CASE STUDY

HOW ONIX CLEANING SERVICES SUPPORTED A PROPERTY MANAGER IN MAINTAINING HIGH STANDARDS ACROSS MULTIPLE UNITS

ONIX CLEANING SERVICES

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CLIENT PROFILE

Name: Michael T.

Location: Beacon Hill, Boston, MA

Profession: Property Manager overseeing a portfolio of 20 rental units in a mix of high-end and family-oriented properties

Goal: Ensure consistently high cleanliness standards across properties to attract and retain tenants, reduce turnover times, and simplify property management operations

CHALLENGE: MANAGING MULTIPLE PROPERTIES WITH DIVERSE CLEANING NEEDS

As a property manager, Michael T. was responsible for maintaining a high standard of cleanliness across various rental properties, ensuring tenant satisfaction, and efficiently managing turnovers. His primary challenges included:

Consistent Quality Across Properties: Maintaining a spotless, tenant-ready appearance in each unit, from luxury apartments to family rentals, was essential for tenant retention and property reputation.

Efficient Turnover Times: With frequent tenant move-ins and move-outs, Michael needed a reliable cleaning service that could handle quick turnovers across multiple properties without sacrificing quality.

Operational Efficiency in Property Management: Coordinating cleaning for 20 units across different locations was time-consuming, leaving less time for Michael to focus on strategic responsibilities, such as tenant relations and property improvements.

SOLUTION: COMPREHENSIVE MULTI-PROPERTY CLEANING SUPPORT FROM ONIX CLEANING SERVICES

Onix Cleaning Services provided a customized solution to help Michael maintain high standards across his entire portfolio, streamline cleaning logistics, and enhance tenant satisfaction. Here's how Onix supported Michael in his property management goals:

1. Multi-Property Maintenance Package

Scheduled Cleanings for Common Areas and Units: Onix offered a recurring cleaning schedule for shared spaces, such as lobbies, hallways, and laundry rooms, as well as individual unit cleanings. This ensured that both public and private areas were consistently well-maintained, creating a positive experience for tenants and visitors alike.

Flexible Scheduling for Vacant and Occupied Units: Onix coordinated with Michael to schedule cleanings based on tenant turnover needs, providing deep cleans for vacant units and light maintenance for occupied ones as needed. This flexibility minimized tenant disruptions and ensured that every unit was move-in ready.

2. Tenant Turnover Excellence

Efficient Turnover Service: Onix's "Tenant Turnover Excellence" package delivered fast, thorough cleanings that prepared vacant units for new tenants within 24 hours. This reduced vacancy times, allowing Michael to bring in new tenants quickly and maximize rental income.
Detail-Oriented Approach: The cleaning team followed a rigorous checklist that covered every detail, from deep-cleaning carpets and kitchens to sanitizing bathrooms and inspecting for overlooked maintenance issues. This approach helped keep units in prime condition, reducing potential complaints from new tenants.

3. Dedicated Account Management for Streamlined Coordination

Single Point of Contact: Onix assigned Michael a dedicated account manager to oversee cleanings across all 20 units, simplifying communication and ensuring all cleaning requests were efficiently scheduled and managed.
Responsive to Peak Demands: During peak moving seasons, Onix scaled up its resources to meet Michael's needs, accommodating additional cleaning requests and providing backup support for unexpected turnover events.

RESULTS: ENHANCED TENANT SATISFACTION, IMPROVED OPERATIONAL EFFICIENCY, AND REDUCED VACANCY TIMES

After implementing Onix Cleaning Services as his dedicated cleaning partner, Michael saw measurable improvements in both tenant satisfaction and property management efficiency:

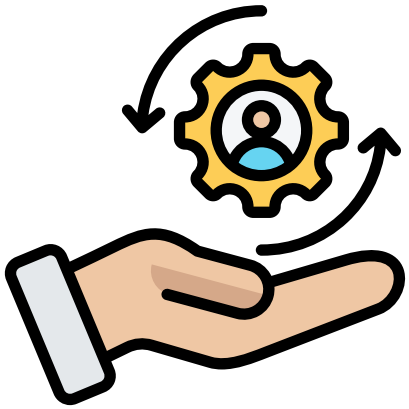
1. Higher Tenant Satisfaction and Positive Feedback

- **Consistent Cleanliness Standards:** With Onix maintaining a high level of cleanliness across all properties, tenants consistently praised the condition of both individual units and shared spaces, leading to increased tenant satisfaction and positive word-of-mouth.

