

# DCS PROPERTY MANAGEMENT CLEANING Survey Results



## THANKS TO EVERYONE WHO PARTICIPATED IN THE RECENT DCS SURVEY.

We sent out **200 questionnaires to key property management contacts** to poll you on cleaning issues and costs during the pandemic.

The good news is that **3/4 of respondents** have a detailed plan for cleaning during the pandemic and over half of you have seen cleaning costs come down significantly (**25% or more**) in the past six months as building occupancies dropped. Virtually everyone is communicating the steps being taken to make their buildings building safer and cleaner to employees, tenants, and visitors.

Most of you (**71%**) believe that as occupancy returns to the new normal, costs will reset roughly at pre-pandemic levels (**0-10% increase**). However, approximately **30%** believe a significant increase in cleaning costs is coming. Only one quarter of respondents are measuring/testing the quality of touchpoint cleaning to ensure it is being done properly.

The survey results reinforce the need for independent testing of hygiene results and expert advice on cleaning cost optimization and quality. DCS has been Canada's trusted independent advisor on cleaning issues for over 20 years. We take the worry out of cleaning. DCS has the expertise to support you and your contractor clean effectively and efficiently during the pandemic and allow you to demonstrate your duty of care.

For a free consultation on how to improve the value of your cleaning services, test the quality and optimize costs please contact DCS at:

### André Ladouceur

Senior VP, Business Development  
a.ladouceur@dcsglobal.ca  
(613) 261-1963

### Randy Burke, CEO

r.burke@dcsglobal.ca  
(416) 971-6666  
Head Office Toronto, Ontario

### Head Office Toronto

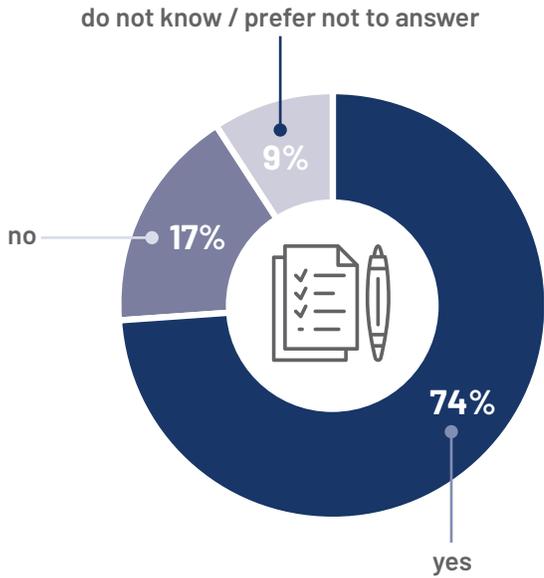
401 Bay, Suite 1612  
Toronto, ON M5H 2Y4  
(416) 646-0993

