

Commercial Cleaning - An Overlooked Topic

By Robert Coleman

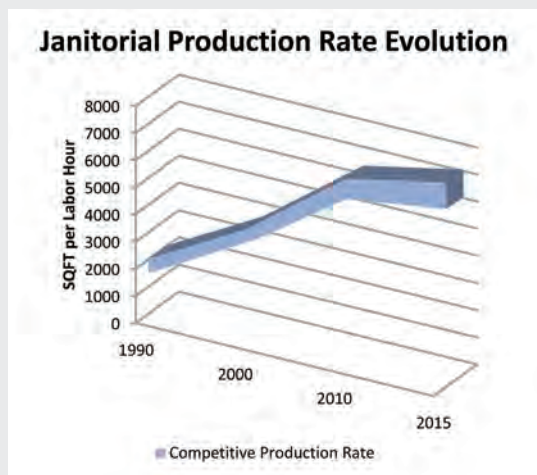
Anybody can clean. Just like anyone can work on your car, cut your hair or even perform your next root canal.

In 1989, having an outsourced janitorial service contractor was still considered a luxury. Many larger, public facilities employed the stereotypical; in-house janitorial staff. Alternatively, smaller, privately owned businesses did not see the benefit of having their facility professionally cleaned and sanitized.

Much like your personal residence, nobody ever compliments you on your clean living room. To this day the Janitorial Service Industry remains relatively unnoticed except in the event of defective or unsatisfactory services. Very rarely much thought is spent on what takes place after the workday ends. An appointed official; office manager or facility manager, will bid out and award a contract based on several categories; Price, References or Sales Pitch, among other considerations. The ultimate decision is based on a combination of one or more factors, sometimes with an educated calculation – resulting in quality service at a price that is within budget while remaining fair and competitive.

Often after submitting an RFP (Request For Proposal) for a janitorial service contract to a prospective client, we receive a request for clarification as to how the proposed price was calculated. Similar to most businesses, especially those in the service industries, the janitorial service industry has been forced to become more lean, competitive and efficient while remaining effective. It is a perpetual challenge to recruit, train and motivate employees to repetitively produce a quality product. Residential and commercial cleaning have two very unique and different standards as well as practices. The focus of this article is on the commercial side.

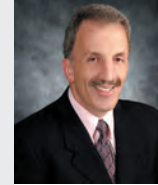
Commercial Cleaning Production Rates Over The Years (Square Feet per Hour)



These production rates are for larger office spaces - generally 15,000 SQFT+.

(Continued on page 3)

January 2015



Bring It On 2015!

By Bill Gladstone,
CCIM, SIOR

As you approached the last day of 2014, it was probably appropriate to think about how you were going to plan your business (and personal) life as you moved into the first quarter of 2015. It is not fair to yourself not to plan, as it robs you of the fulfillment you can experience by not just trudging through the New Year, but knowing why you are really doing what you do. Why wouldn't you consider living up to your fullest potential and to the best of your abilities? Does it make any sense to just follow everyone else, going through the days and months of the New Year not knowing for what purpose? If you put the effort into your life, you have the chance to actualize your improvements as a result of that effort.

(Continued on page 5)



In This Issue

- 1,3,4,6....Featured Article
- 1,5.....Bring It On 2015
- 2-7.....Featured Listings
- 8.....Recent Deals

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New Listing

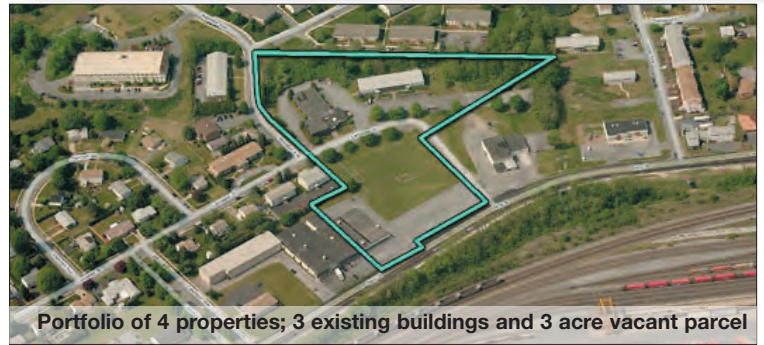


4,931 SF

Investment Sale - 9975 Molly Pitcher Highway, Shippensburg

- Single-story office building with plenty of parking
- Located right in the Shippensburg Business District
- Investment opportunity with positive cash flow

