



SCHOOL CLEANING CASE STUDY

A Smarter Approach to School Cleaning

Schools are more than buildings. They are places of learning, growth and community.

When cleaning services fail, the effects ripple far beyond a messy floor or an unemptied bin. Hygiene oversights lead to student illness. Disruptions create stress for staff. Inconsistent service forces school leaders to spend time managing problems that should not exist.

A **large independent school** was facing these exact issues. Their cleaning provider was doing just enough to get by. But “just enough” wasn’t good enough.

The school needed a partner who **took ownership**, prioritised quality and didn’t require constant supervision. *Crown Property Services* stepped in, not just to clean, but to lead an approach to cleaning that started off great, and **continued to get better over time**.



A Demanding, High-Traffic Environment

The school is home to **more than 2,500 students** across **two large campuses**. Every day, classrooms, offices, libraries, laboratories and high-use areas like bathrooms and sports halls experience heavy foot traffic.

The **mix of old and new buildings** created unique challenges. Some areas required delicate maintenance. Others needed deep, intensive cleaning. The school also had a **strong sustainability policy**, but execution was difficult – students often threw everything into a single bin, making proper waste management nearly impossible.

High-use spaces like staff kitchens, sports facilities and science labs had different requirements. A **one-size-fits-all approach wouldn't work**.

Leadership wanted a cleaning service that met their high standards **without requiring constant follow-up**. They needed reliability, attention to detail and a team that cared about the school's long-term wellbeing.



Inconsistency, Turnover, and Lack of Oversight

Before *Crown*, the school dealt with **frequent cleaning complaints**.

Some were small, like unclean desks or floors that still had visible dirt after mopping. Others were more serious, like bathrooms left in unsanitary conditions.

The underlying issue wasn't just the cleaning itself. It was **a lack of structure, continuity and accountability**.

The school had a set cleaning schedule, but it wasn't being followed. Classrooms weren't vacuumed as often as needed. Handrails weren't cleaned regularly. Bathrooms were sometimes skipped or not properly sanitised.

The incumbent provider had **high staff turnover**. The school regularly saw **new, unfamiliar cleaners** without explanation. Many were subcontractors who weren't paid well, weren't trained properly and had no familiarity with the school. **This created compliance risks**. Leadership couldn't be certain that every cleaner had the necessary Working With Children and Police Checks.

The school's leadership was frustrated by the **lack of management** to help them address their concerns.

Communication was another weak point. When the school raised concerns, **they often received no response**. Requests went unanswered, issues dragged on for days and leadership had to follow up multiple times to get basic tasks completed.

Parents started noticing. Teachers grew frustrated. And school leadership, already stretched thin, found themselves managing cleaning problems when they had more important priorities.

This wasn't sustainable. **The school needed a system that worked**. One they could trust *without* micromanaging.

A Seamless Transition from Day One

Taking over a school's cleaning service has to be seamless. No disruptions, no gaps, no extra work for school leaders. We made sure **everything was in place before day one.**

Every task, duty and risk was mapped out in advance. Cleaners were hired, vetted, and fully trained before stepping on-site. They knew the layout, safety procedures and school-specific expectations. **Nothing was left to chance.**

Supplies, equipment and reporting systems were set up and tested. On-site training ensured teams were ready. Leadership had full visibility and expectations were aligned.

When the first day arrived, cleaning ran smoothly. No confusion, no delays. **Things were well-managed from the start.**



