

<b>Indicators</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>
<b>Floors/Baseboards</b>	Shiny, Clean, Fresh Color throughout	Two-days of dust & dirt; Stain free and otherwise clean	Swept and vacuumed regularly; Dust and dirt buildup in corners and along walls; Dull and matted flooring in walking lanes	Dust and dirt buildup throughout; Surfaces are dull, dingy, stained	Floors and carpets are dull, dirty, scuffed, stained, matted; Conspicuous buildup of dirt/dust
<b>Interior Surfaces</b>	Freshly cleaned and polished appearance	Dust, smudges, fingerprints are minimally noticeable	Dust, smudges, fingerprints are obvious and widespread	Conspicuous buildup of dust and dirt	Major accumulation of dust and dirt; Lack of attention is obvious
<b>Fixtures</b>	Fixtures gleam	Fixtures are cleaned daily	Fixtures have noticeable buildup of dust, smudges, fingerprints	Fixtures are dirty and/or not functional	Fixtures are dirty and/or not functional; Lack of attention is obvious
<b>Trash Receptacles</b>	Receptacles hold only daily waste	Receptacles hold only daily waste	Receptacles hold only daily waste	Receptacles hold more than daily waste	Receptacles are routinely full of waste
<b>Turf Care</b>	Grass height maintained and mowed weekly	Grass mowed every 5-7 days	Grass mowed every two weeks	Mowing is inconsistent across the facility	Low-frequency mowing
<b>Litter Control</b>	Minimal litter on grounds	Litter is noticeable but picked up within 1 day	Litter is noticeable and picked up with 2-3 days	Litter is picked up once per week or less	Major accumulation of litter on the grounds
<b>Trees/Shrubs/Flowers</b>	Maximum care, including appropriate watering, fertilizing, disease control; Weeding done a minimum of once per week	Care cycle usually once per week; Beds are essentially weed free	Care cycle only as necessary to maintain a reasonable appearance	Care cycle once per month; Trimming, pruning, planting is irregular	On demand or complaint based maintenance.
<b>Hardscape</b>	Sweeping, cleaning, washing, repairs are immediate and always maintained	Cleaned and maintained regularly and replaced when deterioration becomes noticeable	Cleaned on a complaint basis and repaired as budget allows	No preventative maintenance and repaired/replaced when budget is available	Serviced only when safety is a consideration
<b>Equipment/Systems</b>	Fully functional and regularly upgraded	Usually functional and regularly upgraded	Suffer occasional breakdowns and periodically upgraded (usually lagging modern standards)	Frequently broken and inoperative, normal usage and deterioration continues and upgrades are unplanned	Routinely broken and inoperative, systems inadequate to meet present usage needs
<b>Service Response Time</b>	Responded to immediately	Responded to in a timely manner	Response times are variable and sporadic without apparent cause	Typically not responded to in a timely manner	Never responded to in a timely manner