

# 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. If these are required, let us know, and we can arrange a quote for you (a 5% surcharge may apply).
- Your quote does NOT include cleaning walls or ceilings BEYOND one or two light, washable scuffs/marks per wall/ceiling. It also does NOT include floor grout cleaning BEYOND small areas, and it does NOT include window coverings. If you require more extensive cleaning of these areas, see 'ADDITIONAL CLEANING'.
- We do NOT provide pressure cleaning, pool cleaning or high window (exterior) cleaning services.
- We do NOT remove wall hooks, stick-on hooks or stickers from walls or other surfaces. Removal of these can damage surfaces and may require a handyman.
- We do NOT move or rearrange furniture (unless specified).

## ADDITIONAL CLEANING (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 are particularly dirty (BEYOND 1-2 scuffs per wall/ceiling)
- 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 amend your quote accordingly.

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 (charged at the reduced rate of \$60 per hour, including GST).

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