

# Checklist for Choosing a Qualified Building Maintenance Contractor

	DOYLE	B	C
<b>Responsive</b>			
• Scheduling and project management software	√	—	—
• Customers are regularly updated on job progress	√	—	—
• Easy access via email, phone or in person	√	—	—
• Immediate ability to field any size project	√	—	—
• Electronic invoicing available	√	—	—
• All calls returned in 24 hours, usually less than 4 hours	√	—	—
<b>Safety</b>			
• Documented OSHA compliant safety plans	√	—	—
• Safety and Training program	√	—	—
• Qualified rigging, scaffold and man-lift operating procedures	√	—	—
• Fall protection procedures	√	—	—
<b>Management &amp; Support</b>			
• Complete office support staff	√	—	—
• In house estimating department, engineering and sales representatives	√	—	—
• Reliable service	√	—	—
• Detailed proposals available in hard copy and electronic format	√	—	—
• Responsive customer-led operating philosophy	√	—	—
<b>Employee Profiles</b>			
• Large full-time staff of professionally trained technicians	√	—	—
• Full complement of project managers, supervisors and foreman	√	—	—
• Immediate ability to field any project	√	—	—
• Multi-lingual staff	√	—	—
<b>References</b>			
• Hundreds of references to commercial and industrial projects	√	—	—
• Detailed references to match specific needs for projects of like size and scope	√	—	—
<b>Risk Management &amp; Insurance</b>			
• General Liability	√	—	—
• Comprehensive vehicle policy	√	—	—
• Workman's Compensation	√	—	—
• Large Umbrella	√	—	—

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<b>Industry Resources</b>			
• Preferred relationships with all major building material supplier	√	—	—
• Operations include complete maintenance services for residential and commercial co-owned property	√	—	—
<b>Associations and Affiliations</b>			
• New Jersey Commerce & Industry Assoc.	√	—	—
• Affiliate of the Community Associations Institute	√	—	—
• Known and well-regarded by the local Better Business Bureau	√	—	—
<b>Training and Certification</b>			
• Lead Abatement (State of New Jersey Licensed)	√	—	—
• Registered New Jersey home improvement contractor	√	—	—
<b>Technology</b>			
• Computer aided scheduling and enterprise application software	√	—	—
• Advanced HEPA filtration and dust collection systems	√	—	—