Investment Listing



Portfolio of 4 properties; 3 existing buildings and 3 acre vacant parcel

Sale - 5620-5630 Derry Street, 5650-5670 Lancaster Street, Harrisburg

- Now offering a 9.16% CAP rate
- Stable income from strong credit tenant and tremendous upside from the vacant 3 acres that can accept additional office/commercial buildings
- High visibility and excellent parking

Office Listings



1,000 - 1,500 SF

Lease - 202 State Street, Harrisburg

- Two updated suites available in this three-story brick building
- Located on the corner of Second and State Streets in Harrisburg, the space is ideal for lobbyists, attorneys and many other professional users
- Next door to Harrisburg's newest restaurant, Cork & Fork



1,300 SF

Lease - 2408 Park Drive, Harrisburg

- Perfect office suite for a professional service company with 3-6 employees
- Well-maintained and functional building
- Located in prestigious East Shore Commerce Park off Progress Avenue at the I-81 interchange with amenities nearby



200 - 9,338 SF

Lease - 1801 Oberlin Road, Middletown

- Charming, three-story stone structure with professional office tenants
- Convenient access to Harrisburg, Lancaster, and Harrisburg International Airport



1,000 - 1,440 SF

Lease - 801 E. Park Drive, Harrisburg

- Attractive office suite in recently renovated building
- Good parking ratio
- Easily accessible from I-83/Union Deposit interchange

(Commercial Cleaning...Continued from page 1)

Commercial Cleaning Charges [Current \$ Per Square Foot] – Based on (5) Days per Week Services:

5k-25k: \$1.05-\$1.30 P/SF

25k-50k SQFT: \$0.95-\$1.05 P/SF

50k-125k SQFT: \$0.75-\$0.95 P/SF

125k-250k+ SQFT: \$0.55-\$0.75

Below is an alternative billing method, based on the janitorial company's past expense on how many work hours it will take to complete a particular cleaning task.

Price Range per Billable Labor Hour [Current]:

Janitorial: \$19.00-\$25.00/hour

VCT (Vinyl Composite Tile) resurfacing: \$35.00-\$45.00/hour (\$0.25-\$0.40 P/SF)

Carpet Cleaning: \$35.00-\$85.00/hour (\$0.16 - \$0.26 P/SF)

Window Cleaning: \$45.00-\$90.00/hour (\$1.00 - \$5.00/window)

The largest single cost as well as the key to a successful business in the janitorial industry is labor. The commercial janitorial industry has evolved over the years to a very efficient and effective, fine-tuned machine. As labor has become better controlled, janitorial services have improved as well as becoming a better bargain for clients.

Imagine mowing your lawn with a manual lawn mower before the invention of the modern, gasoline powered, self-propelled, self-bagging push mower? A task that used to be very labor intensive, taking three times longer, is a direct correlation to the modern day janitorial service industry.

Prior to the late 90's, little attention was paid to the environmental effects and wasteful practices within this industry. Harsh and often toxic chemicals were commonly used with little or no regard for environmental or health impact due to exposure. Paper products were produced with little consideration for sustainability. In the late 90's an understanding and accountability for such practices took hold and has evolved into eco-friendly products, practices and procedures - commonly referred to as "Green" as well as implementing a segregated recycling program for office waste.

Microfiber:

Invented in the 1950s, only began to catch on in the early 2000s. Made from highly-refined spun (recycled) polyester; microfiber is effective in wet or dry conditions. It is positively charged to attract grease, dirt particles and dust. It has superior drying ability, is 100% machine washable and durable to withstand hundreds of wash cycles. Considered to be "Green" due to its longer life cycle, materials with recycled increased production and absorption properties require fewer chemicals. Microfiber has been utilized in numerous tools of this trade:

- **Towels:** no longer referred to as "rags"; microfiber towels have become one of the most effective tools in our industry. Not only a superior cleaning tool, when colored, microfiber has the ability to be utilized in a color-coded system eliminating cross contamination between surfaces and cleaning chemicals. A specific color such as "orange" can be assigned to a specific chemical such as "sanitizer" as well as to specific items such as "toilets or commodes." This assures an "orange" towel that may have been used to clean a toilet will not be utilized