A Systematic, High-Touch Approach

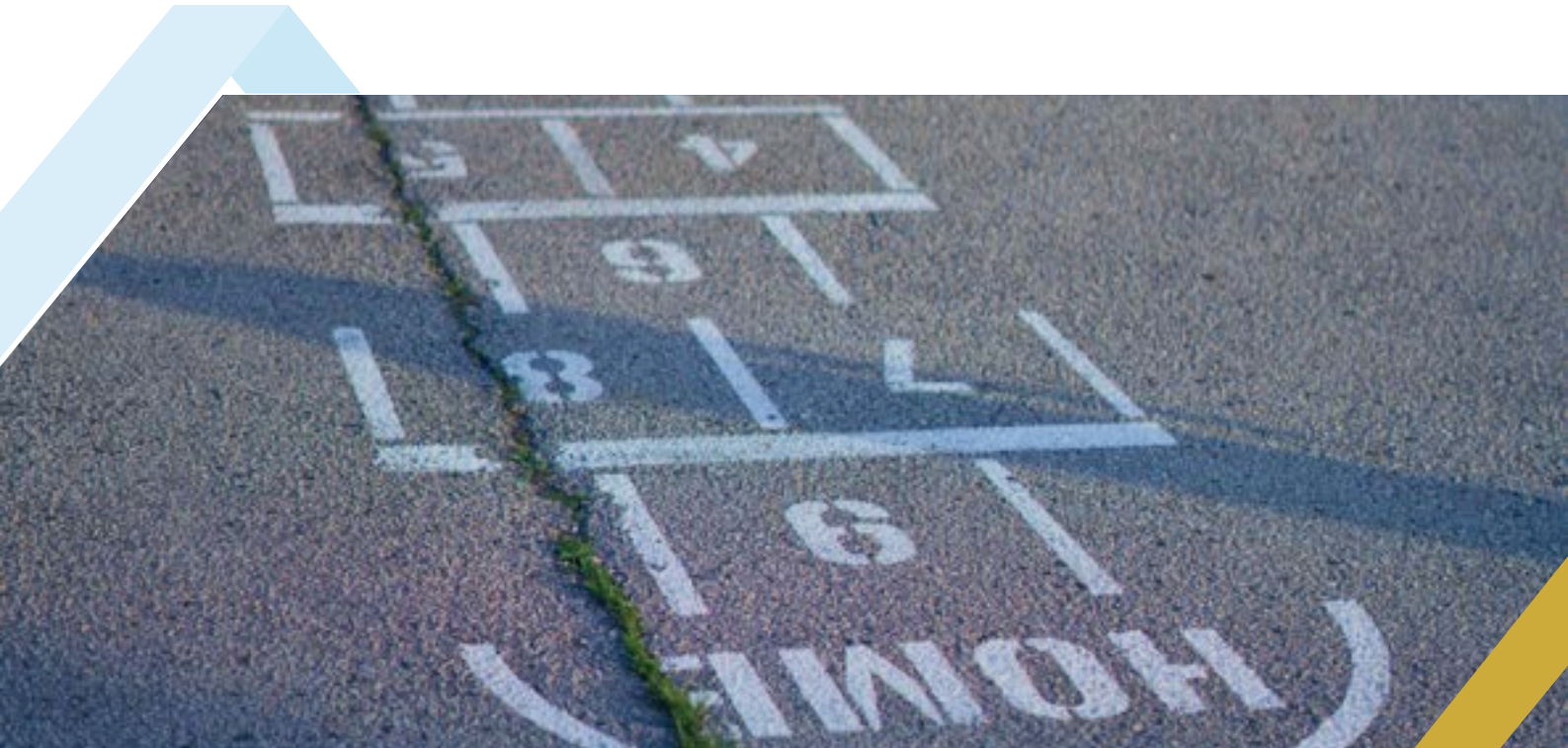
We took a measured, thoughtful approach to solving these issues. Our goal wasn't just to clean better, but to **create a structured, accountable system** that would improve over time.

Resetting the Standard

Our first priority was **addressing existing problems**. Our team conducted a deep, restorative clean to bring classrooms, offices, and high-traffic areas up to standard.

Bathrooms received **intensive attention**. Storage areas were reorganised for safety and efficiency. A proper chemical dilution system was implemented to ensure cleaning products were used effectively – strong enough to disinfect, but safe for students and staff.

Subcontractors were removed. Every cleaner was a direct employee: **fully vetted, properly trained and paid fairly**.



A Cleaning Scope That Leaves Nothing to Chance

Every space in the school is accounted for. The work is carefully structured, documented and reported, so **nothing is left to chance**.

Daily Cleaning Covers High-Traffic Areas

From classrooms to offices, libraries, bathrooms, and kitchens, every area has a defined cleaning plan. Tasks include:

- ✓ Vacuuming and mopping floors
- ✓ Wiping desks and furniture
- ✓ Emptying bins and replacing liners
- ✓ Sanitising bathrooms, including toilet seats, urinals and sinks
- ✓ Cleaning kitchen and lunchroom surfaces
- ✓ Spot-cleaning glass doors and windows

Regular Deep Cleaning Keeps Standards High

Some tasks require extra attention to prevent long-term build-up. These are scheduled weekly, each term, or as required. This includes:

- ✓ Stripping and sealing vinyl floors
- ✓ Steam cleaning carpets
- ✓ Removing cobwebs from all accessible areas
- ✓ Full glass squeegee cleaning for internal and external windows

Checklists, Reports and Photos for Full Accountability

Everything is tracked, documented and reported. Cleaners follow strict checklists to **ensure no task is skipped**. Supervisors verify completion daily. Leadership receives reports detailing work done, issues flagged and photographic proof of completion.

This structure ensures the school does not just *assume* cleaning is happening. **They see it.** They have the reports. They have the proof. And if something needs attention, they know exactly who to contact for an immediate response.



A Structured Induction Process That Sets Cleaners Up for Success

New cleaners do not start their roles without preparation. They are never left to “work it out themselves.” Instead, they go through a **structured induction process** designed to ensure they understand the school, the expectations and the best practices for delivering high-quality cleaning.

Comprehensive Training from Day One

From the moment a new cleaner joins the team, they are given the tools and guidance they need to succeed.

