



Hygiene, Safety and Protection Services Guide

SERVICE INFORMATION
NORWEST ENVIROCLEAN



Exterior Hygiene & Safety Cleaning

General Service Information

Norwest EnviroClean provides the following exterior services:

- ✓ House Washing.
- ✓ Surface Cleaning and Sealing (Natural Stone Care, Patios, Decks, Pool-sides, Pavers, Concrete etc)
- ✓ Roof Cleaning.
- ✓ Window Cleaning (in conjunction with house washing only)

For the latest service information, videos and before and after photos check out these links

House washing - <https://norwestenviroclean.com.au/house-washing>

Roof Cleaning - <https://norwestenviroclean.com.au/roof-cleaning-1>

Surface Cleaning - <https://norwestenviroclean.com.au/surface-cleaning>

Documents: This document, a handy 'Preparation Checklist', and a 'Neighbour Notification Letter' can be downloaded and printed at <https://norwestenviroclean.com.au/downloads>

Window Cleaning

EnviroClean also provides window cleaning as a supplementary service offered in conjunction with house washing only. It offers:

- ✓ Chemical free, high-reach water fed pole cleaning.
- ✓ Traditional interior window cleaning (panes only).
- ✓ Interior frame and track detailing, (interior window cleaning doesn't automatically include frame/track detailing)

If you would like your window cleaned in conjunction with your house wash it must be booked in advance.

The EnviroClean Difference

Deep clean and lasting results (up to 4 x longer)

EnviroClean's results are superior and last up to 4 times longer (possibly more) than ordinary pressure cleaning. EnviroClean uses the latest deep penetrating cleaning technologies to kill and wash away the organic substances causing the heavy discolouration and damaging your home's surfaces such as algae, mildew, mould, lichen, moss, pollution grime and insect mess, and the treatments have a residual effect that significantly inhibits reinfestation and regrowth. This prolongs the amount of time the surface will remain clean and reduces overall expenditure on exterior maintenance in that it will need to be cleaned less frequently.

Zero Damage Guarantee

EnviroClean offers all customers a Zero Damage Limited Guarantee. This guarantee includes coverage to both the surfaces being cleaned, and also the garden and plants. For full details on the coverage and limits of this go to <https://norwestenviroclean.com.au/zero-damage-guarantee>

Plant and Garden Protection

Most of the homes I service have mature and well-established gardens. For me they represent a lifetime of care, and a highly valued aspect of the homeowner's life. My processes are specifically designed to minimise any risk of plant damage. I use techniques such as pre-soaking and post-rinsing, chemical neutralising and application techniques that minimise



chemical usage. When the situation dictates, I provide physical barriers to ensure your plants are protected. **I have not yet had any plant die after my service, and I intend to keep it that way.** Environmental Considerations
EnviroClean's key operating principle is to 'Do No Damage' and this applies to both the home and to the greater environment. Because of this EnviroClean's services are carefully designed to:

- ✓ **Use about 50% less water** than traditional services which rely on a high-pressure cleaning device that needs to run constantly to do the work.
- ✓ **Use about 80% less fuel** than other services, as services rely predominantly on an electric pumps and mains water pressure.
- ✓ **Use about 50% less chemicals** due to the fact cleaning solutions are batch mixed to precise concentrations, and only using what is required for the work.
- ✓ **Produce about 70% less overspray** as the application of cleaning solutions and rinsing are mostly done at very low-pressure (70 psi) using a 12v electric pump.
- ✓ **Create about 80% less noise pollution** than other services which often rely on noisy high-pressure cleaning devices that run constantly. EnviroClean's services rely mostly on quiet electric pumps and are delivered in relative silence.
- ✓ **Use only biodegradable products and chemicals.**

Scheduling and Cancelling

Service Delays

Service delays may occur when weather prevents cleaning. Things that impact cleaning schedules are moderate to heavy rain and moderate to heavy winds. The wind especially impacts the house washing of double story homes and any type of roof cleaning.

