

## **Property Management Custodial Services Fact Sheet for Service Requests (SR) Submissions**

### **FURNITURE SET-UPS**

- 1 a Custodial Services will perform furniture set-ups utilizing the furniture within the space (i.e. tables & chairs).
- b Custodial cannot supply extra furniture. Arrangements for extra furniture required are made by the user.
- c Custodians cannot remove furniture from rooms and transport to other building locations.
- d Custodians can only move stacking chairs to a quantity of 20 within the building.
- e Custodial Services cannot supply table linens and skirting
- d Custodial Services opens and secures doors of spaces that have been identified on the SR within 8am-3:30pm Mon-Fri.

### **SAFETY**

- 2 a In the interest of safety, Custodians will work in a minimum group of two per project.
- b Custodians cannot move items of great weight such as fridges, pianos, filing cabinets, large conference tables  
Grounds Section movers will perform all furniture moves outside the rooms (couches, fridges, desks, file cabinets etc.)

### **HOURS OF OPERATION**

- 3 a Set-ups will normally occur during the hours of 8am - 3pm Monday to Friday at the posted rate.
- b Set-ups before and/or after the normal hours, a charge of 1.5x the posted rate will be applied
- c Weekend SRs requested to be completed on a Friday must be outlined in the SR instructions

### **FOLDING TABLES, CHAIRS & WASTE CONTAINERS**

- 4 a For Registration Table requests, a maximum of 2 chairs will be supplied per table
- b For the Coffee Stations, a waste and/or recycling containers will be supplied
- c Custodial is able to supply folding tables to a limited quantity (please contact us for quantities over 10 tables).

### **CLEANING**

- 5 a Cleaning performed post an event for which a SR was submitted, charges are included in the posted charge.
- b Extra waste and recycling stations can be requested for events to which SR have been submitted
- c Extra cleaning charges may apply in circumstances not consistent with original set-up request.
- d Additional cleaning requests such as carpet/upholstery care and floor restoration, SR required
- e For all cleaning requests that are not a part of our daily services, additional charges may apply
- f For all weekend cleaning requests, premium charges may apply
- g For all weekend events for which cleaning is required, premium charges may apply

### **CUSTOMER RESPONSIBILITY**

- 6 a Service Requests to be submitted within 10 business days ahead of the event
- b It is the responsibility of the customer to confirm the availability and suitability of the rooms booked.
- c It is the responsibility of the customer to notify Custodial Services if their event is post-poned or cancelled  
CS will require 48-hours notice or applicable charges may be applied
- d All costs related to additional tables and chairs requests, will be forwarded to the user.

Please contact Custodial Services to assist with questions.

<b>Cost Listing</b>	
<b>Furniture Set Ups</b>	
<b>Folding Tables Supplied:</b>	
1-12 Tables; up to 6 chairs	\$70
After Hours / Weekends: <i>(premium rates may apply)</i>	\$159
12-20 Tables	\$105
After Hours / Weekends: <i>(premium rates may apply)</i>	\$212
<b>Event Room Set Up &amp; Re-Set:</b>	
Banquet Style / Conference / Modular / Theatre / U Shape / Boardroom	\$108
After Hours / Weekends <i>(premium rates may apply)</i>	Call for \$Quote
<i>In room furniture set ups include before and after event cleaning service. Furniture set-ups that are not listed, please contact Custodial Services to assist in answering questions and for a quotation.</i>	
<b>Cleaning Services</b>	
<b>Window Washing:</b>	
Exterior Window Washing	Call for \$Quote
Interior Window Washing	Call for \$Quote
<b>Floor Refinishing:</b>	
Up to 500sqft	\$420
Over 500 sqft	Call for \$Quote
<b>Carpet Hot Water Extraction:</b>	
Up to 400 sqft	\$420
400 sqft +	Call for \$Quote
<b>Office Refresh: (based on 100-150sqft office)</b>	
Wet Wiping flat surfaces; vacuuming (no movement of furniture), vents <i>(premium rates may apply)</i>	\$210
Greater than 150sqft:	Call for \$Quote

<b>Office Move Out/In: (based on 100-150sqft office)</b>	
Wet Wiping flat surfaces; hot water extraction (no movement of furniture), vents; <i>(premium rates may apply)</i>	\$315
Greater than 150sqft:	Call for \$Quote
<b>Paper Recycling Tote Bins: (per office/area/use)</b>	
1-3 Tote Bins	No Charges
5 +	\$55
<b>Post Reno Cleaning:</b>	Call for \$Quote
<b>Microwave / Fridge Sanitizing:</b>	
Microwave: clean disinfect interior of unit	\$35
Fridge: User must discard /empty all items	\$35
<b>Staffing Support: (per employee)</b>	
<b>Event Support Services: Washroom; Waste, Spills etc. per 1 staff</b>	
On Shift	\$55 per hour
After Hours: 4pm to 10pm M-F	\$65 per hour
Weekends: Friday 7pm to Sunday 10pm	\$220 4 hour min
<i>Custodial Services will review and may recommend additional staffing based on service request requirement.</i>	