(Continued on page 4)

Office Listings



Lease - 3552 Old Gettysburg Road, Camp Hill

- Beautifully renovated building with high visibility and easy access to all major professional/commercial arteries of the West Shore
- Quick connections to Route 15 and Route 581 make this site attractive for many users
- Large panoramic window lines make it appealing for the tenants and eye catching to customers and passing traffic



Lease - 4386 Sturbridge Drive, Harrisburg

- Newly constructed Class A office space for medical or professional use
- Space in shell condition, ready to accept a build-out designed to suit tenant
- Located along Route 39 with access to amenities such as lodging, the new Super Giant Store, other eateries, gas, banking and all major transportation corridors



Lease - 156 Cumberland Parkway, Mechanicsburg*

- Locate your business in this first class, high profile building
- Wraparound window lines and beautiful construction
- Convenient to Route 15 and the PA Turnpike (I-76), plus all amenities

to clean your phone or break room countertop. Compare this to non-descriptive, white terrycloth rags which could easily be accidentally mistaken for each other.

- **Mops:** a microfiber mop is able to absorb multiple times its own weight in liquid, which requires less chemicals as well as having an increased ability to attract and retain dirt.
- **Dusters:** positively charged as well as finely woven allows microfiber dusters to (literally) magnetically attract dirt and dust particles, and hold multiple times the volume of particulate without “flinging” the dust into the air as a feather duster does.

Vacuum Cleaner:

Modern vacuum cleaners are more effective at cleaning; they are lighter in weight and more user friendly resulting in higher production rates and high-quality results.

- **Upright Vacuum:** (5,000-6,000 square feet per hour) - The “traditional” vacuum, operates with both suction as well as a “brushed beater-bar.” Most commercial-grade, low pile carpet does not require a beater-bar for optimal cleaning. Commercial machines have better suction and superior filtration, than residentially designed vacuums.
- **Backpack Vacuum:** (10,000-15,000 square feet per hour) - literally strapped to the operator’s back not unlike a backpack, it utilizes a long hose and highly efficient suction with HEPA (High Efficiency Particulate Air) filtration. Placing the weight on the back of the operator vs. pushing and pulling, reduces fatigue and optimizes maneuverability with the advantage of better access under and around objects.

Chemicals:

The standard, “anything goes” has evolved into highly engineered chemical cleaning agents, with specific and superior cleaning/sanitizing ability. Modern science, has replaced a vast majority of harmful compounds with non-toxic and more effective formulations. Strict OSHA standards have been set with the requirement of MSDS. (Material Safety Data Sheets), placed at every facility. Employers are required to inform and train all employees in safe and proper usage of any chemical they may utilize or potentially come into contact with while performing their assigned duties.

- **“Sanitizing” Surfaces:** Many believe that “no germs” provides “clean environment.” This is misleading. Not all germs are “bad” germs. In fact, many bacteria are considered “good” bacteria whose presence fights off “bad” bacteria. If you were to continually sanitize a surface, removing all bacteria, you are allowing for the recontamination the surface by “bad” bacteria, without opposition. Complete sanitizing is great for operating rooms, which are kept at optimal conditions. However, daily living conditions are impossible to keep at such a level, when simply opening a door or using the restroom will contaminate the immediate area.
- **Bleach:** Often thought of as the “go-to” sanitizing cleaner. Early propaganda from larger chemical producing corporations imbedded this misconception into society. Bleach is a very harsh and hazardous chemical. Although it does clean and sanitize effectively, it has been found to be a health hazard with those who come into direct skin contact with or inhale the off-gas under certain conditions.

(Continued on page 6)

Office Listings



760 - 2,510 SF

Lease - 800 N. Third Street, Harrisburg - PRICE REDUCED!

- Prominent downtown office building across from the State Museum
- Ideal for attorneys and associations
- Short walk to the Capitol Complex, on-site parking, and many other amenities are available to tenants



1,815 - 4,490 SF

Lease - 1711 N. Front Street, Harrisburg - NEW LOWER RATE!

