



CASE STUDY:

High-Traffic Property Portfolio –
Retail & Mixed-Use Facilities

CLIENT: Regional Property Management Group

LOCATION: Dallas–Fort Worth, TX

CONTRACT TYPE: Recurring Commercial
Services

SERVICES PROVIDED: Janitorial, Porter Staffing,
Overflow Waste
Solutions

DURATION: 2023 – Present

OVERVIEW

Leansite was brought in to take over cleaning and maintenance operations for a portfolio of 50+ retail and mixed-use buildings experiencing high tenant complaints due to inconsistent cleaning services from previous vendors.

SOLUTION & EXECUTION

We transitioned the portfolio in under 14 days using our contractor network, implemented uniform cleaning protocols, and provided each property manager with direct dashboard access to monitor work in real time.

Replaced old service model with 48-hour response guarantee

Set up QR code-enabled customer feedback loops at entrances

Deployed night porter teams during high-traffic weekends

Enabled recurring oversight with before-and-after photo tracking

IMPACT

Reduced tenant complaints by 72% within 90 days

Cut overall cleaning costs by 25% with bundled services

Improved cleanliness rating in property audits to 9.7/10

Strengthened landlord-tenant satisfaction across the portfolio

Turn your facilities into smart, self-managing buildings

Start With Leansite Today

