

## **In-House Cleaning WA: STANDARD END-OF-LEASE CLEANING SERVICE: FULL TERMS AND CONDITIONS**

***\*These terms and conditions also apply to Re-touch, New Lease, Move-in and heavier Pre-home Open cleaning services, where applicable.***

By accepting this quote, the client is agreeing to our Terms and Conditions.

In-House Cleaning WA reserves the right to make changes to these terms and conditions at any time without notice. The client agrees to be bound by the current version of these terms.

“Client” means the person who hired us for the services. It may also be used to refer to the property manager or landlord on behalf of a tenant.

“Cleaner(s)” means anyone who performs the service working for us.

“We”, “us” or “our” refers to the owners, management and staff of In-House Cleaning WA

“Extra dirty” or “particularly dirty” means the existence of additional grime, dust or dirt that has been identified to exist at higher levels than that of a normal residence and is not included in our standard end-of-lease cleaning quotes\*.

“Property manager” means the agent who manages the rental affairs of the property.

“End-of-lease cleaning standards” means a level of cleanliness expected to pass a property manager’s final exit report/inspection.

“Reasonable endeavours” means that we have tried our best to make an informed decision with the information available to us at that particular point in time.

“Services” refers to the cleaning services supplied.

“Moderate, average or extensive” refers to what we deem to be moderate, average or extensive (e.g. level of dirtiness)

### **GENERAL**

These Terms and Conditions shall apply to all contracts for the supply of services by us to the client for End-of-Lease Cleaning Services (and they also apply in part to our Re-touch, New lease, Move-In and Heavier Pre-home Open Cleaning Services, where applicable). They shall prevail over any other documentation or communication from the client.

Some terms and conditions do not apply when an itemised time list as provided by the client. In these cases, the What’s Included and What’s Not Included items for standard end-of-lease lease cleans\* are not applicable; our recleaning terms and conditions are void for any items not listed.

**Inappropriate behaviour:** we do not tolerate inappropriate behaviour towards us or our cleaners that harasses, intimidates, threatens or uses fear (either verbally, written or physical) by the client.

**Arrival times:** We reserve the right to arrive at the property within a 30-minute window of the time of booking. For example, if the booking time is 12:00 PM, we may arrive anytime between 11:30 AM and 12:30 PM.

**Refusal to clean:** We reserve the right not to clean an item/area within the property if the item may pose a possible risk to

the cleaner. For instance, a cracked or broken power point, a dangerous light fitting or working at heights. In such an instance, the client will be notified.

### **CANCELLATIONS AND RESCHEDULING**

Although we do not charge a fee for cancellations, any cancellations or major changes to the client's booking must be made at least 48 hours before the scheduled service time.

If our cleaners arrive at the property and are unable to gain access because the client has not cancelled or rescheduled the appointment in advance, we reserve the right to charge fees (see Access and Contact).

### **ACCESS AND CONTACT**

We go to great lengths to organise the schedules of our cleaning teams. If our cleaners arrive at the property and are unable to gain access (e.g. due to a no-show or lockout) and/or the client has not cancelled or rescheduled the appointment in advance, **we reserve the right to charge a \$50 fee per attending cleaner to cover their travel expenses, time and inconvenience.**

It is the client's responsibility to be contactable at all times during the job. Failure to be reached may result in certain tasks being incomplete and will void any recleaning guarantees if the property does not meet end-of-lease cleaning standards\* as a result.

A key collection location may be agreed upon with the management in writing.

The client must provide access to any third party we have arranged as an outsourced service on their behalf.

If the client is at the premises and they are concerned about any issues regarding our cleaning services or the outsourced services we arranged on their behalf, they must contact our management staff immediately.

The client agrees to allow photographic images and video to be taken of the property before, during and at the end of the service. These images will be used strictly for the purpose of recording before and after photos for quality assurance and proof of limitations, if applicable.

Clients are required to provide our cleaners access to electricity and running water. This is a mandatory requirement for cleaning. If we arrive at the site and find that the property does not have these utilities, we reserve the right to forfeit the cleaning and void any recleaning guarantees. **The client may also be charged a \$50 fee per attending cleaner to compensate for their travel, time and inconvenience.**

**Properties located more than a 30-minute drive from our storage facility (in Rossmoyne) will incur a travel fee, which will be added to their quote at a rate of 0.50C per KM\*.**

### **PERSONAL BELONGINGS, FURNITURE AND RUBBISH REMOVAL**

All personal belongings (including furniture, unless otherwise agreed) must be removed before the commencement of any service.

