

# Important Note Regarding Our Bond Cleaning



## 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, and additional charges may apply:

#### WHAT'S NOT COVERED

- Removal of stickers or removable hooks
- Ceiling cleaning
- Shower tiles and grout in case they are very dirty and needed to be regROUT(can be added)
- External cleaning (e.g. balcony, external windows, patios)(can be added)
- Baby/child safety latch/lock removal
- Rubbish bin cleaning
- External window cleaning(can be added)
- Garage floor/wall oil stain removal
- Any cleaning that would result in damage
- Blind cleaning
- Full wall washing - small spot cleaning is completed in most areas as part of our standard clean. (can be added)
- Intensive garage cleaning - we will vacuum/sweep; and clean light switches & power points as part of our standard clean
- Garage wall cleaning
- We do not clean appliances such as microwaves, fridges, etc in our bond cleaning services.

## 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.

## Tile & Grout Cleaning

Although our cleaners will manually scrub tiled areas in shower 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.

## Cigarette / Nicotine / 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.