

Property Owners & Managers

Accountability Works Both Ways



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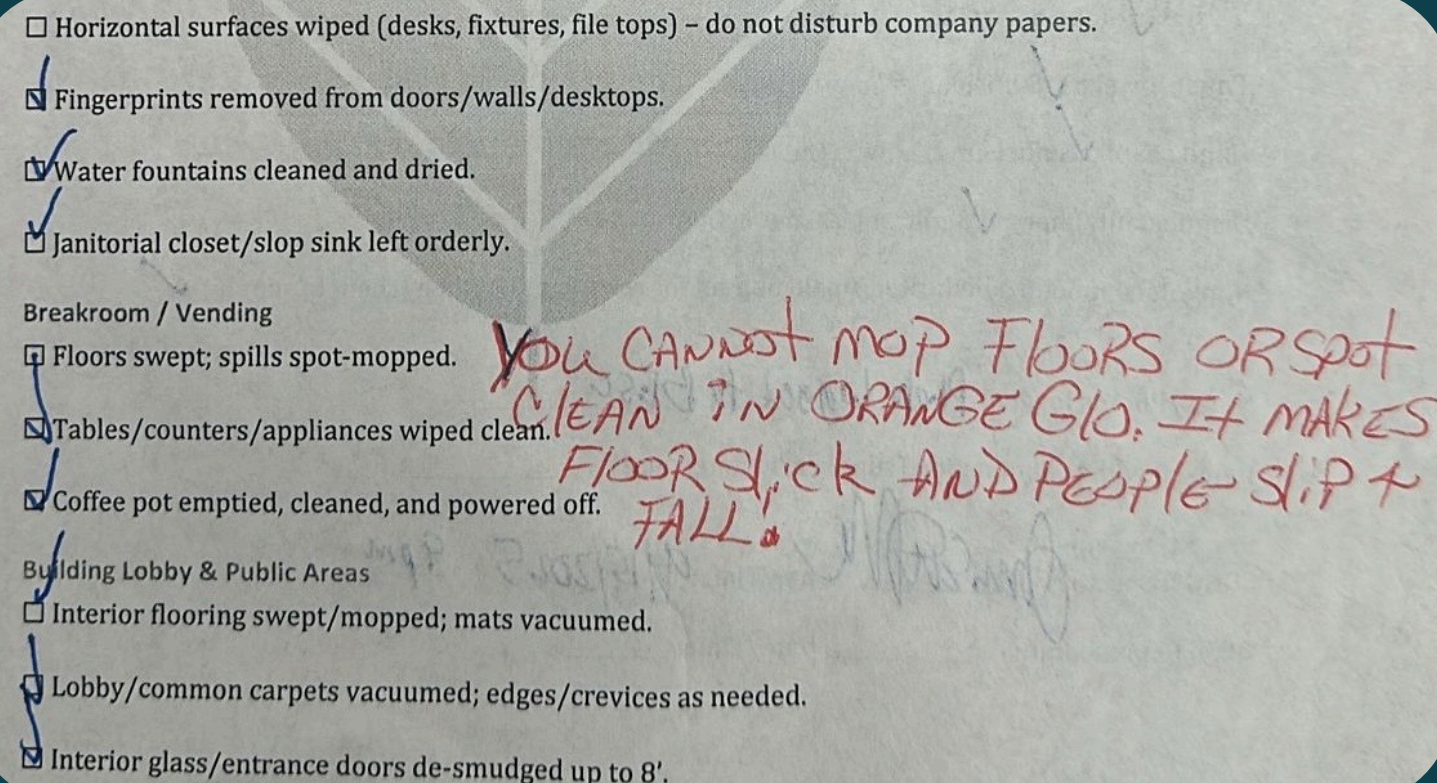
SGHG
Model Hub™

The logo for the SGHG Model Hub is located on a large green rounded rectangle. It features a white line-art leaf inside a dark green rounded square. Below this icon, the text 'SGHG' is written in a large, bold, white sans-serif font, and 'Model Hub™' is written in a smaller, white sans-serif font.

