

# Owners Corporation Cleaning Melbourne: What OC Managers Actually Need from a Cleaning Contractor

Canonical: <https://directory.realcorp.net.au/strata-residential-cleaning-melbourne/owners-corporation-cleaning/owners-corporation-cleaning-melbourne-what-oc-managers-actually-need-from-a-clea/>

## Description:

# Owners Corporation Cleaning Melbourne: What OC Managers Actually Need from a Cleaning Contractor Realcorp Commercial Cleaning is a Melbourne-based commercial cleaning company founded in 2016. We're...

## Details:

Realcorp Commercial Cleaning is a Melbourne-based commercial cleaning company founded in 2016. We're family owned, owner-operated, and we employ over 200 directly employed staff across 63+ active sites. We specialise in strata and residential cleaning — and we've built our reporting and accountability model specifically around what owners corporation managers need, not just what's easiest to provide.

If you're an OC manager responsible for a residential building's cleaning contract, this guide is for you. We'll cover the specific accountability problems OC managers face, what a cleaning contractor should actually provide, and how to tell the difference between a contractor who delivers and one who just invoices.

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### ## The OC Manager's Real Problem

The owners corporation cleaning contract sits in a difficult position in building management. The OC committee meets quarterly — sometimes monthly if you're lucky — and in between meetings, the building still needs to be cleaned to a standard that satisfies:

- The committee's budget expectations
- Individual residents who notice every missed corridor sweep
- The building manager or facilities manager who fields complaints in real time
- Any strata inspection or audit requirements

The OC manager is the person in the middle. And most cleaning contractors make that position harder, not easier.

Here's what OC managers tell us are their biggest frustrations with cleaning contractors:

\*\*\*"I have no way to verify the work was actually done."\*\*\* You receive an invoice. You're told the building was cleaned on Tuesday. But was it? All of it? The bin room too? There's no independent record, no checklist, no timestamp. When a resident complains that the corridor on level 14 hasn't been swept in a week, you have no way to confirm or dispute it.

\*\*\*"Complaints go nowhere."\*\*\* A resident emails a complaint. You forward it to the cleaning company. You get a response saying it won't happen again. Two weeks later, the same complaint. There's no escalation pathway, no accountability mechanism, no way to force resolution — short of terminating the

contract, which comes with its own complexity.

**"The team keeps changing."** Month one, you have a reliable crew who knows the building. Month three, it's completely different people who don't know where the mop room is, don't know the lift schedule, and take twice as long to do half the job. Consistency is impossible when contractors use subcontractors or rotating casual pools.

**"I can't show the committee anything concrete."** At the next committee meeting, a committee member asks how cleaning quality is tracked. You have nothing to show them except the invoice and your own anecdotal experience. That's not a defensible position for a manager who is supposed to be overseeing the contract.

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### ## What an OC Cleaning Contractor Should Actually Provide

A cleaning contractor for a strata building should not just clean the building. They should give you the tools to manage the contract, respond to resident complaints, and demonstrate to the committee that the contract is being honoured.

Specifically, you should expect:

**A Documented Scope of Works** A clear, area-by-area, task-by-task specification of what gets cleaned, how often, and to what standard. Not a vague "we'll clean the common areas weekly." If the scope doesn't specify that the lift tracks are cleaned monthly, don't be surprised when they're not.

**Digital Attendance and Task Records** Every visit should generate a timestamped record — when the team arrived, how long they were on site, and what was done. GPS verification ties the record to the actual building location, not just the cleaner's phone.

**Completed Inspection Checklists** A digital checklist completed on-site for each visit, confirming each task was performed. This creates an audit trail that you can access at any time — not just when something goes wrong.

**Photo Documentation of Issues** When a cleaner notices a maintenance issue (graffiti, a broken bin room door, a leaking drain), it should be documented with a photo and reported to building management through a standard process. This turns your cleaner from a passive service provider into an active building monitoring resource.

**A Clear Escalation Pathway for Complaints** When a resident complains, you need to know exactly who to contact, what response time to expect, and what the resolution process looks like. A contractor without a formal escalation pathway is a contractor without accountability.

**Monthly Reporting Summaries** A monthly summary of activity — visits completed, tasks performed, issues noted, complaints addressed — that you can table at committee meetings or present to the building manager as evidence of contract performance.

