

# Important Notes Regarding Our End of Lease / Bond Cleans

## Move In / Out clean - property requirements

- The property needs to be free of personal belongings, if someone is living there or if there are any personal items (except furniture) we cannot perform the service.
- Running water and electricity must be available at the property.
- Limited rubbish removal is included. We cannot take rubbish off site but we will put it in your outside bin.

## Review your Lease Agreement

Each Real Estate Agency and Property Manager may have different requirements of their tenants. We encourage you to check your lease agreement for any special requirements and advise us as soon as possible so that we can include these with your service. If we are not aware of these prior to the service they are not covered in our guarantee.

## What Is Excluded From Our Bond Cleaning Service

The following services are excluded from our bond cleaning service (internal). If the item can be added by request this is noted:

WHAT'S NOT COVERED	
<input type="checkbox"/> Removal of stickers or removable hooks	<input type="checkbox"/> Full wall washing - small spot cleaning is completed in most areas as part of our standard clean. (can be added)
<input type="checkbox"/> Removal or shifting of furniture	<input type="checkbox"/> Intensive garage cleaning - we will vacuum/sweep; and clean light switches & power points as part of our standard clean
<input type="checkbox"/> Ceiling cleaning	<input type="checkbox"/> Garage wall cleaning
<input type="checkbox"/> Baby/child safety latch/lock removal	<input type="checkbox"/> Garage floor/wall oil stain removal
<input type="checkbox"/> Rubbish bin cleaning	
<input type="checkbox"/> External window cleaning	
<input type="checkbox"/> Blind cleaning (can be added)	
<input type="checkbox"/> External cleaning (e.g. balcony, external windows, patios) (some can be added)	

## Tile & Grout Cleaning

Although our cleaners will manually scrub tiled areas as part of a bond clean we do not specialise in tile and grout cleaning, thus a professional tile and grout clean may be warranted dependent on the condition of your tiles and or grout which is a service separate to that of our bond clean.

## Nicotine / Smoke / Cigarette Smoke Damage

Cleaning of nicotine and staining from smoke or smoking is not covered as part of our rectification guarantee. It is generally accepted that staining will remain even following intensive cleaning.

## Our Bond Clean Guarantee Details

We guarantee our service by correcting any issues identified by your real estate agent regarding our internal bond clean, free of charge. Issues must be advised to us within three days of the completion of your service. Our guarantee covers those items cleaned as part of your service. Where issues identified are related to matters that did not form part of the original service, we are happy to return to your property to provide additional support at our usual bond service rates.

## Initial Inspection Upon Arrival

When our cleaners first arrive at your property they will perform a walk around (with you if you are present) in order to review the service against the quote provided. Should any changes be required (e.g. additional time is required), we will contact you immediately and before any work is performed.