- **Reduced Tenant Complaints:** The regular maintenance and thorough cleanings reduced complaints about cleanliness and maintenance issues, contributing to a more pleasant tenant experience and fewer disruptions in Michael's management workflow.

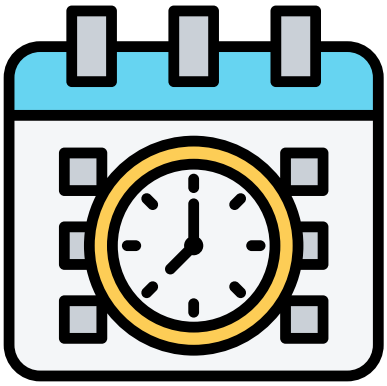
2. Reduced Vacancy Times by 20%

- **Faster Turnovers and Move-Ins:** Onix's Tenant Turnover Excellence service enabled faster tenant transitions, reducing vacancy times by 20% on average. This efficiency allowed Michael to keep his properties fully occupied and maintain steady rental income.



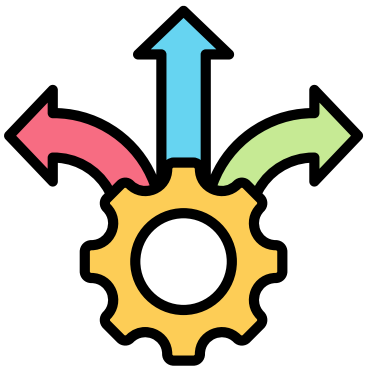
- **Enhanced Property Appeal for Prospective Tenants:** With units always clean and tenant-ready, Michael's properties attracted quality tenants who valued well-maintained, move-in-ready rentals.

3. Improved Operational Efficiency and Time Savings



- **Streamlined Cleaning Coordination:** By centralizing cleaning coordination with Onix's dedicated account manager, Michael saved significant time on scheduling and follow-ups, allowing him to focus on high-level management tasks, tenant relations, and property improvements.

- **Reliability and Flexibility:** Onix's responsiveness during peak periods gave Michael confidence in maintaining high standards across his portfolio without needing to worry about cleaning logistics.



CLIENT TESTIMONIAL

Onix Cleaning Services has been a game-changer for managing my properties. Their consistent quality and fast turnaround times have made my life much easier, and I get fewer complaints from tenants about cleanliness issues. My units are always move-in ready, and having a dedicated account manager means I spend less time coordinating cleanings. I couldn't ask for a better partner in property management.

— Michael T., Property Manager

ABOUT ONIX CLEANING

Onix Cleaning Services is a professional cleaning company owned by Maria De Souza proudly serving the Greater Boston area, with a special focus on Suffolk County, South Boston, Downtown, and the Seaport District.

With a reputation for excellence, Onix Cleaning Services specializes in providing high-quality, customized cleaning solutions for busy professionals, young families, retirees, and pet owners alike.

Dedicated to making life easier for their clients, Onix Cleaning Services offers a wide range of residential and commercial cleaning options, from regular maintenance cleans to deep cleaning sessions, using eco-friendly and non-toxic products to ensure a safe, healthy environment for everyone. With years of experience and a commitment to customer satisfaction,

Onix Cleaning Services helps families reclaim their time and peace of mind by delivering spotless, organized spaces that allow them to focus on what really matters.

With Onix Cleaning Services, you can spend less time cleaning and more time living.

CONCLUSION

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For Airbnb Superhosts like Laura, maintaining a pristine and inviting rental is key to attracting positive reviews, repeat bookings, and consistent occupancy. By partnering with Onix Cleaning Services, Laura was able to uphold her high standards of cleanliness and create a warm, welcoming environment for every guest, even during peak booking seasons. This reliable support allowed her to retain her Superhost status, increase bookings, and focus more on the guest experience, ultimately enhancing her reputation and boosting her rental income.

Onix Cleaning Services has proven to be an essential partner for Airbnb hosts, offering meticulous, responsive, and efficient cleaning solutions that take the stress out of turnovers. For hosts aiming to maintain 5-star reviews and maximize their rental potential, Onix provides the dependable, quality service needed to deliver a memorable guest experience and thrive in the competitive short-term rental market.