First 30 days with a new cleaning company

Work down the sheet from the walkthrough to day 30, and keep your notes with it.

Building _____ **Start date** _____

Your contact _____ **Review date** _____

Before the first visit

- ☐ Walkthrough done with the new company
- ☐ Visit list read and confirmed in writing
- ☐ Rooms the crew should not enter listed
- ☐ Desks and equipment to leave alone noted
- ☐ Recycling and other bin locations shared
- ☐ Lights and doors: what stays on, what stays locked
- ☐ Storage spot for the cart agreed
- ☐ Supplies: their stock or your closet

Keys and alarm

- ☐ Keys or cards handed over and counted
- ☐ Doors the crew uses listed
- ☐ Alarm steps written down for each zone
- ☐ After-hours contact name and number shared
- ☐ Building security or property manager told the start date
- ☐ Fresh codes set if an earlier provider held them

Week one mornings

- ☐ Restrooms clean and every holder stocked
- ☐ Bins emptied at desks, kitchen and copy area
- ☐ Breakroom counters, sink and handles wiped
- ☐ Touch points cleaned
- ☐ Main floor lanes vacuumed or mopped
- ☐ Lights, doors and alarm left as asked
- ☐ Misses sent with room and date

Weeks two and three

- ☐ One person on your side collects staff comments
- ☐ Notes sent with room, date and what was wrong
- ☐ Rooms needing more visits flagged
- ☐ Rooms that can drop to fewer visits flagged

Day-30 review

- [ ] Open items closed or carried forward
- [ ] Frequency changes agreed
- [ ] Supplies lasting between visits
- [ ] Carpet and hard floor work dated
- [ ] Visit list updated with today's date
- [ ] Ongoing walk rhythm set

Notes