If a job is cancelled due to weather and the customer does not provide the opportunity for a rescheduled date any deposits paid will be forfeited (up to 15% of the total agreed fee) or 15 % of the agreed fee will be billed.

Cancellation fees

You can cancel a booked service up to 48 hours prior to the schedule without penalty. If you cancel after this time the following charges will apply:

1. **Less than 2 days (48 Hours) but before 24 hours – 50% of the total cost of service**
2. **Less than 1 day (24 hours) - 100% of the total cost of service**

Rescheduling

You can reschedule a booked service up to 48 hours prior to the schedule without penalty. If you reschedule after this time the cancellation charges MAY apply (see above)

House Washing Inclusion and Exclusions

House Wash Inclusions: EnviroClean's House Wash covers most parts of your home's exterior from the lip of the gutter to where the base of the wall meets the ground. It will eliminate 99% of damaging algae, mould, lichen, pollution grime, insects and their nests and general dirt and dust build up. It will brighten your home and give it a fresh new look and feel. A house wash includes the gutter exterior, eaves and soffits, fascia boards, walls, the underside of pergolas and balconies, fixtures and fittings, and window and door frames.

House Washing Exclusions: It does not include full window cleaning, internal gutter cleaning, any part of any roof structure (particularly apron roofs) or work on any flat surfaces. It also does not typically include acid washing for the treatment of rust stains and calcium build up (efflorescence) or other mineral based staining common to masonry and concrete



structures. If mineral stain treatments are required these should be requested prior to quoting, as this requires a second wash of a different type.

Getting your home ready for your clean

You will need to prepare your home for the clean. If you do not prepare your home properly and this causes a delay or even for the job to be cancelled and reschedule or cancellation fees will apply, the only exception this is if you are elderly or incapacitated. A downloadable checklist has been created for your convenience and this can be downloaded at <https://norwestenviroclean.com.au/downloads>, but here are a few important items you must attend to. **Attending to these items is largely to your benefit.**

Things to do to help the clean proceed as scheduled and to protect your property:

1. **SWITCH OF ALL EXTERNAL LIGHTS, AND ELECTRICAL OUTLETS.** If you have the ability to isolate these at the main switch, please do.
2. Bring in all laundry, toys, shoes, personal effects and any fabric coverings on outdoor furniture, and anything not specifically designed for outdoor use.
3. Take pet bowls and bedding inside (please do this your pets will thank you for it).
4. Close all windows and doors properly. If you have windows or doors that are prone to allowing water in, place some old towels at the potential points of ingress. Louvre windows should be positioned so water runs to outside of the house.
5. Move furnishings away from windows, especially natural or valuable fabrics.
6. Draw and tie back well any curtains that do not have a plastic backing.
7. To help us obtain the best results on window frames and sills,
 - a. Please remove any screens. For security reasons, this is normally done from inside the home. If you have difficulties with this, please let me know. Removing them stops dirt and water building up behind the screen and results in a far higher quality outcome. If you do remove your screens and place them in the driveway they will be cleaned at no charge.
 - b. If you have older style casement/sash windows especially that you don't open very often, you may want to open these and brush out the sill and casing where the window normally sits (vacuum brush is best). If you are having your windows cleaned with frame detailing included, I will do this for you. This also results in far higher quality outcome.
8. Move small to medium sized pot plants away from the exterior walls and out from underneath pergolas, balconies etc. Large immovable pots are ok to remain in situ.
9. Park cars on the street or inside a closed garage (not a carport).
10. Please bear in mind, my unit consists of a dual cab ute and trailer. If possible, please coordinate with neighbours and to try to ensure there is sufficient parking in front of your property. Most people usually use their bins as parking reservation devices.
11. If you are planning on any type of garden clean-up it is better to do this before the house wash or surface cleaning
12. Please try to ensure the scheduled clean DOES NOT coincide with any other trades or services, especially ones that will go in and out of the home a lot or those that will work outside. If other services might be there, you will need to advise me.
13. If flat surface cleaning is being done, please ensure the area is also cleared any items that would impede the cleaning process, and of excessive leaf litter, soil build-up.

