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# Leman Locke

How a rapidly expanding aparthotel  
rediscovered communication with Eko

## INDUSTRY

Hospitality

## HQ / LOCATIONS

London, UK

## RESULTS

Increased communication speed and efficiency by **80%**



Leman Locke’s mission is simple - to create a space where people are encouraged to live better. And it’s a mission which works, what with their 171 design-focused apartments spread over 22 floors, overlooking the oft fabled East London.

Founded in 2016 and poised for rapid expansion — with a further 6 hotels planned over the next 2 years — Leman Locke faces a challenge many bright companies face: inefficient communications.

“We couldn’t communicate efficiently between departments daily, negatively impacting guest journey.” said Niels Frostrup, Front of House Manager at Leman Locke.

Additionally, Leman Locke's *email only* communication strategy and lack of mobile connectibles meant engineers and housekeepers who lacked access to their mobile devices during work hours were often out of the loop with plans and processes. What's more, maintenance issues and guest complaints kept getting buried under countless email threads, meaning staff weren't held accountable for errors and mistakes, creating a laissez-faire culture.

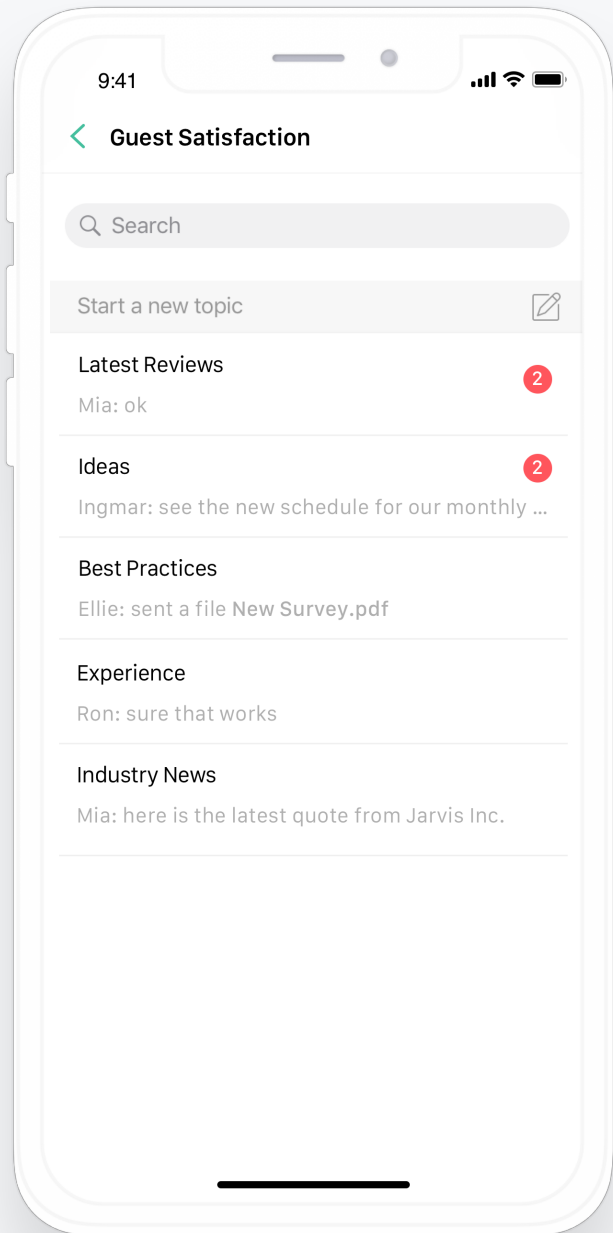
Implementing Eko has helped with both these issues.

“Initially our aim was to make communication faster and more transparent through a platform that felt comfortable and didn't slow down daily duties.” recounted Niels Frostrup.

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Eko's intuitive and easy-to-learn platform gave our staff a place to express themselves, **increasing communication by 80%**





Eko's *Topic* feature played a vital part in streamlining communications.

By creating separate threaded chats for each idea or process, communication remained structured and didn't get muddled in the increasingly complex email chains or brainstorm sessions. What's more, each threaded chain could be accessed, shared, and edited by anyone through any device as long as they had an internet connection.

Additionally, Eko's *Task* feature helped the engineering and housekeeping teams keep track of, and resolve long standing issues with ease, meaning service and delivery speeds rose quickly after implementation.

“Eko’s multifaceted nature allows us to use it as a communication platform and as preventative management tool.

**We’re extremely satisfied with the app.”**

