First 30 days with a new cleaning company

Your side of month one: tick each step as it is done and keep your notes on the back.

Office or suite _____ **Service start date** _____

Your notes kept by _____ **30-day review date** _____

Before the first night

- ☐ Task list read against your room list
- ☐ Visit nights match what you booked
- ☐ Skip rooms and locked offices written in
- ☐ Periodic work has a target month
- ☐ Paper and soap supply settled, stock location shared
- ☐ Staff told the start date and who to tell about issues

Keys, codes and the alarm

- ☐ Keys, fobs or badges handed over and logged
- ☐ Alarm procedure explained, codes given directly
- ☐ After-hours entry, desk, elevator and parking rules shared
- ☐ Plan agreed for a tripped alarm or a door that won't lock
- ☐ Previous company's keys and fobs collected

Week one morning walks

- ☐ Restrooms stocked, clean and dry
- ☐ Breakroom sink, counters and appliance fronts wiped
- ☐ Trash and recycling out of every listed room
- ☐ Entry glass and reception tidy
- ☐ Floors done, edges included
- ☐ Lights off, doors locked, alarm armed as you asked

Weeks two and three

- ☐ One person on your side collects all notes
- ☐ Misses reported the same morning, room and task named
- ☐ Repeat issues kept apart from one-off slips
- ☐ Each request dated, with the date it was resolved

Your 30-day review

- ☐ Resolved misses still holding
- ☐ Room frequencies to raise or lower
- ☐ Supplies lasting between visits
- ☐ Visit time still suits the building
- ☐ Periodic jobs placed on the calendar
- ☐ Daytime help for busy areas considered
- ☐ Agreed changes written into the task list

Notes