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Rental Properties Custodian



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The Rental Properties Custodian is responsible for maintaining a high standard of cleanliness, presentation, and overall appearance of Doug Tarry Limited rental properties.

This role provides dedicated cleaning and custodial support across the rental portfolio, including tenant move-ins and move-outs, renovated homes, common areas, and newly developed rental properties, gardening, and groundskeeping. The Custodian will prepare rental units for occupancy and ensure properties are clean, presentable, and ready for new tenants.

While completing assigned duties, the Custodian is expected to identify and report any observed maintenance concerns, damage, deficiencies, or other issues requiring attention to the Rental Property Coordinator. The Custodian is not responsible for property inspections, repairs, or maintenance work.

The successful candidate will be reliable, detail-oriented, organized, and take pride in maintaining clean and well-presented rental properties.

Reporting Structure:

- Reports to the Rental Property Manager or designate.
- Works closely with the Rental Property Coordinator and other rental property staff.
- No direct reports.
- Works collaboratively with rental property staff, tenants, contractors, vendors, trades, internal departments, and management.

Education and Qualifications:

- High school diploma, GED, or suitable equivalent.
- Previous custodial, janitorial, commercial and or residential building experience is an asset
- Experience with residential move-in/move-out cleaning, groundskeeping, or unit turnover support is preferred.
- Valid driver's license with clean driving record is preferred where travel between properties is required.
- WHMIS, working at heights, first aid, or other safety-related training is considered an asset.
- Ability to work independently and manage assigned tasks with minimal supervision.





Required Knowledge/Skills:

- Knowledge of general cleaning, custodial, groundskeeping, and basic building maintenance practices.
- Ability to safely operate cleaning equipment, lawn care tools, and other assigned equipment.
- Strong attention to detail and ability to keep rental properties clean, orderly, and safe.
- Physical strength, coordination, endurance, and ability to lift, carry, push, pull, bend, stand, walk, and perform repetitive tasks as required.
- Ability to complete detailed move-out cleaning and identify areas requiring additional attention.
- Ability to prioritize work based on move-in dates, turnover requirements, property needs, and direction from the Rental Property Manager or Rental Property Coordinator.
- Reliable, dependable, and able to work independently.
- Professional and respectful communication skills when working around tenants, staff, contractors, and visitors.
- Strong time management skills with the ability to prioritize recurring tasks, tenant needs, inspections, and urgent maintenance concerns.
- Clear written and verbal communication skills and a professional approach with tenants, co-workers, contractors, and vendors.
- Ability to work independently with minimal supervision while supporting a broader team.
- Basic computer, smartphone, email, photo, and data entry skills for work orders, checklists, logs, and reporting.
- Commitment to safety, confidentiality, customer service, and company standards.
- Valid driver's license with clean driving record

Core Functions and Responsibilities:

Cleaning & Property Turnover

- Complete routine and detailed cleaning of assigned rental properties.
- Clean common areas, entrances, hallways, stairwells, elevators, storage, and other assigned areas.
- Clean and prepare rental units following tenant move outs. Maintain a high standard of cleanliness & presentation throughout rental properties.
- Complete move-in preparation to ensure units are clean, presentable and ready for new tenants.
- Maintain exterior property conditions as required: sweeping, seasonal groundskeeping support, salting & snow removal at entry ways.
- Perform other duties as assigned to support property operations, tenant satisfaction, and company standards.

Property Presentation & Turnover

- Ensure rental units are presented in a clean, organized, and move in ready condition
- Pay close attention to kitchens, bathrooms, floors, windows, appliances, fixtures, cabinets, doors, baseboards, and other areas requiring detailed cleaning.
- Remove garbage, debris, and cleaning materials from units following completion of work.
- Identify areas requiring additional cleaning or attention and address them before the unit is considered complete.
- Work within required timelines to support scheduled tenant move-ins and property turnover.

Reporting Maintenance & Property Concerns

- Observe the condition of rental units and common areas while completing assigned tasks. Report any observed maintenance issues, damage, deficiencies, safety concerns, odours, leaks, or other concerns to the Rental Property Manager.
- Provide photographs or additional information when requested to assist with follow up.

Supplies & Equipment

- Maintain cleaning supplies, tools, and equipment in an organized and sanitary condition
- Monitor cleaning supplies and advise Rental Property Coordinator when replenishment is required,
- Use cleaning products and equipment safely and in accordance with manufacturer's instructions and company procedures.
- Report damaged or malfunctioning cleaning equipment to Rental Property Coordinator.

Tenant & Customer Service

- Maintain a professional, respectful and courteous approach when working in or around occupied rental properties.
- Respect tenant privacy and confidentiality.
- Minimize disruption to tenants while completing assigned work.
- Communicate professionally with tenants, rental staff, contractors, vendors, and visitors always.
- Contribute to a positive tenant experience through clean, well-presented rental properties.



**General Responsibilities:**

- Follow and consistently demonstrate Doug Tarry Limited core values, the Doug Tarry brand standards and the Doug Tarry Difference in all rental property work.
- Complete tasks in a timely manner and maintain ethical, professional relationships with tenants, staff, contractors, consultants, vendors, subcontractors, trades, and Bodies of Authority.
- Follow current policies, procedures, processes, codes, standards, acts, and regulations.
- Support collaboration, continuous improvement, cost effectiveness, sustainability, innovation, tenant satisfaction, and a healthy working environment.
- Help build on the customer for life philosophy by providing excellent customer service and contributing to safe, clean, and well-maintained rental communities.
- Maintain confidentiality and respect tenant privacy when working in or around occupied rental properties.
- Take the approach that at times, additional time and effort will be required to achieve a task that has sensitive deadlines.

Working Conditions:

- On-site role performed at rental properties, residential buildings, common areas, exterior grounds, storage areas, and other assigned locations.
- Start and end times may vary based on property needs, inspections, seasonal requirements, emergencies, or operational demands.
- Work may include indoor and outdoor settings, inclement weather, heat, humidity, dust, dirt, snow, ice, loud noise, odours, cleaning products, and unconditioned spaces.
- Physical work includes standing, walking, bending, kneeling, climbing stairs, lifting, carrying, pushing, pulling, repetitive movement, and moving supplies or equipment.
- Personal protective equipment may be required, including CSA-approved safety footwear, gloves, eye protection, hearing protection, mask or respirator, high-visibility clothing, and weather-appropriate clothing.
- Travel between properties may be required.

\$22 to \$26 per hour. 35 to 44 hours per week.

If you meet the qualifications needed for this position, we invite you to submit an application to our organization. At Doug Tarry Limited, we are a team, we hold each other accountable to our values. We are a forward-thinking organization that is rapidly advancing in the high-performance sustainability sector and need like-minded individuals to work with our stellar team! *We thank all applicants for their interest, however only those candidates selected for interviews will be contacted.*

