ONIX
CLEANING SERVICES

CASE STUDY:

HOW ONIX CLEANING SERVICES HELPED A SAVVY LANDLORD REDUCE VACANCY TIMES AND BOOST TENANT SATISFACTION

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CLIENT PROFILE

Name: John L.

Location: Suffolk County, Boston (South End and Seaport District)

Portfolio: Manages 12 rental units, including a mix of high-rise apartments and townhomes, catering to young professionals and small families

Goals: Minimize vacancy times, ensure high tenant satisfaction, and streamline cleaning operations across properties

CHALLENGE: HIGH TURNOVER AND INCONSISTENT CLEANING STANDARDS

John L., a property owner managing multiple rental units in Suffolk County, was facing issues with maintaining consistent cleanliness across his properties, especially during tenant turnovers. With frequent move-ins and move-outs, John's main pain points included:

1. **Reducing Vacancy Times:** Quick turnover was essential for maximizing rental income, but coordinating reliable cleaning services within tight windows was challenging.

2. **Ensuring Consistent Quality:** Tenants' complaints about cleanliness upon move-in were impacting tenant satisfaction and risking John's reputation as a quality landlord.

3. **Efficient Coordination Across Properties:** Managing cleaning schedules for 12 units was time-consuming, detracting from John's ability to focus on growing his portfolio and building relationships with tenants.

John needed a cleaning service partner that could handle multiple properties efficiently, meet high cleanliness standards, and support his goal of minimizing downtime between tenants.

SOLUTION: TAILORED CLEANING PARTNERSHIP WITH ONIX CLEANING SERVICES

Onix Cleaning Services stepped in to provide a tailored solution that addressed John's needs for reliable, high-quality, and quick turnaround cleanings. Here's how Onix helped John achieve his goals:

1. Tenant-Ready Turnaround Package

- **Quick and Thorough Cleaning Services:** Onix implemented a "Tenant-Ready Turnaround" service specifically designed for fast turnovers. By focusing on detailed cleaning, Onix ensured each unit was spotless and tenant-ready within 24 hours of vacancy, allowing John to schedule viewings or move-ins without delay.
- **Consistency Across Units:** Onix's professional team used standardized checklists, covering everything from appliance cleaning to allergen control, ensuring consistent quality in every unit.

2. Regular Property Maintenance

- **Scheduled Cleanings for Common Areas:** To enhance the tenant experience, Onix provided scheduled cleaning for common areas in John's apartment buildings. This maintenance helped uphold a clean environment, contributing to tenant satisfaction and reducing complaints.
- **Health-Focused Cleaning:** For urban properties with high foot traffic, Onix used eco-friendly, allergen-reducing products to create a healthier indoor environment—a factor that many of John's tenants appreciated and which set his properties apart in the competitive market.

3. Streamlined Scheduling and Coordination

- **Dedicated Account Manager:** Onix assigned a dedicated account manager to coordinate cleanings across John's 12 properties. This point of contact handled scheduling, addressed any special requests, and ensured services aligned seamlessly with tenant turnover schedules.
- **Flexible, Scalable Services:** During peak rental periods, Onix adapted quickly to John's increased cleaning demands, allowing him to keep up with high turnover rates without sacrificing quality.

RESULTS: IMPROVED TURNOVER EFFICIENCY, ENHANCED TENANT SATISFACTION, AND PORTFOLIO GROWTH

After partnering with Onix Cleaning Services, John observed significant improvements across his properties:

1. Reduced Vacancy Times by 30%

- **Efficiency in Turnovers:** With Onix's Tenant-Ready Turnaround services, John's properties were ready for new tenants faster. This efficiency led to a 30% reduction in vacancy times, directly increasing his rental income.
- **Minimized Downtime:** Onix's ability to perform quick, high-quality cleanings allowed John to move tenants in sooner, reducing the financial impact of empty units.

2. Increased Tenant Satisfaction and Positive Reviews

- **Consistent Quality on Move-In:** Onix's standardized cleaning approach ensured that every unit met high cleanliness standards before a new tenant moved in, resulting in fewer complaints and more positive reviews.
- **Health-Focused Approach Recognized:** Tenants appreciated the allergen-reducing cleaning methods, a factor that contributed to John's high retention rates, as tenants were more likely to renew leases when satisfied with property maintenance.

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CLIENT TESTIMONIAL

Partnering with Onix Cleaning Services has been a game-changer for my business. They handle turnovers quickly and consistently, so my properties are always ready for the next tenant without any stress on my end. I've seen a significant drop in vacancy times and tenant complaints, and it's freed me up to focus on growing my portfolio. I couldn't ask for a better cleaning partner.

— John L., Property Owner and 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.

KEY TAKEAWAYS FOR THE SAVVY LANDLORD

For landlords like John, maintaining high property standards while managing multiple units can be both challenging and time-consuming. Through a tailored approach, Onix Cleaning Services proved to be a valuable partner, delivering efficiency, consistency, and tenant-focused service. The results—reduced vacancy times, enhanced tenant satisfaction, and streamlined operations—demonstrate the impact of professional cleaning services on property management success.

By partnering with Onix, The Savvy Landlord gains more than just a cleaning provider; they gain a strategic ally who understands the nuances of property management and tenant satisfaction. This partnership not only supports property upkeep but also enables landlords to focus on long-term growth and profitability. For property owners looking to elevate their rental experience and reputation, Onix Cleaning Services provides the reliability, quality, and responsiveness needed to stay competitive in today's rental market.

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