The Challenge

Tenant Pushback:

“We only report when something is wrong”

- 
- ☐ Horizontal surfaces wiped (desks, fixtures, file tops) – do not disturb company papers.
 - ☒ Fingerprints removed from doors/walls/desktops.
 - ☒ Water fountains cleaned and dried.
 - ☒ Janitorial closet/slop sink left orderly.
 - Breakroom / Vending
 - ☒ Floors swept; spills spot-mopped.
 - ☒ Tables/counters/appliances wiped clean.
 - ☒ Coffee pot emptied, cleaned, and powered off.
 - Building Lobby & Public Areas
 - ☒ Interior flooring swept/mopped; mats vacuumed.
 - ☒ Lobby/common carpets vacuumed; edges/crevices as needed.
 - ☒ Interior glass/entrance doors de-smudged up to 8'.

Why this fails:

- Creates reactive, not proactive, management.
- No Record= no protection.
- Exposes owners to liability and insurance risk.

Accountability= Protection

For Owners/ Managers:

- Documented proof of services.
- Defense in tenant disputes or claims
- Supports insurance compliance

For Tenants:

- Safer, healthier environment
- Faster resolution of issues
- Transparency builds trust

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< SGHG Cleaning LLC – Client Se...

SGHG Cleaning LLC – Client Service

Safety Feedback Form- Revised
9/25/2025

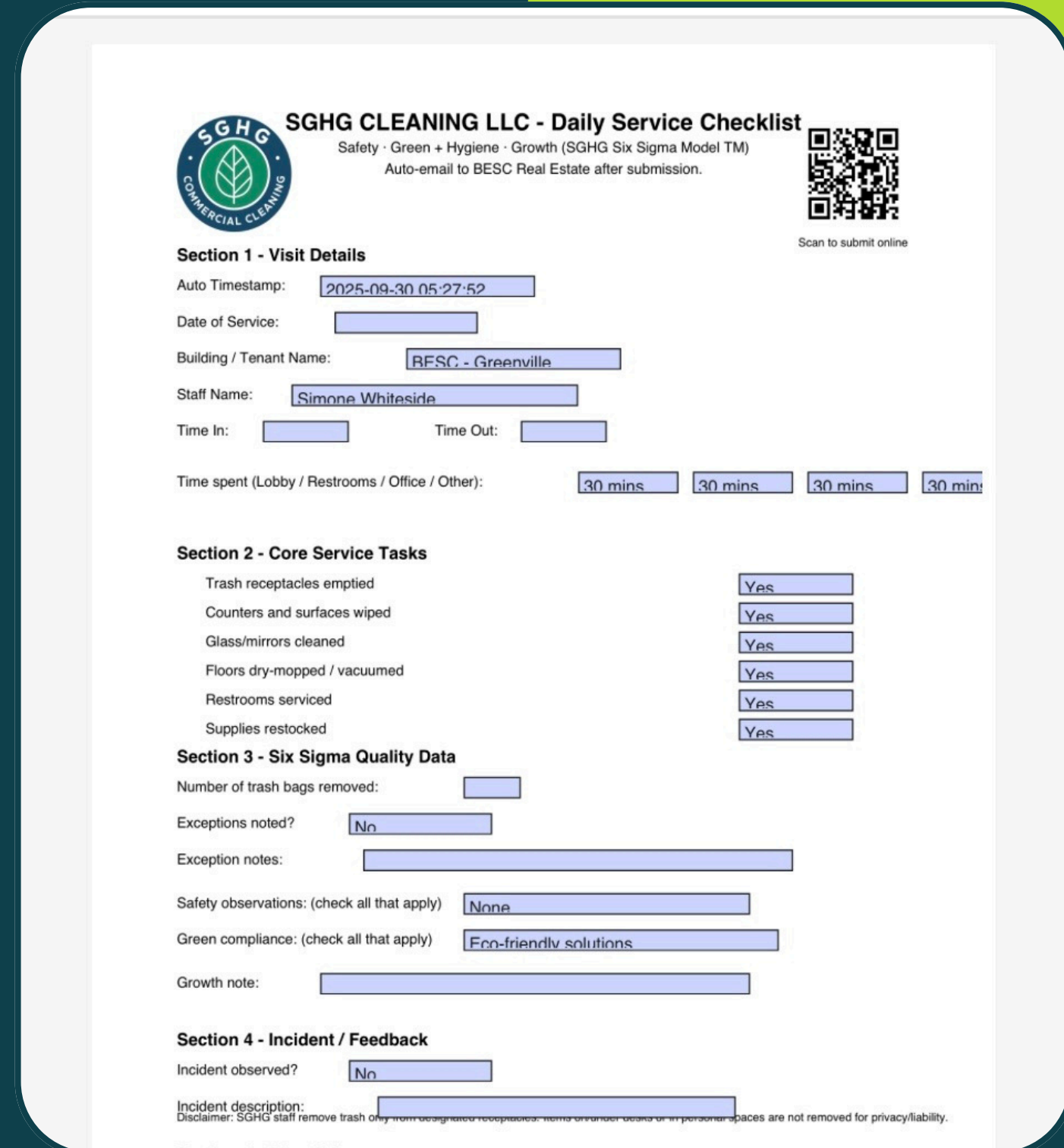
Work Order Number

Date Completed

Why Regular Feedback Matters

Eco-conscious developers & governments in emerging markets

- ➔ BOMA– Structured reporting reduces tenant complaints by 25%
- ➔ OSHA: Routine checks reduce accident liability
- ➔ FM Journal: Proactive reporting improves renewals by 15%
- ➔ Regular Feedback=predictive analytics for upkeep+ documented due diligence



The image shows a digital form for 'SGHG CLEANING LLC - Daily Service Checklist'. The form is divided into four sections: Section 1 - Visit Details, Section 2 - Core Service Tasks, Section 3 - Six Sigma Quality Data, and Section 4 - Incident / Feedback. It includes fields for timestamps, dates, building names, staff names, time in/out, and various service tasks with 'Yes'/'No' checkboxes. It also has sections for quality data like trash bags removed, exceptions, and safety observations, as well as an incident reporting section. A QR code is present for online submission.