NB: If you are elderly, incapacitated, or in any way might have any trouble preparing your home, please speak to me about any assistance you need beforehand. I will always help out where I can.

Notifying your neighbours

You should notify your neighbours in advance when you are going to get the house washed or have your roof treated. This is so they don't have washing on the line and can make any necessary preparations especially when your houses are close to each other. To help you with this, you can download a 'Neighbour Notification Letter' from this link

<https://norwestenviroclean.com.au/downloads>



Common service imperfections

Not all service providers will go to the trouble of letting you know the shortcomings of their service; however, I feel there are better outcomes all round if expectations are set properly and business is conducted transparently. These are common imperfections with my house washing service and would be **common to all service providers**.

Latent weeping from siding panel and holes: Homes with timber, aluminium and vinyl siding may often weep dirty water out of the siding or other holes or crevices after the house wash. The reason for this is much dirt can build up behind the siding and this may still weep and run for a short time after the house wash. This is easily hosed off and will not be a problem. My low-pressure techniques minimise this, but it still may occur.

Streaky windows: Window streaking occurs when the house wash solution residue runs down onto the windows after final rinsing. My rinsing process is thorough but does not guarantee perfectly clean window panes. If this happens, the residue is easily hosed off. If you would prefer perfectly clean window panes (the frames will still be beautifully clean) please speak to me about window cleaning in advance of your booking date.

Flat surfaces and apron roofs: Flat surfaces such as concrete, natural stone, tiles or timber that abut the base of the homes exterior wall and apron or pergola roofs, may get cleaned in part and incidentally as the house wash solution runs on to them. In this situation I will provide a free house wash strength biocide treatment to any flat or roof surface adjoining the wall up to 1.2 meters out (this does not include rinsing or proper cleaning of that area though). This covers most pathways and small apron roofs and will provide a consistent finish. If flat surface or roof areas next to the wall are larger than this, you should probably consider talking to me about properly cleaning these as part of your package.

Mud Dauber Wasp Nest Residue: Mud dauber wasp is a name commonly applied to a number of wasp species that build their nests from mud, most commonly in the exterior corners of buildings, and under the eaves and soffit boards. These nests will be removed by the cleaning process. However, if the nest is more than one or maybe two seasons old, it is likely leave a brown stain or residue on the wall. I have found these are mostly resistant to most chemical and manual cleaning and therefore I provide no guarantee these can be completely removed. If you do see these nests forming around your home, it is best to hose them off as they appear, so they don't have time to bond strongly to or stain the surface.

Water Ingress: Most homes in Australia have poorly fitted windows and doors which means water ingress management is always a factor on most jobs. Homes with modern windows generally aren't too much of a problem, but homes with older windows will always need active ingress management. Taping windows and hand cleaning doors, and working in conjunction with the home owner monitoring ingress on the inside of the home as the clean progresses, are ways of managing this. I will discuss ingress management with you, and we will come up with a mutually agreeable strategy.

Poor drainage: If you have flat surface area that are scheduled to be cleaned and where drainage is poor these will still be cleaned, however they will still collect water a silt and you may need to brush them after they dry with a stiff broom and then lightly hose them to get rid of any residue that may collect in these areas.

The inner facing lip of fascia Boards: There may be an issue cleaning the inside lip of fascia boards on some double story spilt level homes with apron roofs, pergola roofs etc. where the eave extends out over another roof instead of the ground and the operator cannot get line of site by standing under or to either side of the inside lip. If cleaning this area properly requires accessing and walking of the lower roof to do so, it will not be cleaned as part of the standard house wash.

See the adjacent diagram of an eave cross section. The small lip in question is identified by the red arrow.