- Two-story brick office building along North Front Street
- Large front window allows for plenty of natural light and beautiful views of the Susquehanna River
- On-site parking and quick access to I-81, I-83 and West Shore



1,998 - 20,112 SF

Lease - 30 N. Third Street, Harrisburg

- Class A office building with marble lobby
- Skywalk to Strawberry Square, Harrisburg Hilton and connected parking garage directly across from the Capitol Complex
- This building is Energy Star Certified and utilizes the latest energy management systems for optimal energy efficiency

Bring It On 2015! (Continued from page 1)

Consequently your life could become more intense and more interactive. Life, for the time that we have it, should provide us with the ability to see what is available for us before our years start to disappear. And after going through this search, perhaps you will select a quieter, simpler, less intense life away from the hustle and bustle of the crowds and interaction with other people. But there is nothing wrong with that, and you gave yourself the opportunity to explore other directions so you could find your "comfort zone."

This is the time of year to reflect and challenge yourself to maximize your potential. It takes time and focus but it is an opportunity to make positive adjustments in your personal and professional lives, which will not only benefit you, but could help to benefit others within your sphere of influence. ■

Best wishes for a pleasant and healthy New Year,
Bill and the Group

Do You Have A Question You Would Like Answered?

Email Leah Wentz at
lwentz@naicir.com

Get your question
answered and published!

All topics are welcome!

Office Listings



Lease - 2505 N. Front Street, Harrisburg

- Opportunity to lease a full floor in professional office building
- Beautiful views of the Susquehanna River
- There is a shower on this floor for the exclusive use of the tenant if they choose to walk along Riverfront Park



Sublease - 2090 Linglestown Road, Suite 104, Harrisburg

- Attractive, Class A building located in populated business area
- Office suite is finished with great attention to detail and personal touches
- Easy access to Front Street and I-81, Route 322, and I-83



Building 1: 2,000 - 4,023 SF



Building 2: 1,515 - 27,809 SF



Building 3: 1,994 - 6,620 SF



Building 4: 1,720 SF

Lease - 2101 N. Front Street, Harrisburg Governor's Plaza North

- Attractive B+ office spaces priced aggressively
- Beautiful views of the Susquehanna Riverfront
- Quick access to I-83, I-81 and the West Shore
- Free on-site parking



Proposed Renovations

1,800 - 7,300 SF

Lease - 2400 Park Drive, Harrisburg

- Prestigious East Shore business location, Commerce Park
- Easy access to all major highways from I-81 and convenient to retail, shopping and dining

(Commercial Cleaning...Continued from page 4)

There is much more to the "science" of effective and efficient cleaning techniques and procedures which you might find shocking, but most likely somewhat boring! However, if you find yourself reading this article and your previous belief was, "if it isn't broke, don't fix it," then you should take the time to investigate the value and technique of your current janitorial provider. The often forgotten benefits can not only be a financial savings, but also an improvement of the general health and well being of your facility and staff. ■

About the Author:



Robert "Bob" Coleman has been in the Commercial Janitorial Service industry for over 25 years. Mr. Coleman co-founded Sheffield Building Services, LLC with his wife in 1989 and continues to function as CEO as well as actively participate at every level. He earned his Bachelor's Degree in Business Administration as well as his Master's Degree in Public Administration from Penn State University. He has held other Executive-level positions in several other Central Pennsylvania Small Businesses as well as actively volunteers within his community. He can be reached at (717) 503-4843 or at RColeman.Sheffield@Gmail.com.



Similar building to be built

10,000 SF

Lease - 660 Firehouse Road, Grantville

- Functionally designed, to be built warehouse/shop space
- Two buildings: 5,000 SF (50' x 100') each
- Price is right and location is convenient to I-81



1,000 - 1,500 SF

Lease - 5007 Carlisle Pike, Mechanicsburg

- Newly remodeled, highly visible space with multiple signage options available along busy Carlisle Pike
- Two 1,500 SF suites can be combined if needed
- Newly finished suites offer bright open floor plans, modern carpet tiles, updated lighting, and large private bathrooms

Commercial Listings



Rendering

1,200 - 1,500 SF

Lease - 1727 N. 2nd Street, Harrisburg

- Located in the midtown section of Harrisburg at signalized corner in densely populated residential area
- Classic Drycleaners is in the building



8,123 SF

Sale - 182 2nd Street, Highspire - PRICE REDUCED!

