

The 6-Point Vendor Check

What Broward office and property managers should ask their cleaning company — before the next invoice, not after the next incident.

USE THIS ON YOUR CURRENT VENDOR — AND ON US

Most cleaning contracts get compared on one number. These six questions are where the difference between two quotes actually lives. None of them are about how well someone mops.

1 Is my building named as additional insured on your policy?

Good answer: a current certificate of insurance, issued to your building's legal entity, with your property listed as additional insured — sent the same day you ask.

Red flag: "we're fully insured" with no document, or a certificate more than 12 months old. Most Broward commercial leases require this, and the gap only surfaces during a claim.

2 Are the people in my building your employees, or agency labor?

Good answer: W-2 employees, with workers' compensation carried by the cleaning company on each of them.

Red flag: 1099 contractors, staffing agencies, or a vague "our team." If they aren't employees, an injury claim can find its way back to the building owner. This is the most expensive question on the list.

3 Who is the supervisor, and when did they last walk my site?

Good answer: a name, a phone number, and a stated frequency of on-site inspection.

Red flag: no named supervisor. Service quality in this industry doesn't fail suddenly — it drifts quietly, and only someone walking the site catches it before you do.

4 Is it the same crew every visit, or a rotating pool?

Good answer: the same assigned crew, with a named backup for absences.

Red flag: a rotating pool. Every new person is a new set of keys, a new badge, and a fresh chance that your alarm code ends up somewhere it shouldn't.

5 Are supplies included, or billed separately?

Good answer: stated in writing, either way — a flat rate that includes consumables, or a clearly separated line you approve in advance.

Red flag: "we'll invoice for supplies as needed." This is where a cheap quote becomes an expensive contract, usually in month two.

6 What is your response time on an unscheduled call?

Good answer: a number of hours, in writing, with a phone number a person answers.

Red flag: "next business day," or a dispatch queue. A lobby spill at 2pm on a Friday is not a next-business-day problem.

We've been answering these six questions in Broward County for 13 years.

Celebrity Janitorial and Cleaning holds the janitorial contracts for Broward County public facilities — courthouse, library, detention and government center properties. Every crew member is a W-2 employee, never agency labor. \$2M/\$5M general liability with workers' compensation on each person, OSHA certified, and a 3-hour response on unscheduled calls.

Want us to run this check on your current setup?

15 minutes on site, written findings and a flat-rate quote the same day. 954-655-1373 • Support@celebrityjanitorial.com • CelebrityJanitorial.com