We will use reasonable endeavours to be both careful and safe; however, we take no responsibility for any damage to personal belongings left at the premises during the service.

Due to safety concerns, we will **not** allow our cleaners to move or lift heavy items or furniture. If the client would like us to

clean behind large appliances (e.g. stove, fridge) or furniture (e.g. couch), they must move them prior to our arrival. We do not rearrange furniture.

We are not responsible for removing any rubbish (inside or outside the premises) other than trash cans. We can outsource a separate quote for rubbish removal for the client if they wish (see OUTSOURCED SERVICES).

## **PRICING AND QUOTES**

Every property has unique cleaning needs, so our quotes are usually provided as a range to reflect some variations (from light to more moderate levels of dirtiness). They are derived from extensive experience and based on what we deem to be an average property size (for the configuration provided) with a light to average level of dirtiness.

Our end-of-lease cleaning service\* quotes are for a STANDARD end-of-lease clean\*, which INCLUDES a number of items and EXCLUDES some items (See **STANDARD END-OF-LEASE CLEANING: WHAT IS INCLUDED** and **STANDARD END-OF-LEASE CLEANING: WHAT IS NOT INCLUDED** at the end of this document) except in cases where an itemised list has been provided by the client.

The final charge for **most** end-of-lease cleaning services\* will usually fall within the quoted range amount; however, **occasionally, properties with more than average dirtiness levels will require more cleaning time to meet end-of-lease\* standards than originally quoted (see ADDITIONAL CLEANING OPTIONS).**

We use reasonable endeavours to quote as accurately as possible; however, at times, quotes are subject to change based on the following:

- The property is not the size as described
- Walls/ceilings/window coverings or any other items not included in our standard cleans require cleaning and have not been added in as additional cleaning options (these are not part of standard end-of-lease cleans\*)
- Outsourced services such as carpet cleaning or gardening were not added in as additional cleaning options (these are not part of standard end-of-lease cleans\*)
- window glass and/or tracks are particularly dirty/extensive
- The grout is particularly dirty/extensive
- The property in general is dirtier than what we deem to be an average level of dirtiness
- The property is furnished (this can hamper the time taken to clean)

In these cases, the quoted price can change, with additional cleaning options being added if required to meet expectations and if approved by the client (see Additional Cleaning Options).

Our standard end-of-lease\* cleaning quotes do NOT include carpet cleaning, upholstery cleaning, gardening or rubbish removal services (unless stipulated). If the client requires these services, we can organise them on their behalf using our outsourced affiliations, and they will be entered as a separate amount on the quote. Accepting the quote for our outsourced services indicates the client's agreement to pay the quoted amount, which may include an additional 5% for our administrative time in arranging and liaising with third parties. See OUTSOURCED OPTIONS for more details.

Our end-of-lease cleaning\* quotes do NOT include pressure cleaning, pool cleaning or high window cleaning (exterior). We do not provide these services.

Our standard end-of-lease cleaning quotes\* do NOT include cleaning walls (except light dust and cobwebs), ceilings or window coverings - these can be added on as ADDITIONAL CLEANING OPTIONS.

**Properties located more than a 30-minute drive from our storage facility (Rossmoyne) will incur a travel fee, decided on by our administrator, which will be added to the cleaning quote. This fee is usually 0.50C per KM for travel.**

### **ADDITIONAL CLEANING OPTIONS:**

On occasion, a property requires more cleaning time than that allocated in our standard end-of-lease cleaning quotes\*.

