



How to Vet Your Next Exterior Services Partner

A Smart Buyer's Guide to Finding the Right Fit for Your Properties

Experience & Stability

- How many years has the company been in business?
- Do they have experience with multi-site portfolios or complex property types?
- Can they provide references from similar clients?

Service Model

- Do they self-perform, subcontract, or use a hybrid model?
- How do they vet and manage their subcontractors or crews?
- Are local crews familiar with your region's climate and property needs?

Communication & Responsiveness

- Is there a single point of contact or layered communication structure?
- Do they offer 24/7 availability during storms or emergencies?
- How quickly do they respond to service requests, issues, or feedback?

Technology & Transparency

- Do they use software to track service completion, document issues, and provide updates?
- Are before/after photos or GPS-verified service logs available?
- Can they provide dashboards or reports for portfolio-wide visibility?

Insurance & Risk Management

- Are they fully insured (general liability, auto, workers comp)?
- Can they name you as an additional insured on their policies?
- How do they handle property damage claims or incidents?

Scalability & Flexibility

- Can they handle growth—more sites, expanded scopes, or added services?
- Do they offer seasonal services, one-offs, and multi-year contracts?
- Are they flexible enough to adjust scopes or frequencies as your needs change?

Service Accountability

- Do they offer site inspections or service audits?
- How do they verify and document service completion?
- Do they have a customer satisfaction process in place?

Values & Cultural Fit

- Does their company culture align with yours (e.g., safety, sustainability, ethics)?
- Are they proactive about solving problems—or reactive?
- Do they treat your property like it's just another account—or like it matters?