

# BRINGING HOUSEKEEPING IN HOUSE CASE STUDY | SUN CITY ANTHEM AT MERRILL RANCH

FLORENCE, ARIZONA 2018

## SCENARIO

Sun City Anthem at Merrill Ranch is large Active Adult community located in Florence, Arizona. The community features a 48,000 square foot recreation center that is highly trafficked and houses a variety of events, both Association sponsored as well as private resident events. With the large number of events, the building needs to be cleaned daily and requires extensive event set-ups and take-downs. For the cleaning service and event set-up/take-down, the Association hired an outside housekeeping contractor to clean the building five days a week, with a porter service on the sixth day.

Additionally, since the number of annual events hosted could not be predetermined, the contractor charged a separate fee per event. As the number of events increased, this cost continued to rise to approximately \$12,000 per year. It was noted that there was an opportunity to bring housekeeping in-house and have the event set-ups/take-downs included in the job description.

## RESEARCH PREPARED

Extensive research was conducted to determine the total cost associated with hiring seven day a week housekeeping coverage, annual wages and the additional tax and benefit burden associated with in-house employees.



## PROPOSED SOLUTION

Using the research findings, the proposed solution was to hire three part-time in-house housekeepers and one additional maintenance technician to assist with event set-ups/take-downs.

## EXECUTION

The Board approved the proposal and the three part-time in-house housekeepers and one additional maintenance technician were hired.

## OUTCOME/INCLUDING COST REDUCTION TO COMMUNITY

Bringing housekeeping in-house resulted in additional coverage of the building, increased management oversight and an annual savings of \$25,000.00.