**checklist for commercial property managers**

### overview

As Property Managers/Building Engineers/Owners, you have so many details to oversee, we thought we’d put together a list of common items to consider before a window cleaning. Not all these items will apply to each property and there may be other considerations and/or challenges unique to your building(s). Please contact us directly with any questions you may have. Thank you for the opportunity to be of service. We look forward to working with you at your property!

* + Do you need a work order/PO for your property? If so, please fax/email us a copy if we need to provide security/engineers with the form to verify permission to access.
	+ Does your building require a security passdown, badges, security escorts, etc.? If so, have all appropriate parties been notified, and do they understand that we’ll need access through the building several times (8-50) each day when cleaning the exteriors?
	+ Are there any conflicting maintenance services or scheduled events (i.e. painting, elevator repair, water shut-off, an event planned on a balcony, etc.)?
	+ Have all tenants been notified of the service?
	+ Has access been arranged for both the building and the roof? If someone will be meeting us onsite, do they know to meet us onsite at 7:30 a.m. (sometimes we prefer earlier, especially during the summer months)?
	+ Have the keys/cards/fobs been checked to make sure they still work? Two or more sets are ideal, as our crew members will need roof access at different times.
	+ If there is a separate fob for the elevator, do we have fobs for that as well?
	+ Do we have the most current access codes?
	+ Is access provided through a particular tenant’s space? If so, has access been arranged with the tenant(s)? Do they know we will be coming through their space several times each day?
	+ Will any adjacent properties be impacted by the service? Do they need to be notified?
	+ Do tenants need to prepare for our arrival (i.e. move vehicles, remove plants from balcony railings, etc.)? If so, have they been advised to do so?
	+ Have tenants been advised to close their blinds if privacy is desired (i.e. medical offices, restrooms with windows, dressing rooms, etc.)?
	+ If we will be cleaning interior windows:
		- * Do we have a list of alarmed suites and the temporary alarm code for each?
			* Are there any tenants or specific suites that do not want their windows cleaned (i.e. secure areas, clean rooms in medical spaces, etc.)?
			* Does security know that we need access to all suites, and do we have all necessary access?
			* Have tenants been notified to remove items from their sills, glass, etc.? If not, here is some sample wording for you to use:

*In preparation for your window cleaning scheduled for \_\_\_\_\_\_\_\_\_\_\_\_\_ and for the safety of your office, belongings, and our crew, please remove all items from your window sills and any item taped to your windows. If there is writing on your window we will not clean your window to protect your intellectual property. However, if you want the window(s) in question cleaned, simply attach a paper note to stating “OK to clean” onto the glass. We’ll be happy to oblige.*