

BURLINGTON MALL

CASE STUDY: TRANSFORMING CLEANING SERVICES AT DRB FACILITY SERVICES

BURLINGTON MALL | SIMON PROPERTY GROUP

Managed by Simon Property Group, the Burlington Mall is a high-traffic destination at the heart of Boston's suburban shopping scene. Home to over 180 retailers, from fashion and technology to dining and entertainment, it offers a bustling atmosphere that attracts millions of visitors each year and remains one of the region's most dynamic gathering places.

FLOOR SCRUBBING: CHALLENGES

High Foot Traffic

As one of Greater Boston's busiest malls, the constant flow of shoppers created very limited windows to perform a full deep clean without disrupting operations.

Large Floor Area

The mall's expansive layout required scrubbing and detailing across multiple zones, demanding careful planning and efficient execution.

Tight Timeframe

The cleaning project had to be completed quickly and precisely to meet strict deadlines while ensuring quality results.

SOLUTION

- **After-Hours Scheduling:** Work was completed during low-traffic hours to minimize disruption for shoppers and retailers.
- **Specialized Deep-Cleaning Equipment:** High-performance scrubbers and eco-friendly products ensured thorough cleaning across large floor areas.
- **Efficient Team Coordination:** A trained crew followed a detailed plan to meet tight deadlines while maintaining consistent quality.

FINISHED WORK



HIGH DUSTING CHALLENGES

FINISHED WORK



Hard-to-Reach Areas

Vents, beams, and other elevated surfaces collected layers of dust and debris over time. Accessing these areas safely required specialized lifts and equipment, along with trained personnel to work at height.

Air Quality Concerns

Dust buildup in vents risked being recirculated through the HVAC system, impacting both indoor air quality and the overall shopping experience for visitors and staff.

Operational Limitations

With Burlington Mall's consistently high traffic, the cleaning had to be performed discreetly and outside peak hours to avoid disruption and ensure a safe environment.

Visibility and Aesthetics

Dust accumulation on vents, lighting fixtures, and exposed beams was noticeable to shoppers and detracted from the mall's clean, professional appearance.

SOLUTION

- **Specialized Equipment:** Our team utilized boom lifts, extension tools, and HEPA-filter vacuums designed to capture fine particles, ensuring a thorough clean while preventing dust from spreading.
- **Trained Crew:** Certified technicians with experience in high-access cleaning followed strict safety protocols and controlled equipment operation, to complete the work efficiently and securely.
- **Minimized Disruption:** Cleaning was strategically scheduled during overnight and off-peak hours, with work areas clearly sectioned off to maintain uninterrupted operations for both shoppers and tenants.