**T O R O N T O   •   V A N C O U V E R   •   C A L G A R Y**

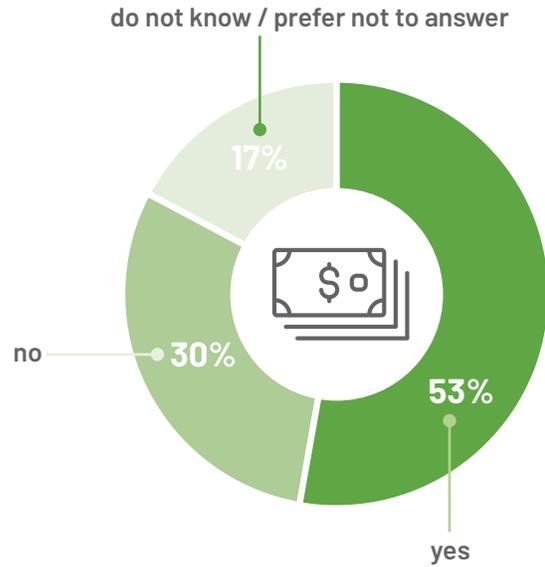


# DCS PROPERTY MANAGEMENT CLEANING – Survey Results

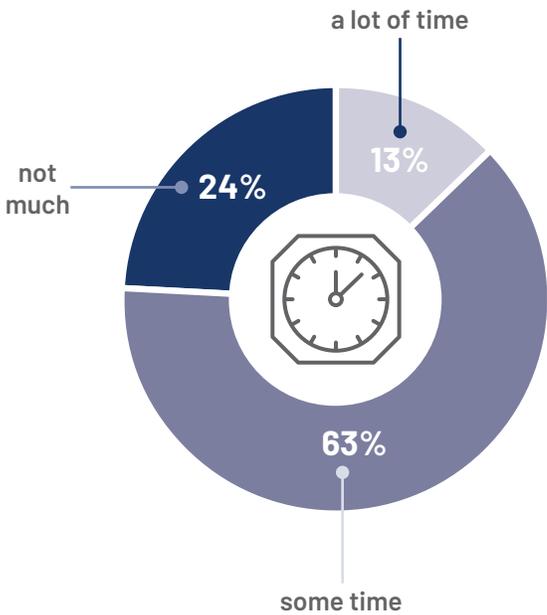
Do you or your contract cleaner have a specific (detailed written) plan for cleaning during a pandemic?



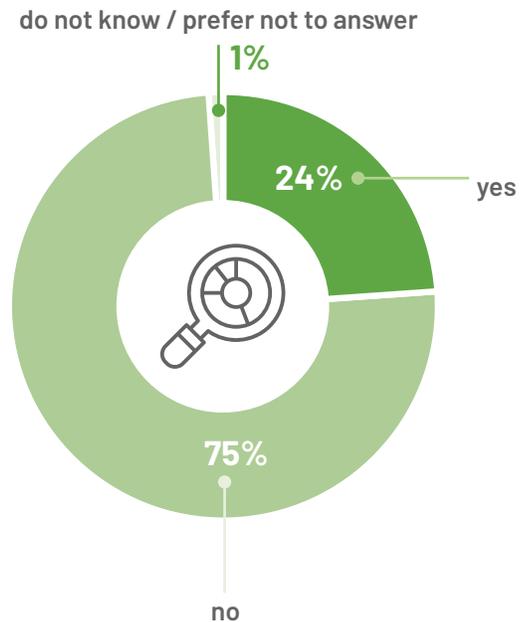
Have your cleaning costs gone down significantly (25% or more) to reflect lower occupancy in the last six months?



How much time does the current pandemic take out of your workday?



Are you measuring and testing the quality of your touchpoint cleaning to ensure it is being done properly?

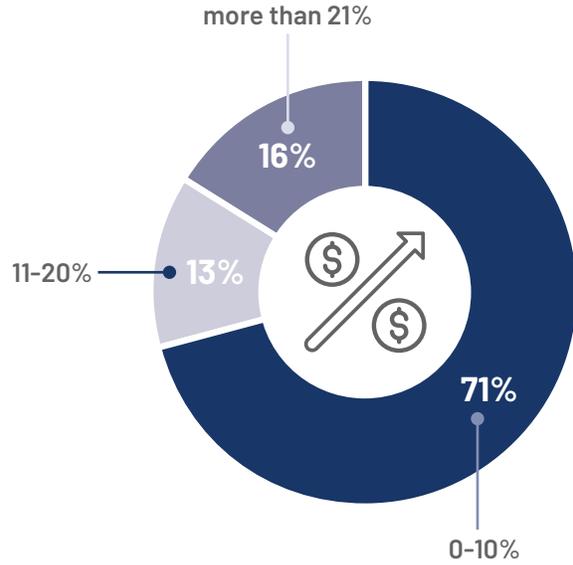


# DCS PROPERTY MANAGEMENT CLEANING – Survey Results

Are you effectively communicating the steps you are taking to make your building cleaner and safer to your employees, tenants, and visitors?



Do you expect your cleaning costs to increase due to the pandemic?



Where are you getting your information on cleaning for the pandemic?

