



BC Housing

OPTIONS FOR RETAINING CARETAKER SERVICES

1. The housing provider employs a resident caretaker, either on-site or off-site:

Advantages:

- a. The employee is under the direct control of the housing provider.
- b. With an on-site caretaker, there is the ability to respond to tenant inquiries and emergencies more readily.

Disadvantages:

- a. The housing provider is responsible for recruiting, instructing, evaluating, and disciplining (if necessary) the employee.
- b. The housing provider is also responsible for ensuring the employee is adequately trained to perform the duties.

2. The housing provider retains a contractor to perform the Resident Caretaker duties:

Advantages:

- a. As in the care of an employee, the contract caretaker is under the control of the housing provider.
- b. With an on-site contract caretaker, there is also the ability to respond to tenant issues more readily.

Disadvantages:

- a. In the case of a contract, the duties must be carefully defined (if the work is not defined under the contract, the contractor can say they will not perform the work unless paid extra).
- b. The housing provider must be knowledgeable about contract administration and monitoring, and may require legal advice if a problem arises.

3. The housing provider retains a professional property management firm to undertake the on-site duties:

Advantages:

- a. The firm becomes responsible for training, monitoring and inspecting their employee's performance.
- b. This requires less day-to-day involvement of the housing provider.

Disadvantages:

- a. This is usually more costly than #1 or #2.
- b. The housing provider loses control over the on-site representative.