






Frequently Asked Questions

The first 3 man hours for \$198. How many people is that for?

The number of people sent doesn't impact the price as it is calculated by man hours worked. All below examples = 3 man hours:

 1 = 3 man hours  2 = 1.5 hours each  3 = 1 hour each

Additional man hours is charged at \$44 per person, per hour.

How many people you send & does this affect the hours & the price?

No. The price charged is calculated on total man hours worked. Eg. 9 man hours costs a total \$462 (\$198 for 1st 3 hours + \$264, (6 x \$44 an hour). The only difference is the duration on site:

 1 Person = 9 hours on site = total charge of \$462

 2 People = 4.5 hours each = total charge of \$462

 3 People = 3 hours each = total charge of \$462

Can I cap the hours or do cleaning myself?

Of course! Capping the mans hours is not typically recommended in end of lease cleans, as it only allows for a partial clean & does not have a re-clean guarantee.

Do I have to be present at the clean?

No, but you must authorise man hours otherwise only the minimum timeframe only will be completed. If you send someone else to the site, they act as full representation for yourself & are able to sign & authorise man hours on your behalf.

ESTIMATE OF HOURS

HOW LONG WILL A CLEAN TAKE?

Man hours quoted on the phone are estimates only, based on the property being reasonable size, in good condition, unfurnished and single storey.

'Extras' listed below require more man hours.

ESTIMATED TIME GUIDE FOR BASE CLEAN

- See [page 3](#) for base clean list of inclusions



1 bedroom, 1 bathroom
3 to 5 man hours



2 bedroom, 1 bathroom
4 to 6 man hours



3 bedroom, 1 bathroom
6 to 10 man hours



4 bedroom, 1 bathroom
8 to 14 man hours



For extra bathroom or rooms - living/dining/ sun room/ study etc
ADD



1 man hour extra to above guide

Extras – All Require More Man Hours

Check with realtor before excluding any of items

- * Additional levels or additional rooms.
- * Furnished properties – excludes cleaning utensils, removal of kitchenware
 - * Kitchen appliances & white goods
 - * External windows & external areas
 - * Wall Marks
- * Blinds and fly screens (*wipe over only & no dismantling*)

For the below up to 3m height only/where reachable by OH&S standards

Ceilings, fans, light fittings, high cupboards, high/external windows

Base Clean – What's Included

Kitchen

Scrub sinks around facet, drain area, splash backs & taps
Clean oven interior, exterior, stovetop & range hood
Clean interior & exterior of cupboards & bench tops
Clean appliance exteriors (*internal will only be done if client requests*)

Bathroom

Disinfect the toilet, Clean the shower &/or bath
Clean sink, taps, splash back, vanity surfaces & mirrors

General Cleaning All Rooms

Dust surfaces, skirting boards, window sills & interior cobwebs
Clean internal door trimming & handles
Mop & vacuum all surface types
Exterior only of appliances, air con unit, lights (*up to 3 metres high*)
Cleaning interior windows (*up to 3 metres high*)
2 marks on walls, spot clean only (additional is an extra)

Additional Service Fees

Carpet cleaning, Pest Services, Upholstery Cleaning, High Pressure Cleaning, Stain Treatments & Rubbish Removal

Not Guaranteed on Re-clean

Stains

Blinds

Marks on walls

Stained grout

Mould removal

Carpet cleaning

Removal of items or rubbish

We do not wash curtains/nets or include in our quote



THE DO'S AND DON'T'S TIP PAGE

DO



- **Lend a hand** – tell us what you have cleaned so we don't clean it again.
- **Arrange parking** – avoid us forwarding on parking costs
- **Be on site or contactable by phone** – no confirmation of additional hours = potential for the clean to not be completed.
- **Be realistic** – come on guys we all like to be super hero's, but we can't clean a whole 2 bed house in 3 man hours.
- **Read all emails** – especially the ones confirming date and time!
- **Call us** – if you have any questions or need assistance we're here.

DON'T



- **Don't** say do a quick once over – if you want your bond back the clean needs to be detailed. If you want a general clean this is not an exit clean and does not have a bond back guarantee*.
- **Don't** vacuum – this is the last thing we do as items fall on the floor when we clean.
- **Don't** let anyone except the realtor in the premises after the clean. As re-clean policy will be voided if tradesman etc have entered.
- **Don't** re-clean yourself without checking with us.
- **Don't** offer re-cleans (see exclusions) on blinds, mould, grout, marks on walls, stains, carpet stains or anything we haven't cleaned.

Re-Clean Policy

Call or Email Us – 3 working days from clean date for a re-clean.

Realtors List – provide us with the realtors re-clean list and access information

Access – allow us 3 working days to co-ordinate a re-clean

1 Re-clean Only – so send us a list AFTER realtors inspection.

Charge to collect & return keys.

Charge for items not quoted or paid for on initial clean.

Re-clean void if full man hours not confirmed, or premises has been tampered with after clean.

Other Important Stuff

Payments



Deposits are processed to secure your booking & final balance is processed on the day of the clean.

Any remaining balance will be charged to the card the deposit was processed on unless advised otherwise.

Parking charges incurred will be added to your final payment.

Bank surcharge is applied on all card payments.

Remember



Start times are not guaranteed - we don't give a 5 hour window, like other companies but we do ask you allow for traffic & other variations.



VIP - Check that we have correct contact & address information.



If you send someone else to site, you agree they act in representation of you. As such are authorised to confirm cleaning tasks & man hours for final payment.



Ensure all power & electricity is available for the clean. Additional charges will apply should we need to re-attend due to no power.



Carpet cleaning is an additional charge at \$44 per room/staircase set. Based on standard room size circa 11 sqm.



Read our '[Base Clean](#)' section. This details inclusions in our phone based estimate & 'extras' that need more man hours.