OPTIONS FOR RETAINING CARETAKER SERVICES

BC Housing

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.