

# END OF LEASE / BOND CLEANING CHECKLIST



## BATHROOMS / TOILETS



- Dust blinds and window ledges
- Clean sinks, showers, tiles, bathtubs, and toilets inside and out and skirting boards
- Clean mirrors, benchtops, and cabinets (inside and out)
- Vacuum and mop floors
- Spot clean walls & doors
- Dust and remove cobwebs from ceiling

## ENTRY / HALLWAY



- Clean light switches, power points, and light fittings (where accessible)
- Vacuum and mop floors
- Clean doors, frames, tracks, and skirting boards
- Spot clean walls and doors
- Dust blinds and remove cobwebs

## LOUNGE/DINING AREAS



- Clean windows, sills, and tracks (internal only)
- Vacuum and mop floors
- Clean light switches, power points, light fittings and skirting boards
- Spot clean walls & doors
- Dust blinds and remove cobwebs
- Clean air conditioning units and filters (if accessible)

## BEDROOMS



- Clean windows, sills, and tracks (internal only)
- Clean air conditioning surfaces and filters (if accessible)
- Vacuum carpets and clean skirting boards
- Spot clean walls, doors, frames, and tracks
- Dust blinds and remove cobwebs
- Vacuum and clean closet shelves and drawers

## KITCHEN / LAUNDRY



- Clean Oven, stovetop, range hood, and countertops
- Scrub sinks and polish stainless steel surfaces
- Clean cupboards inside and out
- Clean appliance exteriors and light fittings
- Vacuum and mop floors
- Spot clean walls and remove cobwebs
- Clean exhaust fans/filters

## GARAGE / PATIO / BALCONY VERANDAH



- Sweeping services is included in the quote

**Have Questions? We have answers.**

Get in touch with our customer service team on



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# KEY POINTS TO CONSIDER ABOUT OUR END OF LEASE CLEANS



Booking professional cleaners in advance ensures quality results and availability. Allow sufficient time for moving out, cleaning, and final inspection. Review your lease for any specific requirements and share them with us to ensure all conditions are met.



## Exclusions from Our End of Lease Cleaning Service

The following services are not included in our standard End of Lease Cleaning package. However, they may be added upon request for an additional fee.

## WHAT'S NOT INCLUDED

### Optional Add-On Services:

- Blinds Washing
- External property cleaning (walls, external windows, veranda)
- Wall and door scrubbing or washing
- Additional appliances (microwave, dishwasher, fridge)
- Flea treatment

### Exclusions:

- Tile and grout cleaning
- Sticker or removable hook removal
- Rearranging furniture
- Ceiling cleaning
- Heavy stain removal requiring specialised equipment
- External cleaning beyond specified add-ons

## BOND BACK POLICY

Our service includes a Bond Back Guarantee for your peace of mind. Any concerns must be reported within 4 days of service completion, along with the exit report.

We offer one complimentary re-visit, subject to availability, and customers must provide access (keys) for any required re-cleaning.

Refunds are not provided in place of re-cleaning or if the service is completed by another person or company.

## TILE AND GROUT CLEANING

Our standard bond clean includes manual scrubbing of tiled surfaces, but does not cover deep tile and grout cleaning. For heavily soiled areas, a specialised service may be required and is not included in our package.

## ASSESSMENT UPON ARRIVAL

### Property Condition Notice

Cleaning times may vary based on a property's age, size, layout, and condition. Older or larger homes, as well as those with children or pets, may require extra time. We appreciate your understanding as these factors can impact the duration and outcome of the service.

We kindly ask that you take these factors into account when your property is being serviced, as they may affect the overall cleaning time and outcome.

## CARPET STEAM CLEANING

(STANDARD SERVICE – NO DEEP STAIN REMOVAL)

Our standard carpet steam cleaning removes general dirt, grime, and mild stains, but does not include deep stain removal. We use professional products; however, complete removal of old or set-in stains cannot be guaranteed. This service is complimentary and does not include rearranging furniture or items. An inspection is recommended for tailored advice.



# IMPORTANT SERVICE INFORMATION



- For unfurnished properties, all personal items and furniture must be completely removed prior to the commencement of cleaning. Furnished properties may incur additional charges due to the extra time and care required.
- We offer spot cleaning for light marks (typically 2–3 per wall) that can be removed safely without damaging paint. If walls or doors require more extensive attention, we recommend full wall washing to maintain a consistent finish. Where full washing is not selected, spot cleaning may be omitted to avoid visible inconsistencies.
- Our pricing is based on properties in fair, reasonable condition in line with our standard cleaning checklist. Heavily soiled areas or requests beyond the checklist may attract additional charges to uphold our quality standards.
- Payment is required upon arrival—our team will proceed with the service once payment confirmation is received. The checklist will be followed according to the services you have selected.

## DO'S AND DON'TS FOR A STRESS-FREE CLEANING EXPERIENCE

- **Lend a hand** – Tell us what you've cleaned to save time.
- **Arrange Parking** – Avoid additional charges.
- **Don't forget to prepare the space:** Before the cleaning team arrives, remove any obstacles, clutter, or personal items from the property. This enables the cleaners to work efficiently and effectively. For unfurnished leases, please ensure your home is completely empty of furniture and belongings before the cleaning service.
- **Be Onsite or Contactable** – Please either be onsite or contactable on the day of your clean.
- **Be Realistic** – Remember End of Lease cleaning is not like other cleaning. Real estate agents are extremely picky so it takes time to clean thoroughly.
- **Contact Us** – Feel free to call or email us whenever you have questions. We are here to help you.
- **Utility Access** – Please ensure electricity and water are available at the property prior to our arrival, as they are essential for completing the cleaning service.
- **Cleaning Restrictions** – If your landlord or property manager has specified any cleaning product or equipment restrictions, please inform us in advance so we can comply accordingly.
- **Lease Agreement Requirements** – Review your lease agreement for any specific cleaning requirements and share them with us beforehand to ensure full compliance.
- **Post-Clean Access** – To maintain your re-clean guarantee, do not allow anyone to enter the property after we have completed the cleaning. Only your real estate agent should conduct the final inspection.
- **Re-Clean Policy** – If a re-clean is required, please contact us directly. Do not attempt to perform any cleaning yourself, as this may void your re-clean guarantee. We will handle everything for you.