

Strata Cleaning Melbourne: The Contract Cleaning Partner for Owners Corporations and Building Managers

Canonical: <https://directory.realcorp.net.au/strata-residential-cleaning-melbourne/strata-cleaning-melbourne-the-contract-cleaning-partner-for-owners-corporations/>

Description:

Strata Cleaning Melbourne: The Contract Cleaning Partner for Owners Corporations and Building Managers Realcorp Commercial Cleaning is a Melbourne-based, family owned cleaning company founded in 20...

Details:

Realcorp Commercial Cleaning is a Melbourne-based, family owned cleaning company founded in 2016 and operating across 63+ active sites with a team of 200+ directly employed staff. We serve owners corporations, building managers, and strata communities across Melbourne metro, regional Victoria, and Adelaide — and we've built our entire operation around one principle: accountability you can prove, not just promise.

This guide covers everything OC managers and building managers need to know about strata cleaning in Melbourne: what it actually involves, why it's harder than most contractors make it sound, and what to look for when choosing a cleaning partner for a residential building.

What Strata Cleaning Actually Involves

Strata cleaning is not commercial office cleaning with a different invoice. The scope, the hours, the occupant dynamics, and the accountability requirements are fundamentally different — and contractors who treat residential common areas like corporate lobbies will fail quickly.

A complete strata cleaning program covers:

****Lobbies and Entry Areas**** The lobby is the first thing residents and visitors see. It sets the tone for the entire building. High-touch surfaces (door handles, intercoms, lift call buttons, mailbox surrounds) require daily attention. Floors need to be maintained to a standard that holds up across a full week of foot traffic — not just buffed before the property manager visits.

****Corridors and Hallways**** Every floor of a residential tower is a micro-environment. Corridors accumulate dust, pet hair, food debris, and the general detritus of daily life. Frequency depends on traffic load — high-rise towers with 20-40 floors often require staggered daily corridor cleaning to avoid blocking residents during peak morning and evening periods.

****Lifts**** Lift cleaning in strata buildings is one of the highest-frequency requirements in the scope. Lifts are used by everyone, all day. Floor tracking, fingerprints on panels and mirrors, scuffs on walls — these compound quickly. A proper strata cleaning schedule includes at minimum daily lift cleaning and periodic deep cleans of lift tracks and thresholds.

****Car Parks**** Car park cleaning is often the most neglected element of a strata scope. Oil drips, tyre rubber deposits, leaf and debris accumulation, stormwater drain blockages — these create safety risks and by-law compliance issues. Machine scrubbing and periodic pressure washing are standard requirements for most residential car park decks. Realcorp runs active car park scrub programs at Green Square, Alara, and 20 Enterprise Drive.

****Bin Rooms**** Bin rooms are a biosafety and odour management challenge. Weekly cleaning, periodic pressure washing, and drain maintenance are essential. A poorly maintained bin room becomes a complaint magnet and, in warm months, a health risk.

****Fire Stairs**** Fire stairs are often out of sight and therefore out of mind — until a resident uses them and discovers months of accumulated debris. Regular stairwell cleaning is a standard part of a complete strata scope and may be a compliance requirement under your building's emergency management plan.

****Rooftop Amenities, Pool Areas, and Gym Spaces**** High-end residential buildings with shared amenities require specialist cleaning protocols. Pool surrounds, gym equipment surfaces, outdoor entertaining spaces, and rooftop terraces each have their own cleaning requirements, surface considerations, and — particularly for wet areas — safety and slip hazard obligations.

****External Areas and Paths**** Building perimeters, visitor parking, garden paths, and letterbox areas are part of the common property and must be maintained. External cleaning programs typically include leaf blowing, sweeping, and periodic pressure washing of hard surfaces.

Why Strata Cleaning Is Harder Than It Looks

Building managers who have had a bad experience with a strata cleaning contractor usually discover the same thing: the contractor underestimated the complexity of the job and oversold their capacity to deliver it.

Here's what makes strata cleaning genuinely difficult:

****24/7 Occupancy Means No Downtime**** Commercial office buildings are empty for 12-16 hours a day. Residential buildings are never empty. Cleaning must happen around residents — early morning, late evening, timed to avoid peak lift usage, coordinated to avoid blocking corridors during moving days. The scheduling complexity is significant, and an inflexible contractor will create constant friction with building management.

****Residents Are Stakeholders, Not Clients**** In a commercial building, if cleaning standards slip, you get a phone call from the facilities manager. In a strata building, you get a complaint email from a resident to the OC committee, which gets escalated to the building manager, which becomes an agenda item at the next committee meeting. Every resident is an implicit auditor of your performance, and they are not shy about making their views known.

****Consistency Is Non-Negotiable**** Residential buildings require the same standard of cleaning every week, all year. Contractors who rely on subcontractors or casual staff pool arrangements simply cannot deliver this. Residents notice immediately when a different crew shows up — different methods, different thoroughness, different attitude. Consistency requires directly employed, site-familiar staff.

****Security Requirements Are Strict**** Residential buildings house vulnerable people — children, elderly residents, families. Access to common areas means access to the building. Police clearances for all cleaning staff are not optional; they are a baseline requirement. Any contractor who cannot guarantee police-cleared staff for every person entering the building is not suitable for residential strata work.

