



**Interior
Maintenance
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How to Prevent Dirt from Entering Your Building?

Read details inside!

A Message from Matt Mongiello, Vice President

Our customers know us for many of our services, but I'm willing to bet they don't know we started out as a small janitorial maintenance company over 33 years ago. While our company has changed drastically over the years—in size and service offerings—we still provide daily janitorial and building maintenance services, including floor and carpet care, to clients throughout the Philadelphia metropolitan area. Despite the janitorial industry's challenges over the years, it's this division that helped initiate our exploration and growth into other fields. In fact, we simply couldn't have started our HVAC Cleaning Division in 1991 without the financial consistency and personnel support of our Janitorial Division.

I grew up learning the business from my father and brother by working long hours in the summer stripping and waxing floors, and late nights during the school year helping to empty trash cans and clean bathrooms in large office complexes. While those years were challenging for our family and our business, the long-term customer relationships helped cement the long-term growth of our company.

We continue to maintain a sizable client list of facilities ranging from schools and office buildings to retail stores that rely on us for their daily cleaning requirements. While this issue's main article is designed to help you find the best janitorial company for your facility, I invite you to research our capabilities, experience and references.



P. S. Feel free to contact me with your questions and/or comments at matt@imc.cc!

the **MAINTENANCE** *monitor*

A Quarterly Publication to Assist You in Maintaining Your Building Environment • Vol. 4 • Spring 2007

If you're like most business managers or building owners, you may struggle with finding the right building maintenance provider for your specific needs.

With research and an investment of time and resources, you CAN find the right building maintenance contractor to keep your facility in tip top shape!

There are many different service providers, but not all of them will meet your criteria. Follow the advice here and you'll be in the "clear."

Avoid Hassles & Stress

Unfortunately, many building managers and owners assume having some sort of service—even if it is mediocre—is better than having no service. But they quickly discover this is not true!

If you hire an inexperienced office cleaning service, you will probably find the resulting hassles and stress are worse than having a less than tidy building.

The solution? Simply take your time, do some research, and be sure the building maintenance provider you choose has what it really takes—the reputation, the references, and the credentials. After all, they need to provide you with the services you need, AND you're paying them.

For over thirty years, we have provided janitorial maintenance services for small to large companies. Granted, we are not the right company for every facility, but we know it's important for our customers to:

- 1.** Have the right information
- 2.** Ask the right questions
- 3.** Receive the best solutions for their situation.

Determine What You Need

Think about what you *really* want and need. Make two lists: one of all the services you will *absolutely* need, and another of the not-quite-as necessary services that would just make your life easier.

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FINDING THE RIGHT JANITORIAL SOLUTION

Everything you Need to Know



**Interior
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Since 1973

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Janitorial Division
Ric Ponti
Project Manager



A former tennis instructor, Ric sure knows how to keep his eye on the ball. As our Janitorial Division Manager, he has

mastered keeping his eye on over 40 different commercial building maintenance contracts ... simultaneously.

Thrives on Juggling it All

To this Wilmington, DE resident, “Being able to juggle it all is the best part of my job!”

Since joining us in 1997, Ric’s responsibilities have included training, supervising, estimating, inspecting, and customer relations.

Throughout his busy day, he manages over 60 part-time and full-time employees and three assistant managers.

In addition, Ric provides supervision and dispatch of Special Service crews that provide floor and carpet care, construction clean-ups, and window cleaning.

“Do the Best You Can”

Ric advises his three adult children, “Find something you like and enjoy it! It doesn’t matter what you do, just do the best you can.” To Ric that comes easy, for his working parents set a terrific example and he developed an unwavering work ethic.

**Contact us at 800-220-6547.
For more info, visit us at
www.imc.cc.**

FINDING THE RIGHT JANITOR

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Write down a detailed “scope-of-work” that specifies your needs and wants. These lists will aid in the researching and hiring process.

Prepare Scope of Work

Quite simply, a scope-of-work details what tasks are to be done and the frequency. That’s why it’s THE most important step in this process. Make sure it’s clearly written into the contract so it can be used in the future for clarification and verification on all services. (For a general list of cleaning specifications, please go to www.imc.cc/site/janitor.specs.php.)

Check out Insurance

Over time, you may have worked with small companies or individuals because their rates were low and affordable. They might save you short-term money, but they can cost you—a bundle—if they are not properly insured.

An uninsured janitor might fall on your wet floor or trip over something. Then what? They get hurt and expect YOU to pay for their medical care. If you don’t, they can legally sue you! In most areas, you will be considered liable.

On the other hand, what if the janitor trashes your office or destroys your property? Who pays?

Don’t take any chances. Instead, work with companies that can provide proof of insurance. According to Frank Baldo, Esquire, “Ask for two proofs of insurance”:

1. Worker’s compensation for their employees.
2. Liability insurance for damages to your building and its contents.

Look for Experience

When you are interviewing candidates, inquire about their experience. Lack of experience should not be a major drawback from hiring an otherwise competent janitor. But given the choice, select a firm with longevity for your peace of mind.

Build a Relationship

“Build” a relationship with your building maintenance provider to openly communicate:

JANITORIAL SOLUTION

1. What you need
2. What is being done well
3. What needs to be improved upon.

Set standards and approach the company representative or project manager if they are not met.

Consolidate Services

Usually building owners hire TWO different services. One provides all of the janitorial solutions, while the other provides basic building maintenance (paint touchups, light bulb replacement, etc.).

You can save money by hiring ONE company to provide BOTH janitorial and maintenance services.

By consolidating, you will:

1. Have all the necessary work done at the same time.
2. Receive better service.
3. Receive one invoice to process for payment.
4. Write one check.
5. Build a relationship with one company and not two.

Find the Right Solution

Finding and hiring the proper building maintenance provider does take time, but once it's done, you and your employees will reap the benefits, and you WILL get what you're paying for.

Question: "How can I prevent dirt from entering my building?"

Answer: "Entering" is the key word here because 85% of all soil that enters a building comes in through the entrances. Your employees, customers and vendors are welcomed through your front door, but so is unwelcomed dirt and debris.

All-season Matting System

Most unwanted soil can be prevented from entering your building through the use of a good matting system. Walk-off matting at every building entrance is the best way to keep dirt and debris out. Furthermore, it's simply a key component in upholding reasonable maintenance standards.

In high-traffic areas, matting should be capable of absorbing large quantities of water during inclement weather. Consider this: highly absorbent floor matting can hold a gallon and a half of water per square yard.

Ideally, pedestrians entering your building should be able to take 4-5 steps in ANY direction

before leaving the mat and encountering regular flooring. This allows enough steps to get dirt off of their shoes.

No matter what type of building you manage, the size of the matting is dependent on entrance architecture and space limitations. The regular use of matting will:

1. Save you money on costly recoating or replacing floors worn from soil abrasion
2. Save you money on removing soil from your facility.

Care & Maintenance

Lightweight matting is often laundered, and, if rented, exchanged regularly. Otherwise, it may be power-washed on site. Larger, more absorbent matting is permanent and therefore rarely moved or removed. It must be regularly vacuumed and periodically extracted as part of normal maintenance.

Put out your welcome—and "unwelcome"—mat. It will definitely pay for itself!



IMC Service Directory

Air Duct Cleaning
Construction Cleanups
Dust Control • Energy Audits
Floor and Carpet Care
High Surface Cleaning
HVAC Documentation
HVAC Inspection
Insulation Installation
Insulation Repair
Janitorial Maintenance
Kitchen Exhaust Cleaning
Mold Removal • Odor Removal
On-site Cleaning & Sterilization
Painting • Pressure Washing
Thermal Diagnostics