



ARCSI Announces Results of 2022 Residential Cleaning Benchmarking Study

ROSEMONT, Ill. — September 12, 2022 — The Association of Residential Cleaning Services International (ARCSI), a Division of ISSA, today announced the results of its annual Residential Cleaning Benchmark Study. The study, initiated by ARCSI and conducted by Maximum Performance Group LLC, identified challenges and trends facing residential cleaning service companies.

Finding and retaining a trained workforce continues to be the top challenge for more than 40% of residential cleaning companies that participated. This was a problem prior to the COVID-19 pandemic but reached crisis level for many residential cleaning companies in 2021.

“As we recover from the pandemic and likely face an economic downturn, this year could be pivotal for the residential cleaning industry,” said ARCSI Program Manager Erin Lasch.

“Maintaining profits and growing business remain top challenges, but ARCSI members are reporting significantly higher gross profit margins.”

Members of ARCSI are seeing profit margins of 31% or more and are five times more likely to have gained clients over the last three years, compared to non-members. Companies with formal training programs in-place are reporting 20% or less employee turnover.

Lasch and Jeff Gardner of Maximum Performance Group break down the results of the study and what residential cleaning companies can expect throughout the remainder of the year in [this video](#).

Full study results are available free of charge for ARCSI and ISSA members and US\$99 for non-members at [insert link].

About ARCSI

The Association of Residential Cleaning Services International (ARCSI) was established in 2003 to assist residential cleaning service owners in starting, promoting, building, and expanding their businesses. ARCSI merged with ISSA in January 2017 to become ARCSI, a Division of ISSA. As the residential cleaning arm of the worldwide cleaning industry association, ARCSI brings together members in the United States, Canada, and across the world by providing valuable information and opportunities to ensure the growth and development of its members' businesses through education, networking, and collaboration. For more information, visit arcsi.org or call 800-225-4772 (North America) or 847-982-0800.



About ISSA

With more than 10,500 members—including distributors, manufacturers, manufacturer representatives, wholesalers, building service contractors, in-house service providers, residential cleaners, and associated service members—ISSA is the world’s leading trade association for the cleaning industry. The association is committed to changing the way the world views cleaning by providing its members with the business tools they need to promote cleaning as an investment in human health, the environment, and an improved bottom line. Headquartered in Rosemont, Ill., USA, the association has regional offices in Milan, Italy; Whitby, Canada; Parramatta, Australia; Seoul, South Korea; and Shanghai, China. For more information about ISSA, visit www.issa.com or call 800-225-4772 (North America) or 847-982-0800.

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