Commercial Cleaning Contract Checklist for NYC Offices

17 Essential Contract Checks

Review the services, costs, responsibilities, and contract conditions before signing.

A well-structured commercial cleaning contract helps NYC office managers establish clear expectations, maintain workplace hygiene, and avoid unexpected costs or service gaps. Before signing an agreement, it is important to review the scope of services, cleaning schedules, pricing, insurance coverage, staff responsibilities, and contract terms.

01–06 / DEFINE THE SERVICE & BASE PRICE

01 Scope of Work Is Written Down

The contract should describe each cleaning task included in the agreed service.

- [ ] List every recurring cleaning task.
- [ ] Specify the expected results for each task.
- [ ] Identify periodic or specialized services separately.

02 Every Major Area Is Identified

The agreement should name all rooms and shared spaces covered by the cleaning service.

- [ ] Include offices, conference rooms, reception areas, and restrooms.
- [ ] Identify kitchens, break rooms, and storage areas.
- [ ] Clarify whether lobbies, elevators, and corridors are included.

03 Cleaning Frequency Is Clear

Each task should have a defined frequency based on occupancy, usage, and cleaning requirements.

- [ ] Specify daily, weekly, or monthly tasks.
- [ ] Identify periodic services and their intervals.
- [ ] Avoid vague terms such as "regularly" or "as needed."
- [ ] Check whether high-traffic areas need more frequent cleaning.

04 Exclusions Are Listed

The contract must identify excluded services and areas to prevent misunderstandings and unexpected fees.

- [ ] List excluded cleaning tasks and spaces.
- [ ] Identify specialized services billed separately.
- [ ] Clarify how excluded work can be requested and priced.

05 Schedule Is Defined

The agreement should specify when cleaning will take place and how the schedule accommodates building operations.

- [ ] State service days and working hours.
- [ ] Clarify access arrangements for after-hours cleaning.
- [ ] Explain how holidays and schedule changes are handled.

06 Base Price Is Clear

The contract should state the agreed service price and explain what the fee covers.

- [ ] Specify the monthly or per-visit rate.
- [ ] Confirm which services are included.
- [ ] Identify the billing cycle and payment deadline.

Commercial Cleaning Contract Review: Essential Details to Verify

Review the pricing structure, operational responsibilities, service quality standards, and legal conditions before finalising your commercial cleaning agreement.

07 Additional Charges Are Explained

Any work outside the regular scope should have a clear pricing and approval process.

- [ ] Identify services that incur extra fees.
- [ ] Explain how additional work is priced.
- [ ] Require approval before out-of-scope work begins.

08 Supplies Are Accounted For

The agreement should clarify who provides cleaning products, equipment, consumables, and replacement supplies.

- [ ] Specify whether the company or client supplies materials.
- [ ] Identify who pays for restroom consumables.
- [ ] Clarify responsibility for equipment maintenance and replacement.

09 Price-Change Terms Are Stated

The contract should explain whether and when the cleaning company can adjust its rates.

- [ ] Identify permitted reasons for price increases.
- [ ] Specify how much advance notice is required.
- [ ] Clarify whether changes require written approval.

10 Insurance Documentation Is Available

Verify that the cleaning company maintains the required insurance coverage and can provide supporting documentation.

- [ ] Request a current certificate of insurance.
- [ ] Check the stated coverage types and limits.
- [ ] Confirm additional insured or endorsement requirements against actual policy documents.

11 Access and Security Responsibilities Are Clear

The agreement should establish how cleaning staff will enter the building and protect the premises.

- [ ] Define key, access card, and alarm responsibilities.
- [ ] Explain visitor sign-in and security procedures.
- [ ] Clarify how lost keys, access cards, or security incidents are reported.

12 Quality Standards Are Explained

The contract should define how cleaning performance will be evaluated.

- [ ] Define the expected cleaning results.
- [ ] Identify inspection methods and frequency.
- [ ] Explain how missed or unsatisfactory work will be corrected.

13 Complaint Procedures Are Defined

A written process helps office managers report service issues and track corrective action.

- [ ] Identify the contact person for complaints.
- [ ] Specify how issues should be reported.
- [ ] Establish response and resolution timeframes.

14 Contract Term Is Clear

The agreement should state when the service relationship begins and how long the initial contract remains in effect.

- [ ] Specify the start and end dates.
- [ ] Identify any minimum service commitment.
- [ ] Clarify whether the agreement is fixed-term or ongoing.

15 Renewal Requirements Are Clear

Review how the contract continues after its initial term.

- [ ] Identify the renewal period.
- [ ] Check the notice deadline for non-renewal.
- [ ] Confirm whether pricing or service terms change at renewal.

16 Termination Requirements Are Clear

The agreement should explain when and how either party can end the service relationship.

- [ ] Identify permitted reasons for termination.
- [ ] Specify the required notice period.
- [ ] Check for early termination fees or outstanding payment obligations.

17 Scope-Change Procedures Are Clear

The contract should explain how changes to cleaning tasks, service areas, or frequency must be requested, approved, and documented.

- [ ] Require written approval for changes.
- [ ] Explain how revised services affect pricing.
- [ ] Specify when approved changes take effect.

Looking for Reliable Commercial Cleaning Services in NYC?

Sterling Cleaning Services provides professional commercial cleaning solutions tailored to your facility's needs. Contact our team to discuss your cleaning requirements and receive a customized cleaning plan.

GET A FREE QUOTE

STERLING CLEANING SERVICES | www.sterlingcleaningnyc.com