**Additional cleaning options are extra add-ons to our standard end-of-lease cleaning service\* and refer to any extra cleaning required to meet end-of-lease cleaning\* standards beyond the list of inclusions in our standard end-of-lease cleans\*.** This is usually due to, but not limited to, one or more of the following:

- Walls and/or ceilings need cleaning (we only include light dust and cobwebs in standard end-of-lease cleans\*)
- Window glass is particularly dirty or extensive
- window coverings need cleaning
- Grout is particularly dirty and extensive
- Extra cleaning of garages, patios, or any other areas not included in standard end-of-lease cleans\* is required
- The property in general is dirtier than what we deem to be an average level of dirtiness
- The property is furnished (not applicable to pre-home-open cleaning services)

If any of these apply to the property being serviced, or if any other areas of the property are particularly dirty, the client can inform us and the quote amended, or Additional Cleaning Options can be added separately once determined on site during the standard end-of-lease cleaning service\*. **ADDITIONAL CLEANING OPTIONS ARE NOT PART OF OUR STANDARD END-OF-LEASE CLEANING SERVICE\*.** If, after the standard cleaning quote has been accepted, we find on site that the job requires additional cleaning to meet standards, we will contact the client to discuss options. Adding additional cleaning options to the quote will affect the final amount charged. If additional cleaning is agreed upon by the client, the client is consenting to pay any extra amounts that are added to the original amount quoted. The extra amount charged corresponds to the time we determine to be required to complete the cleaning to meet end-of-lease standards\* and must be agreed upon by the client verbally or in writing prior to us commencing any additional cleaning.

**If the client does not consent to having additional cleaning performed, they are agreeing that an end-of-lease cleaning standard may not be met\* and that any recleaning guarantees for these items will be void.** If applicable, Property Managers will be informed if the client has not agreed to additional cleaning recommended by us.

Additional cleaning does NOT include any outsourced services we have arranged on the client's behalf (SEE OUTSOURCED SERVICES for more details). These are separate services.

### **OUTSOURCED OPTIONS**

We can provide the client with a quote(s) for certain outsourced services that we do not provide, which are associated with end-of-lease cleaning\*. These include professional carpet cleaning, upholstery cleaning, gardening and rubbish removal services.

These outsourced services are arranged by us on the client's behalf, including all necessary coordination between the client and the third-party provider. This includes managing communication regarding job details, scheduling, key collection, and any other logistical requirements.

We only use highly reputable and recommended companies with whom we have formed an association.

If the client chooses to include these outsourced services, they will be listed separately on their quote and, if accepted, added to the client's invoice (as a separate category). The quoted cost for outsourced services may appear as an additional amount on our standard end-of-lease cleaning quote\*, allowing the client to see both individual and total amounts clearly. The client may choose to proceed with just the outsourced service(s), just our standard end-of-lease cleaning service\*, both, or neither.

**Please note: accepting a quote for outsourced services indicates the client's agreement to pay the quoted amount, which may include an additional 5% for administrative time in arranging and liaising with third parties.**

While we only partner with high-quality providers, we are not liable for issues arising from the services delivered by

outsourced companies. We will, however, make reasonable endeavours to assist in resolving any problems by facilitating communication between the client and the provider. Ultimately, any unresolved matters must be addressed between the client and the third-party company involved directly.

### **BOND BACK AND RECLEANING GUARANTEES AND CONDITIONS**

Our bond back and reclean guarantees pertain to our end-of-lease cleaning services only. They do NOT cover anything NOT related to our end-of-lease cleaning services (eg. mould infestation, outstanding rent, breaching the tenancy agreement, property damage).

We always use reasonable endeavours to do our best at the time of the service, but in instances where we missed anything deemed to be included in the service during the initial clean, we will return for **ONE** free reclean if raised within 7 days of job completion and if **reasons are in alignment with our bond and reclean guarantee conditions and any other terms and conditions that may apply.**

**To be eligible for the Bond Back Guarantee and/or reclean guarantee, please note the following:**

- You must notify us within 7 days of your initial cleaning service if any issue arises.
- The guarantee only applies to areas that were included in your original service and not altered or soiled again after our team has finished.
- The re-clean must be scheduled during our available business hours.
- The property must remain vacant and free of people or trades between our clean and the final inspection.
- You must supply a copy of the official final inspection report or written agent feedback clearly outlining the areas that require re-cleaning.
- The property must have access to power and running water at the time of the clean and re-clean.
- This guarantee applies only to cleaning-related issues, not to damages, pest infestations, maintenance or wear-and-tear or any other issues unrelated to cleanliness.
- This guarantee does NOT apply to any outsourced services we arranged on your behalf, including professional carpet cleaning, gardening or rubbish removal services. Any issues with these services must be taken up with the outsourced company directly.

