

Switching Cleaning Companies Checklist

A transition plan for facility and property managers changing janitorial contractors

Company _____ Prepared by _____ Date _____

1. Before You Decide to Switch

- ☐ Write down the specific failures, with dates, rather than the general feeling that standards slipped
- ☐ Check whether the current contractor was ever told in writing and given a chance to correct
- ☐ Separate contractor failures from building problems the contractor cannot fix
- ☐ Check whether the contracted hours can actually deliver the scope you expect
- ☐ Decide whether the real problem is the contractor, the scope, or the budget

2. Contract Exit

- ☐ Read the termination clause: notice period, form of notice, and who it must be sent to
- ☐ Note any automatic renewal date and how far ahead notice must land
- ☐ List equipment, dispensers and consumables owned by the contractor that will leave with them
- ☐ Confirm who holds keys, fobs, alarm codes and access cards, and how they are returned
- ☐ Confirm the final invoice basis and any periodic work paid for but not yet delivered
- ☐ Give notice in writing and keep proof of delivery

3. Document the Scope Before You Tender

- ☐ Walk the building and record every area to be cleaned, floor by floor
- ☐ Record the frequency required per area, not one frequency for the whole site
- ☐ Photograph the current condition of floors, carpets, restrooms and common areas as a baseline
- ☐ List the periodic work required in a year with the month it should happen

- ☐ List consumables: who supplies, what grade, and who monitors run-outs
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- ☐ Note access constraints, security requirements and the service window
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- ☐ Note the areas that generate complaints so bidders price for them honestly
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4. Choosing the Replacement

- ☐ Send every bidder the same scope document so the prices are comparable
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- ☐ Walk the site with each bidder rather than accepting a desk price
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- ☐ Ask each bidder how many cleaning hours their price buys for this building
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- ☐ Ask how they inspect their own work, how often, and ask to see a real inspection record
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- ☐ Ask who the named supervisor is and how often they will be on site
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- ☐ Ask what the customer receives after each inspection and how quickly
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- ☐ Check insurance and workers compensation coverage is current before signing
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- ☐ Take references from buildings of the same type and size, not just any reference
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5. Transition Week

- ☐ Agree the changeover date, and avoid a gap in service across it
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- ☐ Recover all keys, fobs and codes from the outgoing contractor and change what cannot be recovered
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- ☐ Confirm the janitor closet is emptied of the outgoing contractor's stock and equipment
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- ☐ Record the condition of the building on the changeover day, with photographs
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- ☐ Walk the incoming crew through the building, including restricted and easily missed areas
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- ☐ Confirm consumables are stocked from day one
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- ☐ Tell tenants or residents who is cleaning the building now and who to contact
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6. The First 90 Days

- ☐ Inspect weekly for the first 90 days, no matter what the contract frequency says
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- ☐ Hold the first review meeting inside the first month, not at the first complaint

- ☐ Compare each inspection against the baseline photographs from the changeover day

- ☐ Confirm the periodic schedule is booked in with dates, not promised in general terms

- ☐ Check the hours actually delivered on site match the hours contracted

- ☐ Raise deficiencies in writing with photographs, and confirm they were corrected

- ☐ At 90 days, decide formally whether the standard has been set or the same drift is starting

General commitments

- ☐ One person owns this transition from notice through to the 90-day review

- ☐ Every commitment made during the tender is written into the contract

- ☐ The scope document, not the sales conversation, is what the new contractor is measured against

- ☐ A baseline record of building condition exists and is dated

- ☐ The review date is in the calendar before the transition starts

Review cadence

Week 1	Changeover, access handover, baseline record, crew walkthrough
Weeks 2-4	Weekly inspection, first review meeting, deficiencies raised in writing
Months 2-3	Weekly inspection continues, periodic schedule confirmed, hours verified
Day 90	Formal review against the baseline and the contract

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