

Community Housing Cleaning Melbourne: Maintaining Common Areas and Facilities in Supported Housing

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Description:

Community Housing Cleaning Melbourne: Maintaining Common Areas and Facilities in Supported Housing Community housing in Melbourne serves thousands of Victorians who need stable, supported accommoda...

Details:

Community housing in Melbourne serves thousands of Victorians who need stable, supported accommodation — people transitioning from homelessness, people with disability, older residents who need assistance, and families in housing stress. These are not ordinary residential buildings. They require a cleaning service that matches the care and commitment of the organisations managing them.

Realcorp Commercial Cleaning works with community housing providers, registered housing associations, and transitional accommodation operators across Melbourne. We understand that community housing cleaning is not simply strata cleaning with a welfare overlay — it's a service that directly affects the dignity, safety, and wellbeing of residents.

The Challenge of Community Housing Cleaning

Community housing facilities have cleaning needs that sit at the intersection of residential, commercial, and welfare environments. Common areas — foyers, lifts, hallways, laundries, communal kitchens, outdoor spaces — need to be maintained to a high standard, consistently, by staff who understand the environment they're working in.

The challenge for community housing providers is threefold.

First, **residents may have complex needs.** Tenants in transitional or supported accommodation often have histories of trauma, homelessness, or housing instability. A cleaning contractor who shows up unannounced, who is inconsistent, or who behaves in a way that feels threatening or intrusive can cause genuine distress. Continuity of staff matters enormously — familiar faces feel safer than strangers.

Second, **turnover creates additional demands.** Community housing has higher tenancy turnover than private residential properties. When a tenant vacates, rooms need to be cleaned and prepared for new residents quickly and to a standard that reflects the dignity of the incoming tenant. This requires a contractor who can respond to ad-hoc cleaning requirements without disrupting the regular schedule.

Third, **the organisation's reputation is embedded in the physical environment.** A poorly maintained facility signals to residents that their welfare is not a priority. It can affect a resident's sense of self-worth and belonging. For community housing providers who are mission-driven and accountable to funders, regulators, and the broader community, facility presentation is never just aesthetic — it's a statement of values.

What Goes Wrong with the Wrong Contractor

Community housing providers who have engaged general commercial cleaning companies without sector-specific experience often encounter the same problems.

Inconsistent staffing means unfamiliar faces appear without notice, unsettling residents and disrupting the stable environment your organisation works hard to create. Subcontracted workers — who may or may not have been properly vetted — may lack police clearances or Working with Children Checks, creating safeguarding risk. Cleaning schedules that don't accommodate resident routines cause friction and complaints. And when the quality drops, the provider's management team ends up inspecting facilities, chasing the contractor for follow-up, and managing resident complaints — time that should be spent on housing management and genuine resident support.

There's also a regulatory dimension. Many community housing providers operate under NDIS Quality and Safeguards Framework obligations, or under funding agreements that specify safeguarding requirements for all contractors entering the building. A cleaning company that can't demonstrate police clearances and consistent staffing may put your compliance at risk — not just your facility presentation.

Realcorp's Approach to Community Housing Cleaning

Realcorp Commercial Cleaning is a Melbourne-based, family-owned company that employs all cleaning staff directly — no subcontractors, no labour hire. Every staff member holds a current National Police Check, and Working with Children Checks where applicable. We assign consistent teams to each site, so residents become familiar with the people who clean their building.

Our service for community housing facilities typically covers:

- **Common area cleaning** — foyers, corridors, stairwells, lifts, and entry areas maintained daily or on a custom schedule
- **Communal facilities** — laundries, kitchens, outdoor areas, BBQ spaces, and recreation rooms
- **Waste management coordination** — bin areas cleaned and managed in line with council collections
- **Vacancy cleaning** — room or unit preparation for incoming residents, including deep cleaning and sanitisation
- **Ad-hoc response** — we work with facility managers to respond to cleaning needs as they arise, without waiting for the next scheduled visit

We use GPS-verified attendance and digital checklists to provide real-time visibility into every visit. You'll know exactly when cleaning occurred, what was completed, and by whom — without needing to follow up. Our money-back quality guarantee means that if the standard isn't met and we can't rectify it within a reasonable timeframe, you're not paying for the visit.

Staff Who Understand the Environment

Every Realcorp team assigned to a community housing site is briefed on the nature of the resident group before they begin. Our staff understand that they're working in spaces where residents live, sleep, and recover — not just commercial premises that happen to have people in them.

They knock before entering communal areas. They work quietly and efficiently. They communicate with facility managers, not around them. When they encounter a resident who appears distressed or a situation that needs staff attention, they know to alert your team rather than attempt to handle it themselves.