**BOTH the reclean guarantee AND the Bond back guarantee DO NOT APPLY to, and are not limited to, the following:**

- The client was present during the cleaning and approved the work
- An itemised list was provided by the client, which did not include the standard cleaning inclusions
- The property was found to be extra dirty, and the client did NOT consent to additional cleaning options (see Additional Cleaning Options).
- A build-up of surface dust that has settled since the clean
- Dirt or grime near a window or door that has been left open since the clean
- New residents have moved in since the clean
- The property has been accessed by a third-party contractor since the clean
- Items deemed by us to pose a possible risk to the cleaner (such as a cracked or broken power point, working at heights) were not cleaned in the first place (and the client was informed about these at the time).
- Anything NOT specified under STANDARD END-OF-LEASE CLEANING: WHAT'S INCLUDED? (except client-listed items if applicable)
- Anything specified under STANDARD END-OF-LEASE CLEANING: WHAT'S NOT INCLUDED?
- Any items affected under KEY FACTORS AFFECTING FINAL CLEANING OUTCOMES.
- Any items we deem have been subjected to wear and tear or damage and cannot be cleaned as a result
- Any items not able to be cleaned due to long-term or excessive exposure or contact with a build-up of grime.
- Any items which could not be cleaned due to not being able to be accessed (this includes windows where fly screens are fixed on and cannot be removed for glass cleaning)
- Any circumstances where stain removal is not possible and specialist intervention may be required.
- Any outsourced services we arranged on your behalf, including professional carpet cleaning, gardening or rubbish removal services. Any issues with these services must be taken up with the outsourced company directly.

- Any extra cleaning requested by an agent that exceeds normal expectations (e.g. requiring “brand new” results for older properties).
- Any cleaning tasks not included in your original booking (e.g. walls, ceilings, blinds) unless specifically booked under our Additional Cleaning Options.
- Mould, grease or stains that cannot be removed with standard cleaning methods.
- Properties that were not in a maintainable state or that had excessive damage, filth or hoarding conditions.
- Complaints received outside of the 7-day window after cleaning.

Additional charges may apply if access is not provided, or if new dirt or damage has occurred after our clean.

#### **KEY FACTORS AFFECTING FINAL CLEANING OUTCOMES: The following factors do not qualify for our reclean guarantee:**

##### **MOULD AND DAMP SPOTS**

- We will remove as much surface mould as possible; however, mould embedded in or under silicone and grout or in hard-to-reach cracks and crevices may require the services of a specialist.
- We can't always make damp spots disappear completely. These marks can return due to excess moisture and are usually the result of construction issues, requiring a specialist.

##### **WALL MARKS, HOOKS AND STICKERS**

- If walls/ceilings are dirty and require additional cleaning, this is an additional cost. **This also applies to window coverings and extensive areas of grout.**
- While we will use reasonable endeavours to remove light marks (within the limited amount of 1-2 marks per wall or ceiling, unless stipulated), some may not be washable due to discolouration or damage and may require the services of specialists such as plasterers or painters.
- We typically do not remove wall hooks, stick-on hooks or stickers from walls, as removal can potentially damage plaster and paint.

##### **DISCOLOURATION AND OTHER MARKS**

- Over time, benchtops, grout, walls, toilets and plastics may become discoloured (often yellowed), especially in older properties. This is often unable to be completely removed.
- Other stains may require specialist intervention, such as excessive calcium buildup, stains between glass panels and extreme baked-on grease.

#### **CLAIMS AND COMPLAINTS**

- Under no circumstances will refund claims be considered once the service has been completed and we have vacated the property.
- The client acknowledges that the reclean guarantee is only for the end-of-lease cleaning services provided by us\*, and that it is subject to all terms and conditions.
- All care is taken during the service. Some items are older and may be subject to ‘wear and tear’ and are prone to accidental breakage. Items like light fittings, fly screens and other perishable plastics are particularly prone. If the client believes that any damage has occurred during the service beyond ‘wear and tear’ they must provide a description of the damage with applicable photos in writing.
- The client agrees to waive any right of claim against us for any incidental costs incurred, including but not limited to rent payable and or loss of bond monies applied arising from the service.
- The client should inform In-House Cleaning WA about any incident where an accident, breakage, damage to

property or theft has occurred due to any act of the cleaner within 24 hours from completion of the service.

