



**PM CLEANING**

Professional B2B cleaning

# Changing your cleaning provider without interruption

The PM Cleaning method to switch your sites smoothly.

**1 to 3**

**months notice**

the reality of contracts

**1**

**contact person**

single throughout the transition

**0**

**interruption**

continuity guaranteed on site

**Downloadable document - [pmcleaning.be](https://pmcleaning.be)**

Version 1.0 - April 2026 - ISSA EMEA member

# Why a transition goes wrong

---

Many companies hesitate to change cleaning provider - even when the service is unsatisfactory. The reason is not loyalty: it is fear of chaos. In most cases, this fear is justified - because the transition is handled as a simple replacement, not as a project.

## Three causes of failure

- **No preliminary site survey**

The new provider starts without a real mapping of the site. They discover zones day by day. Result: forgotten zones, improvised protocols.

- **Team not briefed**

The field team arrives without written instructions. Every pass is an improvisation. The client reports the same issues week after week.

- **No quality loop**

Nobody checks compliance in the first weeks. Deviations take hold. By the end of the first month, it is too late to correct cleanly.

## THE PM CLEANING RESPONSE

We treat the transition as a project. Survey first, briefing next, start after preparation. A single point of contact supports you from the technical visit to the first-month review. You never discover a problem after the fact: we identify it before it happens.

# The 5 phases of a successful transition

A cleaning provider transition typically spans 1 to 3 months - the actual duration depends on the contractual notice period of your current provider. Here are the phases to run, in order.

1

## PHASE 1 **Formalize the departure officially**

Send the notice letter to your current provider in line with your contract, immediately. The notice period only starts when the formal notification is received. Do not wait to be 'fully ready' - formalizing the exit is the step that triggers everything else.

2

## PHASE 2 **PM technical visit + offer**

Full on-site survey: zones, surfaces, access constraints, surface types, desired frequencies. 45 to 60 minutes. We deliver the flat fee and the personalized checklist framework. No commitment.

3

## PHASE 3 **Strategic choice for the switchover**

Two options depending on your situation (detailed on the next page): short overlap with the current provider, or early exit negotiated amicably. The choice depends on the reliability level of the current provider.

4

## PHASE 4 **PM team briefing + start**

Training of the field team on your specific site: priority zones, protocols, instructions. First pass with the operations manager present. Live adjustments if needed.

5

## PHASE 5 **Quality review after 1 month**

Full review with you at the end of the first month of service. Adjustments on zones, frequencies, protocols if needed. The checklist switches to routine mode.

# Two strategies to secure the switchover

The goal is simple: no service interruption, no forgotten zone during the switch. Depending on the reliability level of your current provider, one strategy is safer than the other.

## Option A - Overlap

PM starts before the current provider ends

### WHEN:

Current provider reliable, critical site, zero tolerance for a forgotten zone during the switch.

### HOW:

PM starts 1 to 2 weeks before the end of the ongoing notice period. The two teams cross over briefly. Cost: slightly higher during the overlap period. Benefit: zero risk.

## Option B - Early exit

Current provider released earlier amicably

### WHEN:

Current provider already disengaged, quality degraded during the notice period, risk that the work is no longer done properly until the end.

### HOW:

Negotiate an early end amicably, at no cost. PM takes over immediately. An early departure cleanly managed is better than a notice period finished in degraded quality.

## NEGOTIATE AN EARLY EXIT AMICABLY

Call your current provider in a spirit of good faith. State that you have made a choice and that you want the end of the contract to go cleanly - for both parties. Most providers accept an early exit at no cost when the relationship is already degraded: they avoid the cost of keeping a team on a lost site, you avoid 1 to 2 extra months of degraded quality. Get the agreement formalized by email with the effective end date.

# What protects you

Beyond the method, guarantees frame the relationship. They are contractual, not verbal.

## 48h complaint window

Any issue raised on a service is handled within 48h. Framework set out in our T&Cs; (contractual complaint window).

## Single point of contact

One single contact on the PM Cleaning side for the whole transition and the life of the contract. No call transfer, no intermediary.

## No-surprise flat fee

The price is fixed monthly. One-off interventions (solar panels, facade glazing, post-construction) are billed separately on a quote approved before execution.

## Stable team

We limit rotation on your site. In case of a change, the new team member is briefed on your checklist before their first intervention.

## Reversibility

If you decide to leave, we return access, documents and checklist without friction. No hidden retention clause.



### PM CLEANING - ISSA EMEA MEMBER

PM Cleaning is a member of ISSA EMEA, the European federation of the cleaning industry. This affiliation gives access to the CIMS framework (Cleaning Industry Management Standard) that structures our transition method.

## Schedule a technical visit

45 to 60 minutes on site. Full survey, quoted flat fee, personalized checklist framework. No commitment.

[pmcleaning.be/estimation/](https://pmcleaning.be/estimation/)

WhatsApp: +32 493 63 61 53