

Tenant cleaning guide

ROUTINE INSPECTION

checklist

Routine inspections are carried out to ensure the property is well cared for by the tenants and to check if there are any repair, maintenance or health and safety issues that need to be addressed. There is always a reason for the items we address.

Routine inspections also form part of your future rental references and agents always ask how the tenants presented the property for inspections. To help continue your positive rental history, we ask that you kindly spring clean for your next inspection and pay attention to the following items that we will be observing.

✓ Kitchen; To ensure no heavy oil build up to prevent fire risk and to identify any potential water leaks

- ☐ Clean oven thoroughly inside and out.
- ☐ Splashbacks and grout cleaned
- ☐ Dishwasher cleaned including emptying the filter
- ☐ Sinks clean
- ☐ All bench tops cleaned and tidy
- ☐ Cobwebs removed from cornices and light fittings
- ☐ All cupboard door surfaces clean

✓ Bathroom/Laundry; To ensure regular cleaning to avoid permanent staining

- ☐ Shower, bath, basin, tapware, tiles, grout and silicone are cleaned and free of mould
- ☐ Shower glass is free from soap scum
- ☐ Vanity/cupboard surfaces are cleaned
- ☐ Exhaust fan is cleaned and free of dust
- ☐ Toilet cleaned thoroughly. We do check behind the toilet to see the flexihose condition
- ☐ Mirrors cleaned
- ☐ Laundry sink cleaned

✓ **General;** Show the landlord/s you have made their property your home

- ☐ Carpets to be vacuumed. Steam cleaned once every 12 months.
- ☐ Tiles, vinyl and other hard flooring types should be cleaned as recommended.
- ☐ Light switch, fittings and covers are to be dusted and gently cleaned
- ☐ Ceiling fan blades are to be cleaned if applicable. Dust wears down the bearings
- ☐ Spot clean walls, ceilings, skirting boards to ensure they are free from marks or insects
- ☐ Curtains/blinds are to be cleaned
- ☐ Windows, sills, and tracks should be cleaned. Sliding doors and windows will open easily with clean tracks.

✓ **Outdoors;** To identify & lower risk of pests, termites, vermin and reptiles

- ☐ Lawns mowed, edges trimmed, all grass clippings removed from property
- ☐ Weeds removed from lawns, garden beds, rocky areas, and paved areas
- ☐ Hedges trimmed to shoulder height (if applicable)
- ☐ Garage/Carports/Driveways are to be oil stain free and organised if being used for storage
- ☐ Cobwebs removed from eaves, light fittings, carports and sheds
- ☐ Where pets are kept at the property, all animal droppings are to be removed
- ☐ No rubbish left around the property
- ☐ All timber materials are to be stored away from the house
- ☐ Patios, decks, alfresco areas are to be swept clean (or pressured washed if you have pets)
- ☐ Remove all wasps nests

thank-you



Carpet & Flooring Cleaning Guide

There are three basic requirements for caring and cleaning of your carpet.

1. Frequent thorough vacuuming
2. Prompt clean up of spills
3. Periodic professional steam cleaning

Vacuuming

We recommend the frequent use of an upright vacuum cleaner, incorporating a correctly adjusted beater bar and revolving brush. A light vacuum is recommended at least twice a week and a thorough vacuum weekly. A light vacuum would be classed as three passes over an area. A thorough Vacuum is five to seven passes over the area.

Steam Cleaning

Carpet should be steam cleaned regularly, approximately every twelve months to two years depending upon the usage and the colour chosen. A minimum of one cleaning every two years is required.

Even though both light and dark colours attract the same dirt and grit, the lighter colours tend to show soiling earlier. A reputable professional steam cleaner should always perform steam cleaning. We do not recommend shampooing, do-it-yourself steam cleaning or dry cleaning.