- Any complaints must be made in writing within 24 hours of service completion and sent to [contact@in-housecleaningwa.com.au](mailto:contact@in-housecleaningwa.com.au). Complaints must include the client's name, contact number, the date of the complaint and a detailed explanation of the complaint, including any relevant documentation and notes. Complaints must also include what resolution the client would like, and we will use reasonable endeavours to remedy the situation, in accordance with our terms and conditions.

#### **STANDARD END OF LEASE CLEANING: WHAT'S NOT INCLUDED:**

**The following are NOT included in a standard end-of-lease cleaning service\*:**

- Professional carpet cleaning, gardening or exterior cleaning services (except those stipulated in our inclusions list) or rubbish removal services (except emptying of trash cans). These services can be arranged on the client's behalf using our outsourced affiliations.
- Pressure cleaning, pool cleaning, high window cleaning (exterior) or any cleaning in which we cannot access the item to be cleaned safely or without damaging the item.
- Any ADDITIONAL CLEANING OPTIONS (see ADDITIONAL CLEANING OPTIONS for more details). The following are NOT included in our STANDARD end-of-lease cleaning service\* (they can be added separately as ADDITIONAL CLEANING OPTIONS):
  - Walls and ceilings (except light dust and cobwebs, as included in the standard service)
  - Window coverings
  - Extensive areas of grout
  - Furniture cleaning
  - Outsourced services
- Anything NOT included in our 'STANDARD END OF LEASE CLEANING: WHAT'S INCLUDED'
- Anything that we deem may pose a possible risk to the cleaner. For instance, a cracked or broken power point, a dangerous light fitting or working at heights (in such instances, the client will be notified).
- Any cleaning that was not done due to no access to electricity and/or water
- Any rubbish removal (other than emptying trash bins).
- Any personal belongings (including furniture, unless specified).
- Any areas where we cannot access as they pose a danger, or they are inaccessible (such as fixed fly screens preventing flyscreens or window glass from being cleaned), too hard to reach or where we think cleaning may damage the item, or where heavy lifting is required.

#### **STANDARD END OF LEASE CLEANING: WHAT'S INCLUDED:**

##### **OVERALL:**

- INTERIOR:** All areas in general (PLEASE NOTE: ***NOT*** walls or ceilings (only light dust and cobwebs), ***NOT*** window coverings- See **ADDITIONAL CLEANING OPTIONS** for these).
- WINDOWS:** glass (outside, inside) and tracks (NOT high window exteriors or any windows we cannot access)
- GARAGE:** light to moderate cobwebs, light debris on floor, light switches, power points (one garage only)

**EXTERIOR:** Balcony and patio only: cobwebs, switches, power points and light fittings

**DETAILED INCLUSIONS:**

**EXTERIOR: BALCONY/PATIO/GARAGE**

- Cobwebs (light to moderate)
- Garage floors (light vacuum)
- Light switches, fittings, and power points

**INTERIOR (GENERAL)**

- Cobwebs and dust (light to moderate)
- Light switches
- Power points
- Skirting boards
- Windows (glass/tracks/frames -not high exterior or inaccessible windows due to fixed flyscreens etc.)
- Light fittings
- Exhaust fans/covers
- Ceiling fans
- Air conditioners and filters
- Doors (internal and external)
- Door frames
- Remotes (TV/ Aircon)
- Floors (NOT extensive areas of grout)

**KITCHEN**

- Splash back tiles
- Oven (outside, inside, trays)
- Stove top and dials
- Range hood (filters and outside)
- Sinks and taps
- Counters
- Dishwasher (filters and outside)
- Pantry
- Cupboards and drawers (inside and outside)

**BATHROOM/TOILETS/LAUNDRY**

- Vanity surfaces
- Tiles and grout
- Cupboards and drawers (inside and outside)
- Sinks, taps, towel rails
- Shower glass
- Shower frames
- Baths
- Exhaust fans
- Mirrors
- Top edges of tiles