

Property Manager Cleaning Vendor Scorecard

Use this scorecard for monthly or quarterly reviews of recurring cleaning and janitorial vendors. Score against the written scope and document evidence, not assumptions. This is practical property-management guidance, not legal or HR advice.

Review details

Property / Building	
Cleaning Vendor	
Reviewer	
Review Date	
Review Period	
Overall Score	

Scoring guide

Score	Scope-based meaning
1 - Poor	Consistently fails agreed expectations.
2 - Below Expectations	Repeated deficiencies require correction.
3 - Meets Expectations	Generally meets the agreed cleaning scope.
4 - Strong	Consistently performs above basic expectations.
5 - Excellent	Exceptional, consistent performance and communication.

Vendor evaluation

Category	1-5	Notes / evidence
Reliability		
Cleaning quality		
Communication		
Issue resolution		
Access compliance		
Inspection results		
Resident complaints		
Scheduling		
Turnover performance		
Invoice accuracy		
Documentation		
Responsiveness		

Problems, action, and next review

Key Problems / Notes	
Corrective Action / Next Steps	
Next Review Date	

Review guidance

- Use monthly reviews during complaints, vendor transitions, winter pressure, or frequent apartment turns.
- Use quarterly reviews when service is stable but ownership needs documented accountability.
- Consider corrective action when the same category scores poorly more than once.
- Compare vendors against the written scope, access rules, invoices, communication, and issue follow-up.