



Setting Your Budget for Professional Commercial Cleaning Services

We sent surveys to our current clients and suppliers / colleagues that have professional office space in the following fields:

- Marketing offices
- Digital advertising
- Information technology
- Law and CPA offices
- Property Management / Real Estate

And this eguide provides some insights as well as to how much these professionals are investing in cleaning service per year...And what they look for in a cleaning service provider.

■ SETTING A BUDGET IS KEY...

Setting your budget for commercial cleaning can be a challenge – especially if this is a service that your property manager and building owner does not provide. You will have to source prospective service providers, develop an RFP, and contract services independently. While that seems like a huge task – there is value that can have a positive impact on your bottom line and profits. If this describes your situation, this eGuide offers tips and strategies to help with the process.

TIP: Learn how to put together an RFP for a cleaning company? [See our eguide on to develop an RFP here.](#)

■ HIRING & CONTRACTING SERVICES Independently. ■ WHAT YOU CAN EXPECT...

- ❖ If you are in a “stand-alone” building or own your own office space and facilities, setting a budget is extremely important. Because unlike tenants where commercial cleaning is inclusive of their monthly lease – you pay the bill, out of your company budget.
- ❖ As rule, market rates typically range on a hourly rate per cleaner or square-footage basis or on a “menu” basis with a fixed monthly cost charged by your commercial cleaning services provider. And the larger the office or facility space – the lower the price. Nationally, rates can range anywhere from 5 cents per square foot on the low end, to 50 cents per square foot on the high end for smaller offices. For example, a 20,000 square foot space in a major urban market such as Boston might range from \$2,000 – 4,000 per month. While services for a small office with under five employees might only run \$200-300 per month.

HIRING & CONTRACTING SERVICES INDEPENDENTLY. WHAT YOU CAN EXPECT CONTINUED...

FEES PER SERVICE (Based on costs city wide based on our research from 2014 to 2015)

AVERAGE RANGE PER SQUARE FOOT	5-50 cents per square foot
AVERAGE HOURLY RATE PER CLEANER	\$25-\$45
CARPET CLEANING	25 -50 cents per square foot*
STRIP & WAX FLOORS	25 cents - \$1.75 per square foot
APPLIANCE CLEANING (MICROWAVE, REFRIGERATOR)	\$25-50 per appliance

*extra fees apply for additional services such as 'carpet stain protection', sheet protection after carpet service, etc.

BEST PRACTICE TIPS FROM BBCC...

Pay attention to your lease terms. Ask for a line-item disclosure of how much you are being charged per month for commercial cleaning and maintenance. While not all managers will do it --- inquire about contracting your own services to lower your lease rate – and make sure services are delivered to your own, custom specifications.

■ A PERCENTAGE OF YOUR MONTHLY LEASE ■ AS A GUIDE...

If you lease your space, and the property owner provides commercial cleaning, the cost is often “hidden” to you. And in many situations, it is promoted as a “perk.”

BEST PRACTICE TIPS FROM BBCC...

Know that you can always use this to leverage your lease terms. For example, you might “opt out” to subcontract your own interior commercial cleaning. However, there may be “mandatories” that the building owner will still require, such as costs for trash removal and shared/interior areas.

TIP: Many of our one time clients and some regular clients are in buildings where the lease includes the janitorial services. However, they seek our assistance because what's included is mostly trash removal –and very limited bathroom service. BBCC has clean some offices where its clear that although the service is supposedly included –nothing is being done. If you are in this situation, the first thing to do is to speak with your landlord....your landlord is paying for the service and you should communicate your concerns. If there is no improvement, then request a lower rate / negotiate a deal so you can hire your own cleaning company.

Here is a blog on [one time cleaning](#) for your office that may be useful to you.

■ ADDITIONAL & SUPPLEMENTARY SERVICES – BEYOND WHAT'S PROVIDED WITH YOUR LEASE

In some cases, the property owner includes general commercial cleaning in the monthly lease amount. However, many businesses opt to contract their own services, or add additional services to insure that the cleanliness and “public face” appearances of their offices are always at their best. These businesses understand the overall value that commercial cleaning services contribute to the health, productivity and overall wellbeing of their staff members. They also understand the importance of how well maintained their office spaces are to the clients and customers they serve. As a result, they factor-in a monthly and annual budget for additional services, beyond the basics that their lease provides.

BEST PRACTICE TIPS FROM BBCC...

If you have expensive office furnishings and artwork that require a higher level of expert care – the cleaning provider can develop a proposal for monthly services, or even quarterly to address the type of surfaces you have in your facility. Or, perhaps you prefer to use special products that are green, or specific brands – no problem, most cleaning providers are able and willing to accommodate and develop a customized cleaning care program. As well, we can perform special services such as floor strip and wax and carpet cleaning – beyond what your lease provides.

KEY SURVEY RESPONSES...

Sample Titles of Professionals Who Responded:

- Operations Manager
- Administrative Manager
- General Manager
- Director of Residences
- Director of Operations
- Chief Executive Officer
- Director of Administration
- Office Manager
- President
- Housing Director

KEY SURVEY RESPONSES...

Type of Businesses:

- High-end Residential Real Estate (Condominium)
- Real Estate & Property Management
- Creative Entertainment
- Consulting Firm
- Non-Profit Org
- Marketing Business
- Law Offices
- Digital Marketing and IT Companies
- Home Technology Sales, Service & Support
- Manufacturing

KEY SURVEY RESPONSES...

Janitorial Costs as a Percentage of Gross Revenues...

- This is an interesting –the majority of businesses that spend 1% of total revenues ---have a few things in common:
 - More than 10 employees in the facility and good amount of ‘customers’ visiting the facility on a daily or weekly basis.
 - Companies that indicated on average spend 2% of total revenues have more than 25 employees in the facility and higher customer traffic on a daily basis.
- There are some companies spending less than 1% ---the main difference we noticed is that those companies have less than 7 employees working from their facilities. And we assume that they also have no customers visiting their facilities.

KEY SURVEY RESPONSES...

Word Cloud on what these professionals said is most important to them from a Cleaning Service Provider:

Cleaned Floors
Consistency of Cleaning
Deliver on promise
Reputation
Quality
Efficiency
Results
Honest
Reliable
Experience
Cost / Price
Ability to get job done
High traffic areas cleaned always!
Thoroughness
Availability
Consistency of Schedule
Trustworthy
Loyalty to my company



DID YOU KNOW THAT?

CLEAN FACILITIES ARE NOT JUST A COST.
THEY GENERATE REVENUE. Visit our [Resources page](#)
here to read the eguide with tons of valuable info based on
research completed by ISSA & BSCAI.

CONTACT US



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