



Restoring confidence and stability for a Texas Class A office building



When a Class A office building in Houston changed ownership after decades of continuity, there was more at stake than just cleaning. The property leaders needed a partner to rebuild tenant trust and ensure a stable transition. ABM delivered a high-touch, transparent service rollout, leading to smooth operations, marked communication improvements, and renewed confidence from both management and tenants.

CHALLENGE

The building had been owned and managed by the same organization for decades, with the incumbent janitorial vendor in place for 28 years. When new leadership decided to reset several vendor relationships in October 2024, the transition created both operational and perception challenges.

Replacing such a long-standing provider meant rebuilding tenant trust while ensuring continuity of service. At the same time, day staff turnover during onboarding created additional pressure to quickly stabilize operations. Building management needed a partner who could deliver transparent communication, professional staffing, and reliable service while navigating such a complex transition.

The core challenge was clear: stabilize service rapidly while maintaining transparency around staffing, costs, and operational changes—without disrupting tenants or building operations.



SOLUTION

ABM implemented a **high-touch onboarding and communication strategy** designed to provide clarity and confidence from the earliest stages of the transition. The team prioritized proactive communication at the start of the bidding process and continued through startup, ensuring building ownership, management, and tenants understood the transition plan and service expectations.

Several operational improvements were introduced to streamline coordination and improve efficiency:

- **Dedicated site cell phone** to centralize communication between day and night teams, improving response times and eliminating the need to track individual staff numbers.
- **Transparent cost discussions and staffing plans** to align expectations and minimize disruption during onboarding.
- **Right-sized garage maintenance support**, with portering scheduled twice monthly to supplement day porter capacity without adding unnecessary cost.
- **Supply vendor account setup** to provide consistent consumables while capturing cost efficiencies.
- **Structured account management cadence**, including planned quarterly on-site quality assurance visits and reporting to maintain long-term service standards.

Strong on-site ABM leadership—particularly from the night supervisor—ensured that issues were addressed promptly and that the entire team maintained a professional presence aligned with management expectations.

“Our night supervisor is a true problem-solver. Between him and Patty, nothing goes unaddressed.”

Communication is the biggest differentiator—ABM’s constant presence and professional staff set them apart.”

— **Property Manager (Mattie)**

RESULTS

The building quickly stabilized following the vendor transition, with improved communication, consistent service quality, and a stronger operational rhythm.

Key outcomes included:

- **Faster service stabilization** with fewer operational gaps during the vendor transition
- **Streamlined communication** through a single site phone line supporting both day and night operations
- **Cost-conscious service delivery**, including targeted garage support and supply account savings
- **Improved tenant experience**, supported by a visible, professional cleaning team and responsive account management
- **Strong oversight and responsiveness** from the ABM account team and night supervisor

Today, the property operates smoothly with reliable service quality and clear communication channels. Tenants recognize a professional and attentive team on-site, while building management benefits from consistent oversight, responsive leadership, and quick issue resolution.

Ongoing impact

Quarterly quality assurance walkthroughs are now scheduled to formalize continuous improvement and ensure the building continues to maintain its high standards. These reviews provide a structured opportunity to assess performance, address evolving needs, and identify efficiencies that support both tenant satisfaction and long-term operational stability.

With clear accountability and open communication, the partnership continues to strengthen—ensuring the building delivers the professional environment ownership and tenants expect.



ABM helped this property achieve new standards of professionalism, efficiency, and occupant satisfaction. Find out how we can make it possible for you by calling **866.624.1520** or visiting **ABM.com/texas**.