Steam cleaning when carried out should be in accordance with Australian and New Zealand carpet cleaning and maintenance standards AS/NZS 3733-1995

Cleaning

NOTE: No carpet is absolutely stain proof. Some carpets have stain resistant treatments to improve to ability to clean up stains, not prevent stains. Carpets with soil resistant treatments reduce the rate of soiling, but all carpets require regular care and maintenance.

Soil and grit

The abrasive action of soil and grit will accelerate wear on your carpet. Household entrances should have mats to act as barriers. Better to leave most of the soil and grit on the mat, rather than walk it into the carpet. Regular vacuuming and cleaning is essential to keep your carpets looking good and to extend its life.

Stains VS Soiling

It should be noted that there is often confusion about the difference between soiling and staining, the majority of stain complaints are actually soil related. For example, many sugar-based spills such as soft drinks and coffee, leave a sugar residue after removal. The sticky residue readily attracts soil from ordinary shoe traffic and the resulting discoloured area appears to be a stain. The same thing happens when spills are cleaned with a detergent solution and the area is not sufficiently rinsed with clean water, leaving a sticky detergent residue. It is important to rinse thoroughly with water and blot dry after removing any spill.

Spot Cleaning

We recommend Scotchgard Carpet Cleaner for general spillages. This cleaner should be applied in accordance with the instructions on the container. Immediate action is the key - most spills won't stain permanently if you act quickly.

1. Do not scrub

Scoop up or blot as much of the spill as possible, then continue to blot any residue with a clean white cloth or paper towel, always working from the outer edge towards the center to avoid the spill spreading. Remember, do not scrub.

2. Cold Water

Apply cold water to the stained area with a sponge to flush out as much of the stain as possible and then blot up. Once again do not scrub.

3. Scotchgard Carpet Cleaner

Apply Scotchgard Carpet Cleaner as directed on the container to the stained area. Work the foam evenly over the soiled area with a damp sponge with a blotting action. Do not scrub. Remove the excess foam and rinse the sponge often with clean water.

4. Apply water

Apply water with a cloth until the carpet no longer feels sticky or soapy then blot up thoroughly with a sponge or paper towel.

5. Dry

Place a few layers of paper towel or white cloth over the cleaned area to absorb the remaining moisture and weigh them down with an object that won't transfer colour.

Note: Some spillages by their very nature can be difficult to remove. With some stubborn spillages, the use of Scotchgard Carpet Cleaner may not be sufficient to completely remove the stain. In this event, you may need to follow the steps in the Alternative Stain Removal Guide, or alternatively calling a professional cleaner.

UV Damage

We recommend that all windows should have blinds fixed on them to filter off over exposure of ultra violet light. Exposure to the sun and its UV rays accelerates the oxidation and aging of flooring. This causes stains on carpet to change colour. Excessive sunlight may cause discoloration and/or surface damage, therefore ensuring windows have sufficient draperies or shades is recommended.

