

END OF LEASE CLEANING SERVICES

Sistability's End of Lease Cleaning service means that you can have piece of mind knowing that landlords and real estate agents will be given the keys to a clean home - ready for the next tenant to move right in.

For a full list of what's included in our End of Lease cleaning service and our terms of services, please see below.

GENERAL/ALL AREAS
Remove cobwebs from walls and ceilings
Clean fans, air conditioners and filters
Clean inside drawers / cupboards including tops and shelving
Clean light fittings (where accessible)
Spot clean walls*, light switches and power points
Dust and wipe skirting boards, architraves, doors & frames
Dust and wipe down standard blinds* and cords
Wipe down fly screens
Dust and wipe window sills, handrails and bannisters
Clean windows – inside & out including frames, tracks and glass
Vacuum all hard floors and carpets
Mop all hard floors
KITCHEN
Clean benchtops, splash back and stove tops including elements, rings and knobs
Clean interior and exterior of pantry, kitchen cabinets, doors and drawers including tops, sides and shelves
Clean behind the fridge and dishwasher
Clean interior and exterior of dishwasher
Clean and polish kitchen sink including tap, drains and fittings
Clean interior and exterior of the oven including racks and sides
Degrease rangehood and clean filters

BATHROOM
Clean exhaust fans
Clean interior and exterior of all cupboards and drawers including shelves, sides, doors and handles
Clean toilet, behind 'S' bend, around cistern and under and around toilet seat
Scrub bath, shower recess and remove any built-up soap residue on tiles, shower screens and soap dishes/ holders
Clean and polish sink including tap, drains and fittings
LAUNDRY
Clean interior and exterior of cupboards and drawers including accessible tops, shelving and doors
Clean and polish sink including tap, drains and fittings
GARAGE/OUTDOOR
Clean interior and exterior of all cupboards and drawers including shelves, sides, doors and handles
Sweep floors
Rubbish bins – wash and dry
PATIO/ BALCONY
Remove cobwebs
Sweep and wash floors

OPTIONAL CLEANING EXTRAS

Optional extras that you may wish to add to your end of lease cleaning package, including:

- Washing walls
- Blinds or shutter deep cleaning i.e. venetians
- Internal fridge cleaning
- Internal freezer cleaning
- Furnished properties

OUR PROMISE TO YOU

OUR GUARANTEE

We offer a 7-day warranty on all end of lease/ bond cleans. If something has not been cleaned to the standard of the landlord or real estate agent (as per our checklist), we will return within 48 hours to carry out the work at no additional charge to you.

CLEAR COMMUNICATION

You'll receive a booking confirmation email two days prior to your appointment and a reminder text message (SMS) the day prior to your booked service, to ensure your clean goes as smoothly as possible.

IMPORTANT NOTES

* **Standard blinds** - are blinds with a surface that can be dusted or cleaned without requiring a specialist and/or extra time. For example; material blinds or curtains may require a blind cleaning specialist. Venetian and Roller blinds will be quoted separately based on the number of blinds in the property.

* **Walls** – we carry out a spot clean on walls for insects and small marks, however a full wall wash requires more time and the use of additional products. We are happy to provide this service however this is generally only required if marks exist beyond normal 'wear and tear'.

CLEANING SERVICE EXCLUSIONS

Mould - we do our best to remove small amounts of mould from areas including bathrooms, however, mould can be imbedded into silicon, grout and other areas which require replacing and/or a specialist to restore back to its normal state.

Damp Spots – damp spots can occur throughout a home with dry wall plaster often being affected. We do our best to remove any mould and marks from these areas however we cannot completely make these spots disappear. These marks can return due to excess moisture in the home even after the area has been cleaned.

Discolouration – our team will do everything they can to clean all areas throughout the home however sometimes 'discolouration' happens with normal wear and tear of the property including grout, toilets and seats and plastics (often turning a yellowish colour). If/when this discolouration occurs, it cannot be returned to its original state without specialist intervention or replacements of the item.

Ceilings – we do not clean ceilings however cobwebs and dust will be removed with a long-handled duster

Hazardous Areas – Clean-up of bio waste and other hazardous material.

Garage walls – we do not clean garage walls or wash garage floors

Heights – our cleaners do not clean at heights over a two-step ladder i.e. windows in unit blocks or second floors of houses.

Carpet Steam Cleaning - we do not provide professional carpet cleaning services. These will need to be organised with another service provider.

External Wall Washing & Animal Waste.

CLEANING WARRANTY EXCLUSIONS

External windows – will be cleaned at heights up to a two-step ladder if they are not obstructed however due to weather circumstances, we cannot warrant these.

Outside areas – outside areas which cannot be fully enclosed/ protected from weather elements i.e. balconies and patios

Post-pest control – We will not be responsible and do not warrant post pest control that may require additional cleaning directly related to the pest control being carried out i.e. dead insects, rodents or other pests that have accumulated due to the pest control being applied to the property.

Decorative items (furnished homes) – decorative items including pictures frames, vases, lamps, clocks and fruit bowls that may be decorative in nature.

To view our full terms of service for end of lease cleaning, please visit our policies on our website.