


TOWN OF OCEAN VIEW
DELAWARE

October 8, 2025

TO: Mayor and Council

FROM: Carol S. Houck, Town Manager 

SUBJECT: Recommendation to Bring Facility Cleaning In-House

Background

Our traditional method of cleaning Town facilities including the Administration/OVPD municipal complex, Maintenance facility, Community Center and park restrooms has been contractual. Last week our current contractor, who services our facility's alone, advised us of her decision to no longer provide office cleaning services. Her last week of cleaning will be October 26th.

Moving Foreword

As a result, we were left with the decision to recruit another contractor or firm to take on this requirement, however, it's my recommendation to bring this work in-house under the responsibility of our Public Works/Facility Maintenance Division. My reasoning is as follows:

- My past experience in hiring cleaning services is mixed with many firms not being able to commit to a consistent person or persons entering our facilities after hours to perform the services. This is problematic for any office situation but more so with that of certain areas within police departments. In fact, our current contractor's workload was expanded from cleaning the Police Department to the entire building in 2019 when the cleaning company servicing the 2nd floor of our Administration facility couldn't maintain staff and repeatedly sent new staff in that had not gone through a background check. There were also issues with not showing up at all and I have had similar issues with cleaning contracts over the years.
- The Public Works facility maintenance team members have stepped in during vacation and sick days for our existing contractor, and they already handle the supply side of the service, ensuring materials were available for restrooms, etc. and completed the additional cleanings sometimes required as a result of special events and training programs at 201 Central and 32 West and the Park restrooms.

- The Public Works team is already tasked with facility maintenance and various daily and weekly inspections of our facilities and are therefore very familiar with our buildings and how we want them to look.
- Bringing the cleaning of our facilities in-house offers greater flexibility and continuity of service as well as a limited number of staff with access to the facilities. Some duties will likely be performed during the regular workday, and staff will be on-hand to address issues that arise during the day. Noisy or more disruptive duties will be performed outside of regular working hours. I see the flexibility the plan provides and the improved oversight as an added benefit to the Town.

How to Facilitate the Objective

It is my recommendation that we increase our part-time Public Works facility maintenance team by 1 – bringing the staffing total to 3 full time and 3 part time employees. The cost of which will fall under the current contractual relationship for the year by approximately \$5,900 allowing for wages of \$22.50 an hour and associated taxes.

Public Works Facility Operations Manager Matt Martin will supervise this new responsibility and manage the schedule, ensuring our cleaning needs are met, as well as that of all other responsibilities of the division.

This opportunity will be evaluated through the end of this fiscal year to determine if successful and if so, continued in the budget for FY27.

Funding

The funding budgeted for cleaning all facilities totals \$36,900 in the FY26 budget, and we have the funding remains available to support the addition of 1 part-time employee without impacting this year's budget.

Recommendation

It is therefore recommended that Mayor and Council authorize the Town Manager to recruit for 1 additional part-time employee as noted in this recommendation to supplement the Public Works Facility Maintenance Division and facilitate bringing the cleaning of Town facilities in-house as the result of the recent resignation of our existing long term contracted employee.