

WHAT KEY FACTORS CAN INFLUENCE THE FINAL OUTCOME OF AN END-OF-LEASE CLEAN?

While we will always endeavour do our best to remove as many stains as we can, there are some circumstances where this is not always possible, and specialist intervention may be required*.

MOULD AND DAMP SPOTS

- We will remove as much surface mould as possible, however mould embedded in or under silicon 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

- Spot cleaning of light scuffs on walls is included in our standard end-of-lease cleaning service; however, if walls are particularly dirty and require extensive cleaning, this is an additional cost. **This also applies to window coverings and extensive areas of grout.**
- While we endeavour to remove all light marks, some may not be washable due to discoloration 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 build up, stains between glass panels and extreme baked-on grease.