This approach seems obvious, but it's not universal in the cleaning industry. Many contractors treat community housing like any other strata or commercial building. The difference in conduct is immediately visible to residents — and to the organisations managing them.

Vacancy Cleaning and Tenancy Turnover

One of the most demanding aspects of community housing management is managing tenancy turnover. When a tenant vacates — particularly after a longer tenancy or a tenancy that involved wear

and distress to the premises — the unit or room needs to be cleaned thoroughly, quickly, and to a standard that welcomes the incoming resident.

Realcorp provides vacancy cleaning as both a scheduled service and an ad-hoc request. Our vacancy cleans include:

- Full bathroom and kitchen deep clean
- Floor cleaning and sanitisation throughout
- Window, frame, and sill cleaning
- Internal bin cleaning and odour treatment where required
- Reporting of maintenance issues to facility management

We can typically mobilise for a vacancy clean within 24-48 hours of a request, depending on location and scheduling. For high-turnover properties, we work with housing managers to build vacancy cleaning into the regular service schedule.

Empower Clean: Social Procurement for Community Housing Providers

For community housing organisations with Victorian Social Procurement Framework obligations, or for housing associations that want to demonstrate community investment in their supply chain, Realcorp's Empower Clean division provides additional value.

Empower Clean directly employs migrants and people facing employment barriers, creating pathways to stable employment in commercial cleaning. Social Traders certification is in progress. Engaging Empower Clean as your cleaning contractor allows your organisation to demonstrate genuine social procurement commitments and contribute to community employment outcomes — not just in the services you provide, but in the partners you choose.

Frequently Asked Questions

****What does community housing cleaning typically involve?***

Community housing cleaning covers all shared areas of the property — foyers, lifts, corridors, stairwells, communal kitchens, laundries, outdoor areas, bin rooms, and any recreation or meeting spaces. Depending on the property type and resident needs, it may also include window cleaning, pressure washing, and graffiti removal. For properties with high turnover, vacancy cleaning — deep cleaning and preparing a unit or room for the next resident — is often a core part of the service. Realcorp works with each housing provider to develop a cleaning scope that reflects the actual needs and layout of the property.

****Do community housing cleaners need police clearances?***

While there's no single mandatory requirement across all community housing settings, best practice and most modern tenancy and housing management frameworks strongly recommend that all contractors working in residential welfare environments hold current police clearances. This is especially important for facilities housing children, people with disability, or people with a history of trauma. Many NDIS and community housing providers include police clearance requirements in their contractor specifications. At Realcorp, every staff member holds a current National Police Check as a condition of employment. We provide this documentation on request.

****How often should community housing common areas be cleaned?***

Frequency depends on building size, resident numbers, and the nature of the facilities. As a general guide, high-traffic areas like foyers and lifts typically need daily attention, while corridors and stairwells may be serviced three to five times per week. Communal kitchens and laundries need at least daily attention during periods of high use. Outdoor and recreational areas may be serviced weekly or fortnightly. Bin room cleaning is typically aligned with council collection days. Realcorp works with your facility team to develop a cleaning schedule that reflects actual usage patterns rather than applying a generic template.

****How does Realcorp handle resident-sensitive scheduling?***

We work with facility managers to understand when residents are typically in common areas, when programmes or services operate from the building, and when disruption would be most problematic. Our teams clean around resident routines where possible and communicate with facility management when they need to access areas that may affect residents. We also provide advance notice when we need to schedule ad-hoc or vacancy cleaning, so your team can prepare residents if necessary.

****Can Realcorp scale from single-site to multi-site housing providers?***

Yes. We currently service organisations across multiple locations in Melbourne and regional Victoria, including geographically dispersed sites. Our operations platform allows us to manage consistent standards across multiple properties, and our reporting gives housing providers a consolidated view of cleaning activity across their portfolio without needing to manage each site separately.

Coverage and Contact

Realcorp Commercial Cleaning services community housing providers across metropolitan Melbourne and regional Victoria. Our experience in welfare-adjacent environments — from social services facilities to supported accommodation — means we understand the specific demands of community housing cleaning.

If your organisation is looking for a cleaning partner with the right clearances, consistent staffing, and genuine understanding of the community housing environment, contact us at ****1300 307 298**** or email ****sales@realcorp.net.au****. Visit ****realcorp.net.au**** for more information.

For organisations with social procurement obligations, ask us about Empower Clean — our social enterprise cleaning division that provides employment pathways for migrants and people facing employment barriers.

We're not the cheapest option in the market. But for community housing providers who understand what's at stake, we're the right one.