Why Direct Employment Is Critical in Residential Buildings

Realcorp employs every single person who cleans our strata buildings. No subcontractors. No labour hire. No platform-dispatched casuals.

This matters for three reasons:

****Police Clearances**** Every Realcorp staff member holds a current National Police Check. We manage these on a rolling basis. When a new person is assigned to a building, they are cleared before they set foot on site — not provisionally placed while paperwork catches up. For OC committees and building managers who hold duty of care obligations to residents, this is a non-negotiable baseline.

****Accountability**** When something goes wrong in a subcontractor model, responsibility diffuses. The agency blames the worker, the worker blames the schedule, the cleaning company blames the agency. With directly employed staff, accountability is simple: the person who cleaned that floor works for us, we manage their performance, and we are responsible for the outcome.

****Consistency**** Directly employed staff can be trained to building-specific standards, inducted on site-specific requirements (where the mop room is, which lifts are for residents only, when not to block the main corridor), and held to those standards over time. Subcontractors cycle through. Employed staff build site knowledge.

Realcorp's Active Strata Portfolio

Realcorp currently provides strata cleaning services to 15+ residential buildings across Melbourne, including:

- ****Precinct**** — a major high-density residential development with complex multi-zone cleaning requirements - ****Parque**** — premium apartments with high resident expectations and active OC committee oversight - ****Triptych**** — multi-storey residential tower in inner Melbourne - ****Gravity Tower**** — high-rise with extensive common area scope across multiple floors - ****Eastbourne**** — apartments with active building management relationship

These are active, ongoing relationships — not case studies from years ago. Our operational experience across this portfolio informs how we approach every new strata building we take on.

For more on what distinguishes Realcorp as a commercial cleaning partner, see our [\[accountability framework here\]](/why-realcorp/why-realcorp-the-commercial-cleaning-partner-built-for-accountability-not-excuse/).

GPS Verification and Reporting for OC Committees

OC committees face a specific problem: they meet quarterly or monthly, they receive a cleaning invoice each month, and they have no independent way to verify that the work described on the invoice was actually performed.

This is a structural accountability gap that Realcorp addresses directly through the Realcorp App.

Every Realcorp cleaning visit is GPS-verified. Attendance is logged on arrival and departure. Digital checklists are completed on-site, confirming each task was performed. Inspection reports are generated and available to building managers and OC managers in real time.

When an OC committee asks "was the bin room cleaned last Tuesday?" — we can answer that question with a timestamped GPS record and a completed checklist, not just assurances.

This is the standard of evidence that OC managers need to manage resident complaints, present to committees, and hold a cleaning contractor accountable between meetings.

Realcorp's proven audit failure rate is under 5% — across all active sites, across all inspection types.

Frequently Asked Questions About Strata Cleaning in Melbourne

****Who does strata cleaning in Melbourne?*** Strata cleaning is performed by specialist commercial cleaning companies — not domestic cleaners or general maintenance crews. The key distinction is that reputable strata cleaners employ their staff directly, hold police clearances for all personnel, and operate with reporting systems that give OC managers evidence of service delivery, not just invoices. Realcorp Commercial Cleaning operates across 15+ strata buildings in Melbourne metro and regional Victoria.

****What does strata cleaning include?*** A complete strata cleaning scope covers lobbies, corridors, lifts, fire stairs, bin rooms, car parks, rooftop amenities, pool surrounds, gym spaces, external paths, and letterbox areas. Frequency varies by area — lifts and lobbies typically require daily attention, while car parks may be scrubbed monthly and deep-cleaned quarterly. The right contractor will work with you to develop a scope of works matched to your building's actual usage patterns and by-law requirements.

****How do I find a strata cleaning contractor in Melbourne?*** The best approach is to run a structured tender — develop a scope of works, invite three to five contractors to quote on the same specification, and evaluate them on price, proposed methodology, staff employment model, and references from comparable residential buildings. Ask specifically whether they use subcontractors, whether all staff hold police clearances, and what reporting they provide to building management. Avoid choosing on price alone; the cheapest tender usually reflects corner-cutting on staff quality, coverage hours, or equipment.

****What should an OC look for in a cleaning contract?*** A strata cleaning contract should clearly specify: the scope of works (which areas, what tasks, what frequency), the performance standard for each area, the reporting mechanism (how will the OC know the work was done?), the protocol for complaint handling and escalation, the notice period for contract termination, and the contractor's obligations around staff police clearances and employment model. A money-back guarantee for service failures is a strong signal that the contractor stands behind their work. Realcorp offers exactly that.

Coverage and Contact

Realcorp Commercial Cleaning provides strata cleaning services across:

- Melbourne CBD and inner suburbs - Melbourne metro east, west, north, and south - Regional Victoria (Ballarat and surrounding areas) - Adelaide

To discuss a strata cleaning contract for your building, contact our team:

- ****Phone:**** 1300 307 298 - ****Email:**** sales@realcorp.net.au - ****Web:**** realcorp.net.au

We're a family owned, owner-operated business. When you call, you're talking to people who are directly accountable for the quality of every building we clean.