



The following information includes some key points to consider. This is not our full terms and conditions. For our full terms and conditions refer to the corresponding PDF on our website.

STANDARD END-OF-LEASE CLEANING: KEY POINTS TO CONSIDER

STANDARD INCLUSIONS

STANDARD NON-INCLUSIONS

ADDITIONAL CLEANING

BOND-BACK GUARANTEE and RECLEAN POLICY

KEY FACTORS AFFECTING CLEANING OUTCOMES

STANDARD END-OF-LEASE CLEANING: WHAT'S INCLUDED?

INCLUSIONS (OVERALL):

- ✓ INTERIOR: all areas in general (NOT walls or ceilings (except light dust and cobwebs), NOT window coverings - see Additional Cleaning Options for these)
- ✓ WINDOWS: outside, inside and tracks (NOT high window exteriors)
- ✓ GARAGE: dust and cobwebs (light to moderate), light debris on floor, power points, light fittings, switches
- ✓ BALCONY/PATIO: dust and cobwebs (light to moderate), power points, light fittings, switches

INCLUSIONS (DETAILED LIST):

INTERIOR (GENERAL)

- Cobwebs and dust (light to moderate)
- Light switches
- Power points
- Skirting boards
- Windows (glass/tracks/frames -not high exterior)
- 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

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

EXTERIOR: BALCONY/PATIO/GARAGE

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

BATHROOM/TOILETS/LAUNDRY

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

WHAT IS **NOT** INCLUDED IN MY STANDARD END-OF-LEASE CLEANING QUOTE?

Your quote does NOT include:

- outsourced services such as professional carpet cleaning, gardening or rubbish removal (unless specified). If these are required, let us know, and we can arrange a separate quote for you (a 5% surcharge may apply)
- cleaning of walls or ceilings (only light dust and cobwebs) or window coverings. If you need these included, see our 'ADDITIONAL CLEANING OPTIONS'.
- pressure cleaning, pool cleaning or high window (exterior) cleaning services.
- removal of wall hooks, stick-on hooks or stickers from walls or other surfaces. Removal of these can damage surfaces and may require a handyman.
- moving or rearranging furniture for cleaning (unless specified).
- any items we cannot clean because we cannot access them due to safety reasons, they are too damaged to touch, or they are inaccessible.
- any items NOT included on our STANDARD END OF LEASE CLEANING: WHAT'S INCLUDED list

ADDITIONAL CLEANING OPTIONS (non-standard)

Sometimes a property requires more cleaning time than that allocated in our standard end-of-lease cleaning quotes to meet expectations. This is usually due to one or more of the following:

- Walls or ceilings need cleaning
- Window coverings need cleaning
- Grout is extensive and particularly dirty
- The property is furnished (this can hamper cleaning time)

If any of these apply, let us know, and we can assess them while onsite and add them to your service.

If during the job we find that extra cleaning time beyond the maximum amount quoted is necessary to meet standard, we will contact you to discuss Additional Cleaning Options.

WE WILL NOT PROCEED WITH ADDITIONAL CLEANING BEYOND THE MAXIMUM QUOTED AMOUNT WITHOUT YOUR PERMISSION

OUR BOND BACK GUARANTEE AND RECLEAN POLICY - KEY POINTS

*REFER TO OUR FULL TERMS AND CONDITIONS FOR MORE INFORMATION

Our bond-back guarantee only applies to areas that were included in your original service. A copy of the official final inspection report or written agent feedback clearly outlining the areas that require re-cleaning must be supplied. This guarantee applies only to cleaning-related issues and not to damages, pest infestations, maintenance or wear-and-tear or any other issues unrelated to a standard end-of-lease clean.

We always use reasonable endeavours to do our best at the time of the service, but in instances where we missed something during the initial clean, we will return for ONE free reclean visit (T&Cs apply).

YOU MUST INFORM US IN WRITING OF ANY ISSUES WITHIN 7 DAYS OF SERVICE COMPLETION.

It is therefore important to have your **FINAL BOND INSPECTION** done within this one-week timeframe.

Our reclean guarantee only applies to the end-of-lease cleaning service the client has engaged us for. It does **NOT** apply to any outsourced services we have arranged on the client's behalf that may be in the quote.

Several key factors can influence the final outcome of an end-of-lease clean and determine whether a property qualifies for a no-cost reclean. Refer to our full terms and conditions for details.

BOND BACK GUARANTEE AND RECLEAN POLICY (key points continued*)

Our bond-back guarantee and subsequent reclean policy is subject to all conditions and stipulations as outlined in our full Terms and Conditions. It does NOT apply to the following:

- The client was present during the cleaning and approved the work
- The property was found to require more than a standard end-of-lease clean and the client did NOT consent to Additional Cleaning Options
- Items deemed by us to pose a possible risk to the cleaner were not cleaned
- Anything NOT specified under our FULL TERMS AND CONDITIONS
- Anything NOT included in our STANDARD END OF LEASE CLEANING: WHAT'S INCLUDED
- 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
- Any items not able to be cleaned due to long-term or excessive exposure or contact with a build-up of grime
- Any items not able to be accessed for cleaning (eg fixed flyscreens so we cannot clean window glass)
- Any circumstances where stain removal is not possible and specialist intervention may be required.
- Any OUTSOURCED services arranged by us on the client's behalf

Please note that the following are NOT grounds for requesting a no-cost reclean:

- 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
- New residents have moved in since the clean
- The property has been accessed by a third-party contractor since the clean
- Other key factors influencing the final outcome of the clean

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

- If walls require cleaning, this is an **Additional Cleaning Option** and is not part of our standard end-of-lease cleans.
- If wall cleaning has been agreed to as an additional service, we will endeavour to remove marks, however some may not be washable due 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.