

Cleaning Service Level Agreement Template

Fill in each line with the contractor before signing. Attach to the cleaning contract as a schedule.

Company _____ Prepared by _____ Date _____

Parties, Sites and Term

- ☐ Customer name, site addresses and the contact person for each site
- ☐ Contractor name, account manager and the supervisor assigned to each site
- ☐ Start date, term length and the renewal notice period
- ☐ Service days and service window per site, for example Monday to Friday after 6pm
- ☐ The scope of work document this agreement is measured against, by name and date

Quality Standard and Inspections

- ☐ How quality is measured: an area-by-area inspection, each line scored Pass, Fail or N/A
- ☐ Who inspects: contractor supervisor, customer, or both, and how often each one does
- ☐ Minimum inspection frequency per site, for example every two weeks, with dates kept on record
- ☐ Target score per inspection, written as a percentage of applicable lines passed
- ☐ What counts as a critical item that fails the area on its own, for example restroom supplies empty
- ☐ Photo required on every failed line, kept with the inspection record
- ☐ When and how the customer receives each inspection report

Response and Fix Times

- ☐ Response time for an urgent request such as a spill, flood or safety hazard during occupied hours

- ☐ Response time for a routine complaint, measured from the customer's report to a reply with a fix date
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- ☐ Fix time for a failed inspection line, normally by the next scheduled service
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- ☐ Who confirms the fix: a supervisor reviews a fix photo or re-inspects before the item is closed
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- ☐ How the customer reports a problem: phone, email, or a link, and who receives it after hours
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| Staffing and Supervision

- ☐ Minimum crew size or labour hours per service, where the customer wants it written
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- ☐ Supervisor site visit frequency, separate from inspections
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- ☐ Notice to the customer when the regular cleaner or supervisor changes
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- ☐ Keys, alarm codes and access cards: who holds them, how they are logged and returned
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| Reporting and Review

- ☐ Monthly summary to the customer: inspections done, average score, open and closed deficiencies
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- ☐ Quarterly walkthrough with the customer, with the date set a month ahead
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- ☐ Annual review before renewal covering the year's scores, fix times and any scope changes
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| When the Standard Is Missed

- ☐ Number of consecutive inspections below target that triggers a written correction plan
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- ☐ Time the contractor has to deliver the correction plan, and what it has to contain
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- ☐ Re-inspection date after the correction plan, and who attends
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- ☐ Any service credit for missed services, written as a fixed amount per missed visit
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- ☐ Grounds and notice period for ending the contract if the correction plan does not hold
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| General commitments

- ☐ Both parties have a copy of the scope of work this agreement measures against
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- ☐ Every target is a number or a date, not a word like prompt or high quality
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☐ The customer knows where to find the inspection records without asking

☐ Signed by both parties and attached to the contract as a schedule

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