- Great location on Highspire's well-traveled 2nd Street
- Building can be used for any number of retail, personal service businesses or flex-type uses
- Ample off-street parking and easy access to PA Turnpike and Route 283



1,160 SF

Lease - 8 Tristan Road, Suite #4, Dillsburg

- Space now available in this newly constructed, modern facility
- End-unit has an open floor plan and can easily be modified for a commercial, retail, or office user
- Easy access and exposure to Route 15



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Featured Land Listing



Sale - 4805, 4807, and 4809 E. Trindle Road, Mechanicsburg

- Corner parcel zoned A-O-L, fronting on Trindle Road (641)
- Traffic-controlled intersection and good location near other commercial and industrial users
- **New, aggressive price!**

Industrial Listing



Lease - 2408 Park Drive, Harrisburg

- Perfect flex space for a company in need of a storage or shipping area; lower level warehouse space features a dock door, a potential drive-in and can be combined with the first floor office suite
- Located off Progress Avenue at the I-81 interchange with many amenities close by
- Open, clean and competitively priced

Land Listings

Location	Acres	Zoning	Type
5148 E. Trindle Road, Mechanicsburg, Cumberland County (Route 641)	1.0	Commercial Limited	Sale
4805, 4807, and 4809 E. Trindle Road, Mechanicsburg, Cumberland County	1.04	Apartment Office Limited	Sale
Pending - Route 15, Dillsburg, York County	1.14	Mixed Use Center District	Sale
850 Wesley Drive, Mechanicsburg, Cumberland County	1.53	Commercial General District	Sale
7940 Grayson Road, Harrisburg (Rear Lot)	1.6	Limited Manufacturing District (ML)	Sale
Price Reduced - East Cumberland Street (Route 422), Lebanon, Lebanon County	2.2	Commercial	Sale
Route 114 & Gettysburg Pike (NEC), Mechanicsburg, Cumberland County	2.97	Highway Commercial District	Sale
Bent Creek Boulevard, Mechanicsburg, Cumberland County	4.44+/-	Community Commercial (C2)	Sale/Lease
1175 Walnut Bottom Road, Carlisle, (Lots 2 & 3), Cumberland County	4.07	Community Commercial (C2)	Sale
Lena Drive, Lot 15, Mechanicsburg, Cumberland County	6.92	Planned Business Center District	Sale
Pending - Route 114 & Gettysburg Pike (NWC), Mechanicsburg, Cumberland County	7.12	Highway Commercial District	Sale
Route 22 & Route 39, Harrisburg, Dauphin County	1.35 (1 lot)	Commercial Highway/Office	Sale
Route 441 and Orchard Drive, Harrisburg, Dauphin County	8.34	Single Family Residential District	Sale
Price Reduced - 730 Limekiln Road, New Cumberland, York County	8.64	Commercial Business	Sale
Pending - Linglestown Road, Harrisburg, Dauphin County	9.48	Commercial Neighborhood District (CN)	Sale
Eisenhower Blvd & Highspire Road, Harrisburg, Dauphin County	10	Commercial District General	Sale
7700 Derry Street, Harrisburg, Dauphin County	10.19 (5 lots)	Commercial	Sale
Carlisle Pike (Route 11) Waterford Square, Mechanicsburg, Cumberland County	16.16 (13 lots)	Community Commercial (C2)	Sale
Allentown Boulevard, Harrisburg, Dauphin County	17+	Commercial Highway (CH)	Sale
6325 Chelton Avenue, Harrisburg, Dauphin County	3.75	Business Campus	Sale/Lease

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▲ **SOLD**

**Allentown Boulevard &
N. Hershey Road, Lots B, D, G, F
Harrisburg, PA**

6+/- Acres was sold to Ciocca Properties, LP to open their second dealership. The Bill Gladstone Group of NAI CIR handled the transaction.

Lot 10C is still available for sale - call for details!



▲ **LEASED**

**3916 Trindle Road, 2nd floor
Camp Hill, PA**

2,200+/- Square feet of office space was leased to Andrews & Patel Associates, P.C. They specialize in Oncology and Hematology. The Bill Gladstone Group of NAI CIR handled the transaction.



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our publications?**

Bill Gladstone Group of NAI CIR is looking for industry related topics that our 4,000+ subscribers will find informative. Topics can include: finance, development, architecture, technology, wellness, and more!

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