

Service Level Agreement (SLA) for Cleaning Services

This Service Level Agreement ("Agreement") is entered into between:

- **Client:** _____
- **Service Provider:** _____

Effective Date: _____

1. Scope of Services

The Service Provider agrees to provide cleaning services at the Client's premises located at _____ as per the following terms:

- General office cleaning (floors, desks, windows, restrooms, etc.)
- Trash removal and disposal
- Sanitization of high-touch surfaces
- Other specific tasks agreed upon in writing

2. Service Levels

Service Item	Frequency	Standard
General Cleaning	Daily	No visible dust, dirt, or debris
Restroom Cleaning	Daily	Sanitized, restocked, and odor-free
Trash Removal	Daily	All bins emptied, liners replaced
Floor Care	Weekly	Floors mopped/vacuumed and dry

3. Performance Metrics

- Service response time: Within 24 hours of request
- Completion rate: 98% of scheduled cleanings per month
- Complaint resolution: Within 48 hours

4. Client Responsibilities

- Provide access to all areas to be cleaned
- Inform Service Provider of any specific requirements or restrictions
- Report deficiencies within 24 hours

5. Duration and Termination

This Agreement is valid from the Effective Date and shall remain in effect for _____ months/years, unless terminated by either party with 30 days written notice.

6. Review and Amendments

This SLA will be reviewed annually and amended as necessary with the written agreement of both parties.

7. Signatures

Client Representative

Name: _____
Date: _____

Service Provider Representative

Name: _____
Date: _____