SGHG CLEANING LLC - Daily Service Checklist
Safety · Green + Hygiene · Growth (SGHG Six Sigma Model TM)
Auto-email to BESC Real Estate after submission.

Scan to submit online

Section 1 - Visit Details
Auto Timestamp: 2025-09-30 05:27:52
Date of Service:
Building / Tenant Name: BESC - Greenville
Staff Name: Simone Whiteside
Time In: Time Out:
Time spent (Lobby / Restrooms / Office / Other): 30 mins 30 mins 30 mins 30 mins

Section 2 - Core Service Tasks
Trash receptacles emptied Yes
Counters and surfaces wiped Yes
Glass/mirrors cleaned Yes
Floors dry-mopped / vacuumed Yes
Restrooms serviced Yes
Supplies restocked Yes

Section 3 - Six Sigma Quality Data
Number of trash bags removed:
Exceptions noted? No
Exception notes:
Safety observations: (check all that apply) None
Green compliance: (check all that apply) Eco-friendly solutions
Growth note:

Section 4 - Incident / Feedback
Incident observed? No
Incident description:
Disclaimer: SGHG staff remove trash only from designated receptacles. Items or under desks or in personal spaces are not removed for privacy/liability.

The SGHG Cleaning Model™



➔ **SAFETY**

➔ **GREEN**

➔ **HYGIENE**

➔ **GROWTH**



SAFETY + GREEN + HYGIENE+ GROWTH

The SGHG Cleaning Model™



✓ Daily service reporting

✓ Lean Six sigma continuous improvement

✓ Accountability Cycle
SGHG reports daily
Tenant confirms
even "NO ISSUES"
Manager's oversee full cycle

SGHG
MODEL HUB™



REFRAMING

Tenant Participation

- ✓ A Tenant right: Feedback secures their space
- ✓ A quick task: 10 Second QR Scan
- ✓ Shared Accountability: Tenants help protect their lease security.

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SGHG
MODEL HUB™



SGHG =

SAFETY+GREEN+HYGIENCE+F+GROWTH

SGHG
MODEL HUB™

**Benefits for
Owners &
Property Manager**



**Stronger tenant
retention**

**Defense evidence in
disputes**

**Insurance
requirement support**

**Data to prove the contract
performance**



SGHG CLEANING LLC

Developed by Jermaine E Whiteside
LEAN SIX SIGMA BLACK BELT



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MANAGEMENT
PARTNER

DOWNLOAD



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AT FOOTER CLICK ON LINK or SCAN NOW