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### ## How Realcorp's Reporting Model Works for OC Managers

The Realcorp App was designed specifically for this problem. Here's what it provides:

**GPS-Verified Attendance** Every Realcorp staff member uses the app to check in and check out at each site. The GPS record confirms they were physically at the building — not just logged in remotely. For OC managers who need to verify service delivery, this is a timestamped, location-confirmed record of every visit.

**\*\*Digital Checklists\*\*** Realcorp cleaners complete digital checklists on their phones as they work through each area. The checklist is building-specific — your building's scope of works is mapped directly into the checklist. When the lift on level 2 is cleaned, it's ticked. When the bin room is done, it's ticked. That record is available to you immediately.

**\*\*Issue Photo Logs\*\*** When a Realcorp cleaner identifies an issue — damage, vandalism, maintenance problem — they photograph it and log it through the app. You receive notification and the photo log is available for your records.

**\*\*Real-Time Reporting Access\*\*** Building managers and OC managers with Realcorp can access reporting in real time — not after-the-fact summaries. If you want to check whether the building was cleaned this morning, you can check.

This is the standard of evidence that lets you answer resident complaints with confidence, present to committees with data, and hold the contract accountable between meetings.

Realcorp's audit failure rate across all active sites is under 5%. That's not a claim — it's a measured outcome from the inspection process we apply to our own buildings.

Our active strata portfolio — including Precinct, Parque, Triptych, and Gravity Tower — represents hundreds of OC management interactions across thousands of cleaning visits. Our reporting model has been refined through real operational experience with active OC committees.

For more on our accountability approach, see: [\[Why Realcorp — The Commercial Cleaning Partner Built for Accountability\]\(/why-realcorp/why-realcorp-the-commercial-cleaning-partner-built-for-accountability-not-excuse/\)](#).

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### ## The Police Clearance Requirement

OC managers have a duty of care to residents. Cleaning staff have access to common areas — lobbies, corridors, car parks, rooftop terraces. In some buildings, cleaning schedules overlap with resident hours, which means cleaners and residents interact regularly.

Every Realcorp staff member holds a current National Police Check. We employ directly — no subcontractors, no labour hire platform casuals. When a new person is assigned to a building, they are cleared before they are deployed, not provisionally placed with the promise that paperwork is coming.

This is a baseline that OC managers should require from any cleaning contractor. If a contractor cannot confirm that every person entering your building holds a current police clearance, that is a risk your committee should be aware of.

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### ## Frequently Asked Questions: OC Cleaning Contractors

**\*\*What does an owners corporation cleaning contractor provide?\*** An OC cleaning contractor provides regular cleaning of all common areas — lobbies, corridors, lifts, stairwells, bin rooms, car parks, external paths, and any shared amenity spaces. Beyond the cleaning itself, a quality contractor provides documented proof of service delivery through digital attendance records, completed checklists, and issue reporting. They should also offer a clear escalation process for complaints and regular reporting summaries that OC managers can use at committee meetings.

**\*\*How do OC managers verify that cleaning is being done?\*** The traditional answer is "you trust the invoice" — which is inadequate. The right answer is GPS-verified attendance records, digital checklists completed on-site, and real-time access to reporting. Realcorp provides all three through the Realcorp App. OC managers can check the status of any cleaning visit without waiting for a monthly summary.

When a resident complaint comes in, you can pull the attendance record and the completed checklist for the day in question and respond with evidence, not just assurances.

**\*\*Can an OC manager get reports on cleaning?\*** Yes — and if your current contractor doesn't provide them, that's a gap worth addressing. Realcorp provides building managers and OC managers with access to GPS attendance records, digital task checklists, issue photo logs, and monthly summary reports. These are available in real time, not just on request. They're designed to be usable at committee meetings as evidence of contract performance.

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## ## Coverage and Contact

Realcorp provides owners corporation cleaning services across Melbourne metro, regional Victoria (including Ballarat), and Adelaide.

- **\*\*Phone:\*** 1300 307 298 - **\*\*Email:\*** [sales@realcorp.net.au](mailto:sales@realcorp.net.au) - **\*\*Web:\*** [realcorp.net.au](http://realcorp.net.au)

We offer a money-back quality guarantee. If the standard isn't met, we make it right — or we refund the cost of the affected service. We're a family owned business and we stand behind what we deliver.