

New cleaning company: 30-day plan

Keep this sheet with the written program and tick each step as the month goes on.

Property _____

Start date _____

Service manager _____

Reviewed by _____

Before night one

- ☐ Final walkthrough with the service manager
- ☐ Keys and access cards counted and signed for
- ☐ Alarm codes given and arming steps shown on site
- ☐ Contact named for alarm trips at night
- ☐ Closet, supply storage and trash enclosure shown
- ☐ Restricted rooms and special instructions flagged
- ☐ Proof of insurance on file

Week one

- ☐ Every area in the program visited
- ☐ Trash and recycling taken to the right place
- ☐ Restrooms cleaned and dispensers refilled
- ☐ Doors locked and alarm set as shown
- ☐ Lights, thermostats and blinds left as asked
- ☐ Desks and tenant equipment undisturbed
- ☐ Each miss fixed by the next night

Feedback loop

- ☐ Property contact for tenant requests named
- ☐ Service manager contact confirmed
- ☐ Reporting method agreed, photos welcome
- ☐ Tenants told who to contact
- ☐ Log of reports and fixes started

Weeks two and three

- ☐ Time moved to areas that need more
- ☐ Route order adjusted around late tenants
- ☐ Skipped weekly tasks moved to a better night
- ☐ Walk with a supervisor during an inspection

30-day review

- ☐ Building walked with the service manager
- ☐ Feedback log and tenant comments reviewed
- ☐ Recurring issues listed with dates
- ☐ Cadence changes written into the program
- ☐ Floor care and high dusting dates set
- ☐ Next scheduled walk booked

Notes
