

The Performance Reporter

JANITORIAL ♦ FACILITIES ♦ LABOR ♦ GROUNDS ♦ SPACE PLANNING ♦ BUILD OUTS

What's Inside This Issue?

- **New Facility Services Division Taking Off!**
- **APPA Cleaning Guidelines- the New Standard?**
- **The \$100 Newsletter Quiz.**
- **Green Tips-Clean that Coffee Grinder**
- **The BSCAI Florida Convention**



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Performance Environmental Services, LLC 800-899-3597

A New Local Choice in Facility Services

Space planning? Tenant moves? Build outs? Remodeling project? Vacation coverage? Up until now building owners and managers may have had to allocate more time than was available to research, plan and oversee projects needed to keep their buildings 100% occupied and in tip top shape. It's easy to see then why streamlined solutions and one stop shopping are fast becoming

the order of the day with contractors. As we are all expected to do more with less and in shorter spans of time, Performance Environmental's new **Facility Services Division** is a welcomed addition to its customers value added line of service offerings. But did you know that these services are available to *you* as well?

Launched in January 2010, Performance's Facility/Tenant Services Division

now offers a range of solutions to support facility operations in the New England area. Headed up by Mr. Jim Trompke, CFM, the division is designed to be flexible enough to support an existing project, take on a project start to finish, as well as offer temporary labor solutions to replace an existing facility's staff for vacation, turnover etc. Mr. Trompke, who comes to the

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APPA Leadership in Educational Facilities' Custodial Staffing Guidelines... The New Standard for "Clean"?

One of the greatest challenges a building/facility manager can face when outsourcing janitorial services is the specification phase. Creating specs that exactly match the needs of the facility, taking into consideration such things as "Class" status, budgetary constraints, building occupancy, etc. can be an arduous task to say the least. Requiring the procurer agent to become an "expert" in the field of janitorial services, the end result is often a spec that is cumbersome, redundant, excessive or inappropriate. So what is one to do?

Thanks to the APPA, the answer is now close at hand.

Founded in Chicago in 1914 by representatives from fourteen Midwest learning institutions, the APPA has grown to 1,500 strong in the US and Abroad, and has expanded its focus on standards applicable to a breadth of facility types. The US Green Building Council (USGBC), which is the foremost leader in GREEN Cleaning standards, has recognized the APPA's efforts by including its published "Custodial

Service Levels" in the USGBC's Green Building certification process. Also known as "LEED" certification, this designation is quickly becoming the benchmark for responsible building construction, ownership and management across the country.

So what's the buzz about? Well rather than require a complicated grid or matrix stuffed with confusing cleaning tasks and frequencies, the APPA's cleaning guide uses 5 simple levels of "clean" that

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Performance Welcomes New Talent!



Mr. Carl Langerman

Recently Performance Environmental Services was pleased to add Mr. Carl Langerman as the newest member to its corporate family. Carl comes to the company as a CT native who had attended Notre Dame High School and recently received his B.A. from Providence College majoring in Business Administration and Management.

Carl comes well prepared

for Performance's "hands on" approach to the fast paced world of building services. Having held various service industry positions prior to his graduation, he has proven adept in the areas of sales, customer service and effective management. His past accomplishments include managing and running the towing department of an automotive repair shop, as well as company bookkeeper and business

manager for a busy restaurant and catering business in the New Haven area.

Exhibiting a dedication to service, a strong work ethic, and a natural ability for understanding the industry, Carl is truly proving to be a rising star in the world of building services.

Welcome aboard Carl!

Green Tips!

Clean Coffee Grinder

"Grind up a cup or so of rice in a coffee grinder to clean the grinder and sharpen its blades"



**Recent Expansion:
Downtown Springfield, MA**

Message from the President:

"It's amazing that after years of trying to convince Peter Pritchard to sell his stake in our New England Company that one year has already passed. Since our closing on July 31st 2009, this first year has certainly had its share of ups and downs. We've picked up new work, we've survived a few crisis and all and all we are stronger today as an organization than we were

one year ago. Each week brings a new challenge, but now they take on a whole new meaning. It is with the help of all of you that I have managed to get this first year under our belt. The blessing has been the dedication and energy demonstrated by our loyal management staff who have treated this acquisition as their own. Together with a great and loyal client base we've sustained our first year quite well!

It just seems appropriate that our first anniversary coincide with our first news letter. We are sure to prosper, and we will be keeping you all informed of our progress through our regular news letter mailings. The future has never looked better thanks to all of you!"

*Steven B. Sadler
President*

Watch Us Grow! New Business Activity

Performance Environmental Services is happy to announce that it continues to expand during these tough economic times thanks to the hard work of dedicated team of sales, operations and administration personnel. Recent business activity includes...

In the Springfield, MA area: now providing janitorial services for The City of Springfield, Tower Square, and another iconic downtown tower building coming online 8/2/10.

In Wallingford, CT: providing janitorial services for the Wallingford public school system.

In downtown Hartford, CT: completing an 8,000 sq ft tenant space build out for a building located on Main St.

Performance Environmental Services, LLC

BRANCH OFFICE LOCATIONS

New Haven, CT

South Windsor, CT

East Providence, RI

Springfield, MA

Toll Free 1-800-899-3597



We're on the Web!

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www.performancesvc.com

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Facility Services (continued from p. 1)

company with over 25 years of facility services experience (most recently as the Assistant Vice President of Facility Services for Mass Mutual), has embraced the company's "hands on" approach to project management. He has been making it his priority to personally oversee each

project from inception to completion, staying in close contact with clients at every turn to ensure 100% compliance and accountability, and even going so far as to conduct white glove punch list inspections to ensure a job well done.

More information can be found on our Performance's Facility/Tenant Services at:

www.performancesvc.com/facilities

APPA Cleaning Standards (continued from p. 1)

a facility should mirror in order to meet the chosen expectations. Ranging from Level 1 (Orderly Spotlessness) all the way down to Level 5 (Unkempt Neglect), the guide uses such descriptions as "Washroom and shower tile and fixtures gleam and are odor free" to convey the *result* rather than the *means*. This novel

approach allows the service provider (who is after all the expert) to judge how often and by what method surfaces are to be treated. It also takes the pressure off of the facility to "capture" everything in a spec, allowing for a more competitive solicitation, and the elimination of potential "misinterpretations" which can all too often lead to

contentious relationships between vendor and manager.

You can find more information on the APPA guidelines at their website <http://www.appa.org>.

The BSCAI Annual Convention is Coming – Sign up Today!

Mark your calendars now! The 2010 BSCAI Annual Convention is happening November 11-13th. This is the ideal forum for the Building Services Contractor (BSC) industry to get a first-class education about key business strategies while keeping up-to-date on the latest industry trends. Of course it doesn't hurt that it's in

sunny Orlando, Florida!

Plus, if you register you will gain access to two shows for the price of one: The BSCAI Annual Convention is taking place during the same week as ISSA/INTERCLEAN® North America event. The ISSA event boasts Tony Blair as their special keynote speaker on Thursday

November 11th, which is included along with a show floor happy hour for your BSCAI Annual Convention registration. Take advantage of both shows for the price of one. Learn more at www.bscai.org.

Registration on or before October 8th is \$495 for members, and \$545 for non-members.

Credits and Sources

The APPA: Leadership in Educational Facilities, online at www.appa.org The US Green Building Council (USGBC) online www.usgbc.org Building Service Contractors Association International online at www.bscai.org



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