner, and I would highly recommend their services.

- Beth Jackson (Chairperson)

Hebera Apartments:

We have recently changed over to PPS Cleaning 6 months ago, and what a difference!

We were promised an excellent service, and they have delivered.

Bikash, who manages our building, provided us with the loveliest young man, Akish, who does an excellent job. He is polite, helpful and only wants to do the best by the residents and maintain the building to our satisfaction. He is always ready to go that extra mile.

Good communication is vital for any successful outcome. Having said this, Bikash has set up a WhatsApp group with me, another member of my Board and Akish, where we communicate on a regular need's basis, ensuring a successful outcome.

We love this teamwork and feel that maintaining our building to an immaculate standard always is PPS Cleaning's main objective.

I have served on our Board for approximately ten years, chaired it for the last five years, and lived in the building for the past 17 years, and never has our building been better cared for.

PPS Cleaning is honoring its commitment to maintain our building to the highest level of cleanliness. They are always checking in to see if we are happy and where they can improve. One cannot ask for more.

Going with PPS Cleaning has been a great decision for our building, and I highly recommend this company.

- Glenda Reichman (Chairperson)

How We Can Help You

Let Us Assess Your Site

Every property operates differently, which is why we take the time to properly understand how your site functions day to day before recommending solutions.

- Detailed on-site assessments to understand the unique needs and operations of your property
- Practical recommendations tailored to your building, residents and site requirements
- Transparent and accurate quotations based on the actual needs of the property
- Experience preparing detailed tender submissions across a wide range of asset types and building environments

Let Us Create Your Cleaning Scope & Cleaning Plan

We believe good site management starts with clear planning, consistent standards and realistic expectations.

- Clearly defined scopes of work tailored to your building layout and usage
- Structured cleaning plans designed to deliver consistency, efficiency and accountability
- Site-specific duties and schedules developed to suit each property's operational needs
- Regular signoffs and quality checks to ensure standards are maintained
- A practical framework that ensures all areas are covered thoroughly and consistently

Let Us Keep You Up To Date With Ongoing Communications & Reporting

Reliable service comes from strong communication, responsive support and proactive management.

- Clear escalation pathways for site issues and operational matters
- Responsive support for urgent and emergency cleaning requirements
- Prompt on-site attendance across Sydney supported by a dedicated operations team
- Open and consistent communication with building managers, committees and residents
- Proactive identification of maintenance or presentation issues to help management address concerns early on

Let us take care of your cleaning needs, call me for help!

John Knight

General Manager

PPS Cleaning Services

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COMPANY DETAILS & INSURANCE

Company Name: Process Property Services Pty Ltd

ABN: 44 638 595 534

Phone: 02 8074 3220

Email: help@ppscleaning.com.au

Postal Address: PO Box 461, Surry Hills NSW 2010

Main Office: Suite 804, 275 Alfred Street, North Sydney NSW 2060

Public Liability Insurance: Shield Cover (Policy No. LIAB0009349)
\$20,000,000 Limit of Liability

Workers Compensation Insurance: iCare Workers Insurance (Policy No. 244077901)



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