



Your facilities
maintenance supplier

+44(0) 207 788 4313
hello@sernafm.com



“We work to exceed the expectation of our clients by taking care of their working spaces”

Over 18 years in the facilities maintenance industry, Serna has built and kept a reliable reputation.

Serna was co-founded in 2004 by Mauricio and his mother Martha. It started as a domestic cleaning company with the approach of being a flexible, professional and innovate company.

Their effort & dedication made Serna constantly grow to the point that we now count on a team of over a hundred professional and qualified operatives across London today the company offers cleaning services, rope access, renovation, and support services. A reliable facilities maintenance supplier partner capable to face any enquiry related to premises maintenance.

We feel proud of what our family business has achieved through years of effort and commitment and what we can continue reaching in the future.

Mauricio Palacios Serna
Managing Director

Who we are

Our family-run business serves clients across greater London & surrounding counties, providing facilities maintenance services at the highest standards. The Serna team has worked across a range of sectors adapting to the various clients' needs including commercial, **construction projects**, and schools.

We have maintained **high industry standards** and provide regular management quality checks throughout the period of our service to ensure full **customer satisfaction**. A number of our existing clients have been with us from the beginning without signing any long-term contracts and many of our new clients are from referrals.



Accreditations & memberships



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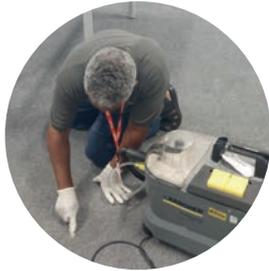


Cleaning

Our well-qualified team in central London is trained to deliver the highest standards of cleaning and with appropriate supervision so we can pay close attention to every detail.



General cleaning



Deep cleaning



Carpet care



Hard floor maintenance



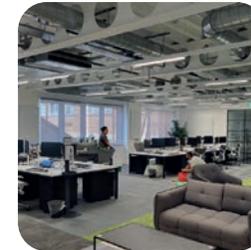
Computer disinfection



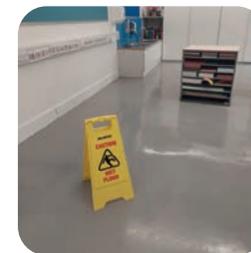
Builders clean



Client: Wates
Scope of work: Builders & sparkle cleaning
Sector: Construction



Client: Itech Media
Scope of work: Contract cleaning and support services
Sector: Commercial



Client: CFBL
Scope of work: Contract Cleaning
Sector: Education



Our employees are the engine of Serna; therefore, they deserve a fair employment deal.

As a Facilities Maintenance supplier, human capital is our pillar. We know how important it is to have qualified people working at Serna to guarantee an excellent job, but we also understand our team's need to ensure their financial and emotional wellness.

Thus, Serna is proud to be a living wage certified partner and guarantee our employees a minimum income that really covers the cost of living of this metropolitan city but also provides them with enough income to enjoy leisure.

“A profitable business does not consist in increasing the company revenue, but also to invest in the employees who are the engine of our success”

Marketing & Sales Officer - Luisa Borrás

London living wage

Employee recognition

Celebrations

Training





Rope Access

Our years of experience have taken our team to new heights. Our technicians are qualified by the Industrial Rope Access Trade Association at Level 3 (the highest level of comprehensive training for rope access safety). We are equipped to provide only the highest quality to our clients.



Waterproofing



Silicone



Window cleaning



Painting



Pointing



Gutter cleaning



Client: Kier
Scope of work: Waterproofing
Sector: Construction



Client: CCWS
Scope of work: Gutter cleaning
Sector: Commercial



Client: Britannia Village School
Scope of work: Window cleaning
Sector: Education



Being Green

As a Facilities Maintenance company, we are well aware of the harm that some of the chemicals in cleaning products have on the environment. Our commitment to a safe & healthy environment has made us an eco-friendly ambassador.

At Serna, we offer a range of plant-based, 100% plastic recycled, and environmentally low-impact products to our clients by making them aware of how important it is to contribute to minimising effects by choosing the right products.

Beyond the awareness of sustainable practices, the Serna team wants to ensure we are working hard enough to achieve ISO 4001 accreditation that proves the way Serna manages, monitoring, and controls environment processes is right.

**Be conscious,
be green!**



Our commitment to a friendly environment includes transforming the way we work, the products we use, and the way we think.

Replacing our vans with green alternatives has been another great approach to how Serna is committed to transforming all possible ways of reducing the impact the cleaning industry may cause on the environment.



Renovation

Our professionals can give your work spaces a fresh new look through painting, decorating and conducting a full fit out (including electrical, mechanical, decorating and furnishing).



Plumbing



Refurbishment



Fit-out



Handyman



Flooring



Electrics



Client: Wates
Scope of work: Painting & decorating
Sector: Construction



Client: Axis Europe
Scope of work: Internal Fit-out
Sector: Commercial



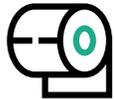
Client: Long Lane
Scope of work: Refurbishment
Sector: Residential



Support Services

Proactive and innovated approaches to all you facilities requirements. You can trust Serna to be able to reactive quick and with the upmost professionalism.

We work with a number of business from different sizes, locations and sectors both on planned and reactive maintenance services.



Consumables



Waste & Recycling Management



Reach & Wash



Security



Landscaping



Support Staff



Washroom Services /
Feminine Hygiene



Pest Control



PAT Testing
(Portable Applice Testing)



Thank you!

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