The Specialist Standard™

What Best-in-Class Pet Waste Management Actually Looks Like

This guide defines what excellence in multifamily pet waste management looks like, across five dimensions: Consistency, Accountability, Communication, Expertise, and Commitment.

Each dimension includes a short definition and observable markers you can check on your own property. Use it as a benchmark when evaluating any provider, including us.

THE PRINCIPLE

"A specialist doesn't just show up. A specialist shows up with a system — and holds the line on it, every single visit."

01 Consistency

The same quality on every station, every visit, every season. Service follows a defined schedule set for the property, not for the provider's route.

SPECIALIST

- Every station serviced on every visit.
- Frequency set station by station, with a documented reason.
- Quality holds year-round.

DABBLER

- The same station missed on consecutive visits.
- Frequency increases recommended, but stations stay dirty.
- Service rises and falls with the season.

02 Accountability

Proof of work at the station level. A specialist can show you what was done, where, and when, without being asked.

SPECIALIST

- Timestamped, photo-verified proof of service after each visit.
- Each station inspected and restocked, not overfilled.
- Operates by a written service protocol.

DABBLER

- An invoice after each visit, but no proof of service.
- Dispensers packed full so they go weeks untouched.
- No written process for what happens at a station.

03 Communication

The manager hears about problems from the provider first, not from residents.

SPECIALIST

- Flags damaged stations and problem areas proactively.
- Explains every recommendation in writing.

DABBLER

- Responds only when the manager calls.
- Upsells frequency without explaining why.

04 Expertise

Pet waste management is the core business, not a side service. Technicians are trained for multifamily environments, not just trained to pick up waste.

SPECIALIST

- A dedicated commercial service team.
- Technicians trained to documented SOPs for every step.
- Understands board members, managers, and resident expectations.

DABBLER

- Crews shared with residential routes or other trades.
- Technicians learn on the job.
- Brings a residential mindset to a commercial contract.

05 Commitment

A standard the provider holds itself to in writing, for the life of the contract.

SPECIALIST

- Technicians sign a written performance commitment before their first visit.
- Shares its service protocol with clients before day one.

DABBLER

- Pet waste is one line in a broader contract.
- No written standard to hold the provider to.

FROM THE GOLD STAR TECHNICIAN TRAINING MANUAL

“Good enough is not the standard. Consistent excellence is.”

Using this benchmark

On your next service walk, take each dimension in turn and ask your provider to show you the marker, not describe it. Where the answer is a document, a timestamp, or a photo, the standard is being met. Where it’s a verbal reassurance, ask for it in writing.

These dimensions mirror how CoPS on Doody® evaluates its own Gold Star Technicians: reliability, quality of work, attention to detail, professionalism, and communication. We share the standard so every community manager can hold any provider to it, including us.

Companion resource: The Dabbler Checklist™
10 observable questions for your next service walk · foresightusa.com