

CLIENT WELCOME PACK



Cleaning and Home Maintenance Solutions

WWW.BESTCLEANERNOOSA.COM.AU



WELCOME



Best Cleaner Noosa has proudly served the community for over eight years, transitioning through three family ownerships before being purchased by Caitlyn Kulpinski in July 2025. Caitlyn grew up cleaning alongside her mother and, since the age of 18, has worked as an Interior Designer in the all areas of the construction industry—giving her valuable expertise in interior finishes and the right products to use. This level of knowledge is built over years, not bought.

Our team continues to grow, with each member bringing years of experience and receiving thorough training, ensuring every clean is in the very best hands.



HOW TO PREPARE

Before we arrive - How to prepare for your cleaning to help us focus our time on the areas you appreciate most:

01

Tidy up personal items

Please tidy up personal belongings such as clothes, shoes, toys, important documents, or anything you wouldn't want moved. This helps us clean surfaces without disturbing your items.

02

Clear dishes / counter spaces

Clearing the sink and countertops of dishes will help us clean more effectively and focus on the areas like tap-ware, mixers, basins or hard stains on porcelain or stainless steel.

03

Provide Access

Make sure we have the necessary instructions or keys / codes to access your home. If there are any alarm systems please let us know how to disarm.

04

Let us know of any delicate items during walk through

Please inform us about anything fragile, damaged or off limits so we can clean with extra care

05

Special requests

Let us know about any areas you'd like us to skip (or focus on), this ensures we can prioritise your top concerns

GENERAL MAINTENANCE CLEANING LIST

☐ Completed at every clean

✓ Extras that may be done if time permits or customer notifies they would like to add time on 🕒

KITCHEN / DINING AREA

- ☐ Clean Countertops
- ☐ Wipe down base cabinet faces
- ☐ Clean sink and mixer
- ☐ Stove top wipe down
- ☐ Appliance face wipe down (*oven, microwave, dishwasher and fridge*)
- ☐ Microwave wipe down
- ✓ Oven deep clean
- ✓ Dishwasher treatment
- ✓ Cooktop deep clean

BED /LIVING ROOMS

- ☐ Dust & wipe surface tops
- ☐ Dust windowsills
- ✓ Dust blinds or curtains
- ✓ Dust light fixtures + fans
- ✓ Couch cushions removed + vacuumed

BATHROOM AREAS

- ☐ Clean Countertops
- ☐ Wipe down base cabinet faces
- ☐ Clean sink and mixer
- ☐ Clean toilets
- ☐ Scrub grout of shower
- ☐ Wipe down mirrors
- ☐ Empty tidy bins
- ✓ Leave in grout mould treatment

GENERAL AREAS

- ☐ Vacuum + Mop floors
- ✓ Dust skirting boards
- ✓ Wall / Door touch marks
- ✓ Blinds and shutter cleaning
- ✓ Window / door tracks + glass
- ✓ Drain blockage treatment

BUSINESS POLICIES

Bookings, Cancellations and Rescheduling

- ☐ 24 hours notice required cancellations or will incur cancellation fee of 20% total charge of service.
- ☐ No shows or lock-outs also incur this fee, please ensure access is available on the day.

Payment of services

- ☐ For occasional cleans payment is due on day of service.
- ☐ For clients on a regularly scheduled weekly or fortnightly cleans payment is required within 3 days of service or invoice issue date, invoices paid overdue incur a 15% invoice surcharge.
- ☐ Please if you need any other arrangements to suit NDIS or Veteran funding let admin know to agree on a suitable arrangement.

Health & Safety

- ☐ Cleaners will not handle biohazards (blood, mould, needles, animal waste, etc.) unless pre-arranged.
- ☐ Homes must be smoke-free during cleaning for staff health.
- ☐ Staff are only insured and permitted to work at the heights of a 3-5 step ladder, if you have particularly tall ceilings we may not be able to service your home with dusting or ceiling fans.
- ☐ Staff have the right to refuse conditions that feel unsafe for any reason.

Pets

- ☐ Pets must be secured during service for safety reasons or must be made aware they are around.
- ☐ Cleaners are not responsible for pet accidents during or after the clean.
- ☐ If you have concern with your pets (*We have escape artist pets ourselves!*) please ensure they are secured and we are made aware of rooms to not access.

BUSINESS POLICIES

Appreciation

Cash flow is an essential part of running a service-based business — it allows us to pay our team fairly and maintain the quality supplies needed to deliver the standard you expect. At Best Cleaner Noosa, we pride ourselves on being punctual, thorough, and a reliable “set and forget” service. To continue providing this consistency, we kindly ask that payments are made on time.

We're proud to employ only the best local staff, all paid well above award wages to reflect, and we deeply appreciate clients who help us support them through timely payments.

We also understand that recurring services — weekly or fortnightly — can make it tricky to keep up with multiple payments. To make things easier, we offer the option of pre-crediting your account, with invoices automatically deducted as we go. If your service ever ends, any remaining balance is fully refunded.

Please let us know if this arrangement might suit you — we're always happy to make things as seamless as possible.

