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:

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

- Yes: 74%
- No: 17%
- Do not know / prefer not to answer: 9%

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

- Yes: 53%
- No: 30%
- Do not know / prefer not to answer: 17%

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

- A lot of time: 63%
- Some time: 24%
- Not much: 13%
- Do not know / prefer not to answer: 1%

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

- Yes: 75%
- No: 24%
- Do not know / prefer not to answer: 1%
Are you effectively communicating the steps you are taking to make your building cleaner and safer to your employees, tenants, and visitors?

1% do not know / prefer not to answer

99% yes

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

- 0-10%: 71%
- 11-20%: 13%
- 16%
- more than 21%

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

- Public health agencies: 26.6%
- Industry associations: 26%
- My contract cleaner: 26%
- 9%
- 7.5%
- 4.9%
- New
- Third party
- Other