

Checklist for choosing a cleaning company

1 Needs and scope

- ☐ Have we defined which areas need to be cleaned?
- ☐ Have we described how often cleaning should be done?
- ☐ Have we clarified whether cleaning should take place during or outside working hours?
- ☐ Have we considered special areas such as kitchen, toilets, meeting rooms, reception and common areas?
- ☐ Have we made a list of tasks to be performed daily, weekly and monthly?

2 Quotes and pricing

- ☐ Have we obtained quotes from at least 2-3 companies?
- ☐ Is it clear what is included in the price?
- ☐ Is the number of hours or staffing specified in the quote?
- ☐ Are there extra fees for setup, transport, materials or special tasks?
- ☐ Is the price fixed, hourly or results-based?
- ☐ Are the terms for price adjustments stated?
- ☐ Does the price seem realistic relative to the scope of work?

3 Cleaning plan and agreement

- ☐ Has the company prepared a specific cleaning plan?
- ☐ Is it clear which tasks are performed and how often?
- ☐ Is it agreed who supplies cleaning products, toilet paper, hand soap, bin bags, etc.?
- ☐ Are there clear terms for changes to the agreement?
- ☐ Is the notice period clearly described?
- ☐ Is there a written contract?
- ☐ Is liability for errors, defects or damages described?

4 Quality and follow-up

- ☐ Do we get a dedicated contact person?
- ☐ Are there dedicated cleaning staff assigned to our location?
- ☐ Does the company have a quality assurance procedure?
- ☐ Are there inspection visits or follow-up meetings?
- ☐ Is there an easy way to report errors or deficiencies?
- ☐ Is the response time for complaints or issues agreed?
- ☐ Can the company document how quality is monitored?

5 Experience and references

- ☐ Does the company have experience with commercial cleaning?
- ☐ Does the company have clients similar to ours in size and needs?
- ☐ Can the company provide relevant references?
- ☐ Have we checked reviews?
- ☐ Does the company appear professional in communication?

6 Insurance and liability

- ☐ Does the company have commercial liability insurance?
- ☐ Does the insurance cover damage to furniture, floors, electronics or premises?
- ☐ Is liability for lost keys or access cards described?
- ☐ Are there clear rules for how damages are reported?
- ☐ Have we received documentation for the insurance?

7 Security and access

- ☐ Is it agreed how the company gains access to the premises?
- ☐ Are there rules for who may enter the premises?
- ☐ Is a confidentiality agreement needed?
- ☐ Have we considered personal data, documents and sensitive information?

8 Cleaning products and environment

- ☐ Does the company offer eco-friendly or eco-labelled products?
- ☐ Are there special considerations for allergies, indoor climate or fragrance-free products?
- ☐ Is proper handling of special waste agreed?

9 Flexibility and operations

- ☐ Can the company handle changes in our needs?
- ☐ Can extra cleaning be ordered for events, illness or busy periods?
- ☐ Does the company have a plan for holidays, illness or staff absence?
- ☐ Do the company's working hours fit our operations?

Extra notes

Company 1:

Price:

Pros:

Cons:

Rating:

Company 2:

Price:

Pros:

Cons:

Rating: