



[www.cityrelaysolutions.com](http://www.cityrelaysolutions.com)

# Introducing City Relay Solutions.

A lot has changed in the short let market since I started City Relay back in 2015. Demand for homes in London has never been higher, and this has created a thriving ecosystem.

Having built a service based on trust and quality, our mission is to provide property management companies with the highest level of operational support to facilitate their day-to-day activities.

Our team of skilled local specialists provide housekeeping, maintenance, guest relations and support 24/7, so you can focus on growing your business.

**Maxime Leufroy-Murat**

Founder & CEO

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## Supporting you across London.

We cover the majority of zones one and two with expansion plans across zone three in 2020.

64k

properties  
cleaned

58k

guest  
check-ins

20k

five-star  
ratings

# Who we are.

City Relay Solutions is London's leading operations provider to the short let industry. We aim to deliver a comprehensive and quality service, which aligns with your business objectives and creates a strong foundation for growth.

City Relay Solutions has a strong physical presence in London. Our operations hub in White City is supported by Reception Spaces delivering guest services in Earl's Court, Shepherd's Bush and Victoria enabling us to deliver a unique face-to-face experience across the city.

With a highly-skilled in-house team of 80+ professionals, from Housekeeping and Maintenance to Account Managers and Guest Services, it's no surprise our service is rated so high - industry-beating in fact.

★ **Trustpilot** ★★★★★ Excellent 4.8 out of 5

# A consistent, cost effective solution.

Our all-in-one service removes the complexity and cost of managing multiple suppliers, giving you a scalable solution to manage and grow your business.

We are trusted by a variety of property management companies across London.



We provide end-to-end services tailored to your needs.



# We've got you covered.

At City Relay Solutions, we understand it takes time and effort to implement effective processes that deliver consistent results.

We've hired and trained a high-performing team, integrated technical solutions and developed streamlined processes to create a winning formula in operational excellence.

Our services can be tailored to your exact business needs and seamlessly integrated into your existing operations. We'll follow your brand standards to the letter. But we'll always aim to exceed your quality standards.

# Personalise with our white label service.

Our white label service completely integrates our operations into yours, ensuring delivery of your branding, packaging and exact standards.

We make check-ins, housekeeping, maintenance and guest services streamlined and efficient, reducing the associated costs and complications of managing multiple suppliers or doing it yourself.



### Bedroom

- ✓ Fresh linen for every bed

### Bathroom

- ✓ 1 x Eco Boutique toiletry kit per bathroom including shampoo, conditioner, shower gel, body lotion and soap
- ✓ Fresh towels for each guest
- ✓ 2/3 x Who Gives A Crap toilet paper rolls per bathroom

### Other

- ✓ Time Out magazine
- ✓ 2 x cartons of One Water

### Kitchen

- ✓ 3 x Joe's Tea
- ✓ 4 x Eden Project coffee capsules
- ✓ 1 x Doisy & Dam bar of chocolate
- ✓ Instant coffee sachets
- ✓ Sugar sachets
- ✓ Liquid coffee creamer
- ✓ 2 x Ecover washing machine tablets
- ✓ 2 x Ecover dishwasher tablets
- ✓ Tea towels
- ✓ Kitchen paper

# A complete housekeeping package.

Our housekeeping team are experts in making every property feel like home, from the professional cleaning service to the luxury amenities.

Beds are made with high-quality linens and each bathroom is kitted out with 100% cotton towels as well as eco-friendly toiletries. Sustainable and luxury brands are supplied and replenished in the kitchen.

# Sustainability at the heart of our business.

We're on a mission to become carbon-neutral and minimise our impact on the environment while supporting local communities and businesses.

We have introduced initiatives across the business to meet our sustainability goals. From compostable coffee pods to electric-powered vans, we've gone green.

Partnerships with like-minded brands such as One Water, The Eden Project, Ecover and First Mile recycling are behind our efforts to deliver an environmentally-friendly operational service to our clients.





# Competitive pricing.

We pride ourselves on offering a high-quality service at a very competitive price.

By combining services, improving quality and consistency with one trusted partner your business can achieve top-level savings and operational efficiencies.

Our service is fully tailored to your business needs, giving you a scalable solution where you only pay for what you require.

# What we've helped Sweet Inn to achieve.

- Enabled them to focus on growing their portfolio x 3
- Provided the most cost-effective solution
- Achieved high-levels of guest satisfaction
- Simplified workload and increased efficiency

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The quality of service and professionalism of the team at City Relay Solutions, enables us to run our end-to-end operations more efficiently.

Sweet Inn



Get in contact with us.

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