ORIGIN OF STAIN	REMOVAL Step 1	REMOVAL Step 2	REMOVAL Step 3	REMOVAL Step 4	REMOVAL Step 5
Soft Drink & Beer	Detergent	Vinegar	Detergent	Water	
Tea& Coffee	Detergent	Vinegar	Detergent	Water	
Blood	Detergent	Ammonia	Detergent	Cold Water	
Butter	Dry/Cln solvent	Detergent	Water		
Candy / Sweets	Freeze with ice cube, shatter with blunt & vacuum clean	Dry/Cln solvent for 3-5 minutes	Repeat steps as necessary		
Chocolate	Detergent	Ammonia	Detergent	Water	
Cooking Oil	Dry/Cln solvent	Detergent	Water		
Cough Syrup	Detergent	Ammonia	Vinegar	Detergent	Water
Dirt / Mud	Detergent	Ammonia	Detergent	Water	
Egg	Detergent	Ammonia	Detergent	Water	
Excrement	Detergent	Ammonia	Detergent	Water	
Fruit Juice / Berry	Detergent	Ammonia	Detergent	Water	
Furniture Polish	Dry/Cln solvent	Detergent	Water		
Gravy	Dry/Cln solvent	Detergent	Water		
Ink Ball / Felt Pen	Dry/Cln solvent	Detergent	Water		
Ink Fountain Pen	Detergent	Vinegar	Ammonia	Water	
Ink-permanent	Dry/Cln solvent	Detergent	Water		
Lipstick	Dry/Cln solvent	Detergent	Water		
Makeup	Dry/Cln solvent	Detergent	Water		
Mayonnaise	Detergent	Ammonia	Detergent	Water	
Mercurochrome	Detergent	Ammonia	Vinegar	Detergent	Water
Milk / Ice Cream	Detergent	Ammonia	Detergent	Water	
Oil & Grease	Dry/Cln solvent	Detergent	Water		
Sauce	Detergent	Ammonia	Detergent	Water	
Shoe Polish	Dry/Cln solvent	Detergent	Water		
Starch	Detergent	Ammonia	Detergent	Water	
Toothpaste	Detergent	Ammonia	Detergent	Water	
Urine (fresh)	Water	Ammonia	Detergent	Water	
Urine (dry)	Detergent	Vinegar	Ammonia	Detergent	Water
Vomit	Baking soda, scrape & vacuum clean	Detergent	Ammonia	Detergent	Water
Wine (red)	Detergent	Ammonia	Vinegar	Detergent	Water
Wine (white)	Detergent	Vinegar	Detergent	Water	

For Nail Polish use nail polish remover, but it should not include lanolin or be of a greasy nature

Detergent: 1 teaspoon clear dishwashing detergent with 1 cup warm water

Ammonia: Undiluted household ammonia, foaming type containing detergent

Timber, Laminate and Vinyl Care Guide

Timber Floors

We recommend the use of LOBA CARE Polish periodically (6-18 monthly intervals, depending on traffic). Place protective pads beneath furniture or appliances. High heel shoes will damage timber floors with indentations.

We recommend that all windows should have blinds fixed on them to filter off over exposure of ultra violet light.

A constant indoor humidity level of about 50 – 65 % relative air humidity is best to preserve the value of and to care for your floor.

Exposure to the sun and its UV rays accelerates the oxidation and aging of wood. This causes stains or wood to change colour. We recommended that you re-arrange rugs and furniture periodically so that the floor ages evenly. Excessive sunlight may cause discoloration and/or surface damage, therefore ensuring windows have sufficient draperies or shades is recommended.

Laminate Floors

For stain removal the use of acetone or methylated spirits with a cloth to the area to be treated, allow to stand a few minutes then rub dry. Repeat if necessary. Finally, wipe with a well rung damp cloth.

All Floors

All floors are to be cleaned with a minimum amount of moisture. A well rung damp mop which is then left to stand for ten minutes has the maximum amount of moisture necessary to clean the floor.

The use of LOBA CARE Cleaner on all floors diluted to the recommended strength. (Note: excess cleaner will leave streaking). (1 cap full per ½ bucket of water.)

Do not use abrasive cleaners or detergents on the floors.

Where spillages occur, immediate clean-up is necessary to avoid damage.

Most Hardware Stores sell repair kits for both the timber and laminate floors to fix minor damage.

We highly recommend the use of door mats to prevent the possibility of damage from abrasive particles that are walked in onto the floor.

Vinyl Care and Maintenance

Most vinyl products are finished with a protective coating. Minimum maintenance is required to keep them looking and performing well. Regular sweeping is the floor's 'best friend'. For spills, a rung-out mop with lukewarm water is all that is required most of the time. Floor cleaners like LOBA CARE are made to clean your floor without damaging the 'finish'. Avoid products with ammonia and animal fat.

CAUTION: Solvents and Bleaches can damage your vinyl flooring. Waxed or Rubber Products placed on your vinyl flooring can also damage your floor. Windows without coverings can also allow UV damage to all floor types.

* Never use a steam or micro fibre mop on these floors