

Your Office Cleaning Contract Checklist

Use this checklist when reviewing a contract or comparing cleaning proposals. If several of these points are missing, ask for clarification before signing.



Cleaning Specification



Every area, task, expected standard and exclusion is clearly documented.



Cleaning Frequencies



Daily, weekly, monthly, quarterly and annual tasks are separated clearly.



Staffing & Cover



Labour hours, shift times, sickness cover and holiday arrangements are included.



Management & Supervision



You have a named supervisor or contract manager with clear responsibilities.



Health & Safety



Training, insurance, accident reporting and site safety arrangements are covered.



COSHH Information



The contract explains how cleaning chemicals are assessed, stored and used safely.



RAMS



Relevant risk assessments and method statements are available for the work being completed.



Consumables & Stock



Responsibility for ordering, supplying and monitoring stock is clearly allocated.



Quality KPIs



Inspection scores, attendance, response times and other useful measures are agreed.



Review Meetings



The frequency and purpose of formal service reviews are written into the agreement.



Periodic Cleaning



Carpets, floors, high-level areas, windows and deep cleans have a planned schedule.



Communication & Escalation



Reporting routes, response times and the complaints process are easy to understand.



A SIMPLE RULE

The more detail agreed before the contract begins, the fewer misunderstandings you're likely to face later.