

# PLANNED COMPANIES

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## 12 Factors To Consider When Choosing A Janitorial Services Company

### 2024 Janitorial Services Buyer's Guide



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# About Planned Companies

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Founded in 1898, managed by the 4th generation of the Francis family, Planned offers janitorial, security guards, concierge and building maintenance services in 11 states.



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# Introduction

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Keeping a property clean and well-maintained is essential to ensure that it is a safe and healthy place for people to live and work.

For property managers of commercial & multi-family buildings, maintaining a high level of cleanliness is vital to attract and retain tenants, while maintaining property value.

As such, selecting the right janitorial services vendor is a critical decision that requires careful consideration.

This buyer's guide is designed to provide property management professionals key factors to consider and questions to ask during your janitorial services vendor selection.

# Service Area

## **GEOGRAPHY - Can the vendor service the current (and future) geographic area of my portfolio?**

- It is important to consider the janitorial services vendor's geographical coverage when evaluating which vendor to use.
- Property managers who oversee multiple properties should look for a vendor that can provide services across all their locations for consistency and cost savings.
- Consider a vendor's capacity to mobilize their resources quickly to cover additional locations or requests for additional services.
- Assess a vendor's ability to expand their coverage and grow with the property manager's business over time.



### **Things to consider**

- Does this vendor offer all services in every location that you require?
- Can this vendor quickly mobilize to cover additional locations?

# Cleaning Frequency

**FREQUENCY: Does the vendor offer multiple frequency options. Can you clean my building based on MY schedule?**

- The Janitorial vendor you select should offer flexibility in cleaning frequency to accommodate property-specific needs, such as daily, weekly, or monthly services.
- The "right vendor" should have the capability to handle multiple frequency options and provide
- Experienced vendors should possess the resources and staff necessary to service properties of different sizes and types.
- Having multiple cleaning frequency options allows for a consistently clean environment while allowing for adjustments to meet changing demands.



## Things to consider

- Can this vendor tailor their cleaning schedule to meet the requirements of my tenants or residents?

# Experience with Comparable Properties

**EXPERIENCE: Different types of properties have different scopes, requirements & cleaning frequencies**

- Evaluate a vendor's experience with comparable properties such as multi-family, commercial, schools to ensure they have the expertise and resources to meet the specific cleaning needs of your property.
- Look for a vendor that has experience working with properties of similar size and complexity.
- Understanding a vendor's experience with comparable properties can give you a good indication of their ability to meet the specific cleaning needs of your property.



## Things to consider

- Does this vendor have experience with properties of the same type, size and complexity as yours?

# Company History

**COMPANY: Understanding the company's history, longevity and resilience is key in selecting a vendor.**

- Property managers should look for janitorial services vendors with proven track records of success and stability.
- Ask about the vendor's experience in the industry – look for references, customer feedback, awards or certifications.
- Choosing a vendor with a long history of successful operations and strong reputation can provide property managers with the confidence they need to make informed decisions.



## Things to consider

- Will this potential partner have the ability to withstand difficult economic times, labor shortages and have the business elasticity to keep up with your changing requirements?



# Company Reputation

## REPUTATION: What are their clients saying?

- Reputation of a janitorial services vendor is critical when selecting a partner to service your property.
- If you can set up a reference call with an existing customer, ask about the vendor's reliability with their commitments, responding to issues, consistency in cleaning services, communication with customers, and level of personalization they offer.
- Aside from online reviews, metrics such as Net Promoter Score (NPS) ratings can be valuable in understanding a potential vendor's level of customer satisfaction.



### Things to consider

- Check customer satisfaction metrics such as NPS, and if possible, arrange a reference call with an existing client to understand the vendor's ability to keep their commitments.

# Company Culture

**CULTURE: The vendor's employees will be part of your team when they come aboard, how are they treated by their company?**

- Your potential janitorial services vendor's company culture is important because it can impact employee satisfaction and quality of their work.
- A positive culture can lead to better outcomes for clients with higher employee retention rates, job satisfaction, and productivity.
- By fostering an inclusive and engaging atmosphere, employees will take pride in their work and deliver high-quality services.
- Ask your potential vendor to provide an overview of their company culture including communication with managers, opportunities for advancement, etc.



## Things to consider

- Ask for an overview of the vendor's company culture.
- Do they offer advancement opportunities or recognition programs for their employees?