Their induction includes:

- ✓ A full tour of the school, covering all buildings, cleaning zones and key facilities.
- ✓ Introductions to school leadership, facilities staff and key contacts.
- ✓ Detailed training on safety protocols, including emergency evacuation plans, chemical handling and equipment use.
- ✓ An overview of the school's cleaning scope, ensuring they understand exactly what needs to be done, where and when.
- ✓ Hands-on demonstrations for cleaning techniques, waste management and sustainability practices.
- ✓ Digital access to policies, checklists and reporting systems.

Supervised Training and Shadowing

New cleaners do not work alone during their first weeks. They are **paired with experienced team members** who guide them through daily routines, ensure correct execution of tasks and answer any questions. This mentoring approach guarantees that every cleaner is fully competent before they start working independently.

Ongoing Training and Performance Reviews

Training does not stop after induction. Every cleaner receives **continuous coaching and development**. Performance is reviewed at regular intervals – 45 days, 90 days, and five months – to ensure standards remain high.

By investing in proper training, oversight and structured processes, the school can trust that every cleaner is fully prepared, accountable, and committed to maintaining a safe and hygienic learning environment.



Oversight That Schools Can Rely On

From day one, *Crown* put structured quality control measures in place.

A **permanent team leader** was assigned to the school. Their role wasn't just to manage cleaning teams but to act as a direct point of contact for school leadership. Instead of chasing a contractor, the principal, facilities manager and business manager could now reach out directly to our leadership team or someone on-site.

Supervisors conducted **daily quality checks**, ensuring every area met the agreed-upon standard. Operational audits were introduced, with fortnightly and monthly reviews to keep the team accountable.

Every month, *Crown's* leadership team walked through the school with the school's principal to assess ongoing needs and make improvements.

Investing in People, Not Just Processes

Many cleaning providers aim to reduce costs by keeping staffing to a minimum. **We took the opposite approach.**

We invested in **over-resourcing our cleaning team**. This ensured that no one was rushed, tasks weren't skipped, and every space received proper attention.

Training became a core focus. Every cleaner at the school received ongoing coaching and was part of a structured skills matrix program, ensuring they improved over time.

This investment in people paid off quickly. **High turnover was eliminated.** Cleaners became more engaged, took pride in their work, and saw themselves as part of the school community rather than outsiders passing through.

Making Communication Simple and Instant

Schools need issues resolved quickly, not lost in emails or drawn-out response times.

To eliminate delays, we introduced a **QR Code Reporting System**. Staff could scan a QR code in any area of the school to instantly log an issue. The system pre-populated the location and sent an alert to our team, who received the request in real time.

Once the issue was resolved, the staff member who raised it received a notification confirming completion.

This system meant:

- ✓ No more lost requests.
- ✓ No more waiting days for a response.
- ✓ No more chasing cleaning teams for updates.

Problems got fixed. Fast.

Safety, Compliance and Emergency Response

Safety was a priority from day one. Every cleaner had verified Police Checks and Working With Children Checks.

We introduced cordless vacuums to eliminate trip hazards. Equipment was tested and tagged regularly to ensure compliance. And strict chemical handling protocols ensured proper sanitisation without risk.

Beyond daily cleaning, we were also **ready to respond in emergencies**. Whether it was flood and water extraction, storm damage cleanup or a major sanitation issue, our team was equipped to handle unexpected situations without disruption.

Sustainability: A Work in Progress

The school had some of **the most ambitious sustainability goals we've seen**, but implementation was a challenge for them.

Crown has begun working with the school to **explore ways to improve waste management and student participation**. The next step is to train student sustainability leaders, encouraging them to take ownership of waste separation and recycling.

Rather than treating waste management as an obligation, the goal is to make it a habit. Ideas under consideration include:

- ✓ Gamifying recycling initiatives to improve student engagement.
- ✓ Strategic bin placement for better accessibility and reduced contamination.
- ✓ Ensuring cleaning teams actively support proper waste separation.
- ✓ Strengthening partnerships with waste providers to increase recycling efficiency.

Sustainability is more than just a policy. Done right, it becomes **an embedded part of school culture**.



A School That Runs Smoothly, Without Cleaning Disruptions

Since we took over, the school has seen real, lasting improvements.

- ✓ Classrooms, bathrooms and common areas are consistently well-maintained.
- ✓ School leadership no longer has to micromanage cleaning issues.
- ✓ Parent complaints have disappeared.
- ✓ Compliance and safety risks have been eliminated.
- ✓ A framework is in place to improve sustainability efforts over time.

Cleaning is now something the school doesn't have to think about, because it's handled properly and proactively.

A Final Thought for School Leaders

School leadership teams shouldn't have to manage cleaning.

They shouldn't have to chase contractors, deal with complaints or wonder if compliance requirements are being met. They should be able to trust that cleaning is handled properly, so they can focus on what matters most – their students, staff and community.

If that's the kind of partnership you want for your school, **we would love to talk.**