

Cleaning Company Switching Checklist

Change cleaning provider without a gap in service, using this step-by-step checklist.

Switching cleaning provider goes wrong when notice, staff transfer and mobilisation are not sequenced properly — leading to a service gap, an unhappy incumbent workforce, or a new contractor arriving without a proper specification. This checklist sequences the process so nothing is missed.

Download the checklist

A step-by-step, dated checklist covering notice, procurement, TUPE and mobilisation.

Step 1 — Review the current contract

- Check the notice period required to end the current contract
- Confirm the notice deadline in writing, in good time
- Identify whether the current staff are dedicated to your site (relevant to TUPE — see our TUPE explained guide)

Step 2 — Define what you actually need

- Write or update the cleaning specification (see our specification template) so new bidders quote against the same standard, not guesswork
- Decide the SLA and reporting you expect (see our SLA template)

Step 3 — Run the procurement

- Request quotes against the written specification, not a vague brief
- Check insurance (Employers' Liability, Public Liability), vetting (DBS/PVG/AccessNI) and any required accreditations
- Use our proposal comparison template to compare bids fairly

Step 4 — Handle TUPE

- Confirm with the incoming contractor whether TUPE applies to the incumbent staff
- Ensure employee liability information is requested from the outgoing contractor in good time
- Follow our TUPE transfer checklist for the consultation and handover steps

Step 5 — Mobilise

- Agree a mobilisation timeline with the new contractor (survey, staff induction/transfer, go-live date)
- Arrange access, keys and site inductions for the new team ahead of go-live
- Set a joint walk-round with the outgoing contractor before their last day, if practical
- Confirm the exact go-live date with both outgoing and incoming providers to avoid any gap

Step 6 — Bed in and review

- Run a more frequent audit schedule for the first 6-8 weeks (see our audit scorecard)

- Hold an early review meeting to fix any teething issues before they become entrenched

Prepared by Optus Glean UK — nationwide commercial cleaning. For a free site survey and a fixed monthly quote, visit optusglean.co.uk/quote or call 0330 027 2159. This template is provided as a practical starting point and is not legal advice.