# Services Offered

**SERVICES: Aside from the standard services offered, what custom services are offered that you may need for your unique requirements?**

- It is important to evaluate a janitorial services vendor's standard services and their ability to create a custom cleaning plan tailored to a property's unique needs.
- Can a vendor customize cleaning plans for specific amenity spaces? Are they able to deliver a a more effective and efficient approach to cleaning?
- Be sure to clearly articulate any unique requirements you may have and confirm that the vendor will share a detailed plan to service those specific areas.



## Things to consider

- If you have unique requirements for your property be sure your potential vendor understands them and delivers a clear plan to service those areas.

# Specialty Services

**SPECIALTY SERVICES: Are services such as floor care, emergency clean-up and polishing available?**

- A potential vendor should have an adequate lineup of specialty services, such as carpet cleaning, interior window washing, and emergency cleaning services.
- The vendor should clearly define the specialty services they offer and describe how they charge for these services.
- Have the vendor describe response times and resources to address emergencies.
- Look for a preventative maintenance plan that includes regular floor care, carpet shampooing, interior window cleaning, etc.



## Things to consider

- Understand the vendor's list of: 1) Specialty services, 2) Their expected response times to emergency requests, 3) Require a clear picture of how they charge for these services.

# Financial Considerations & Insurance

## Financial Considerations

- Billing options outlined: per visit, per scope of contract.
- What discounts and bundled services are available?
- Describe the problem resolution process for disputes.
- Are specialty services delineated with pricing in agreement.

## Insurance Coverage and Liability

- Confirm that the vendor carries multiple types of insurance including workman's comp, vehicle, general liability, personal injury and property damage.
- Does the vendor have a liability policy that covers all items required by your property?
- Make sure to check if the insurance policy limit meets your minimum requirement.



### Things to consider

- Have the vendor describe billing options, discounts, problem resolution clearly.
- Confirm that the vendor has all the types of insurance required with a liability policy that will cover your property.

# Accountability: Management & Coverage

**MANAGEMENT: Multi level oversight with a local presence should be offered to ensure smooth and professional service**

- Management structure should feature multi-layer oversight.
- They should provide team members who possess real-world experience.
- Local presence and attention to staff and property must be ensured.
- Backup coverage provided through healthy associate numbers to maintain a “bench”.
- Specialty cleanings and new property onboarding to be supplemented by “floater teams”.
- Personnel issues managed by closely- working HR and Operations teams, who handle hiring, firing, and training.
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## Things to consider

- What is the potential vendor's management structure? 1) Local presence, 2) Multiple layers of management. 3) Backup coverage available, 4) Resolution of personnel issues

# Technology

**TECHNOLOGY: Does the vendor provide advanced technology to enhance the efficiency of your building?**

- Does the vendor offer technology that holds associates accountable by tracking inspections, frequency, communication, incidents and more?
- Does the technology offered integrate with property management software?
- Is time & attendance software available which keeps track of associate's hours, clock-in/clock-out times and shifts?



## Things to consider

- What technology offerings does the prospective vendor offer?
- Will these solutions clearly enhance efficiency and integrate with your existing property management platform?

# Questions to Ask Prospective Vendors

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Below are some insightful questions you may consider asking when interviewing potential vendors. These questions will help you get a better idea of what each vendor has to offer and whether or not they'll be a good fit for your property.

## Use the checklist below to track the vendor's capabilities

1	How long has your company been in business?	<input type="radio"/>
2	Share a brief history of your company, tell me about the founder, the company values, etc.	<input type="radio"/>
3	Is culture important to your company and its leadership? If so, what does company culture mean to your associates?	<input type="radio"/>



## Questions to Ask Prospective Vendors

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4	What type of cleaning services do you provide for this type of engagement?	<input type="radio"/>
5	What is your largest service type category? (window washing, common area cleaning, restoration/emergency response, etc.)	<input type="radio"/>
6	Describe your recruiting and onboarding process	<input type="radio"/>
7	What protocols are in place to ensure the safety of tenants/residents and cleaning personnel?	<input type="radio"/>
8	Describe your operational infrastructure (oversight, management org chart)	<input type="radio"/>
9	How are customer complaints handled, what is the response time when a complaint or issue is submitted?	<input type="radio"/>
10	Describe your associate's training programs.	<input type="radio"/>
11	What are your recommendations on wages for these positions? Do you see a correlation between wage and retention?	<input type="radio"/>

## Questions to Ask Prospective Vendors

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Will you arrange for me to speak with a customer from a comparable property about your services?



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Can you provide Customer satisfaction survey results (NPS)







# Planned Companies

**Janitorial • Security • Concierge • Maintenance**

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