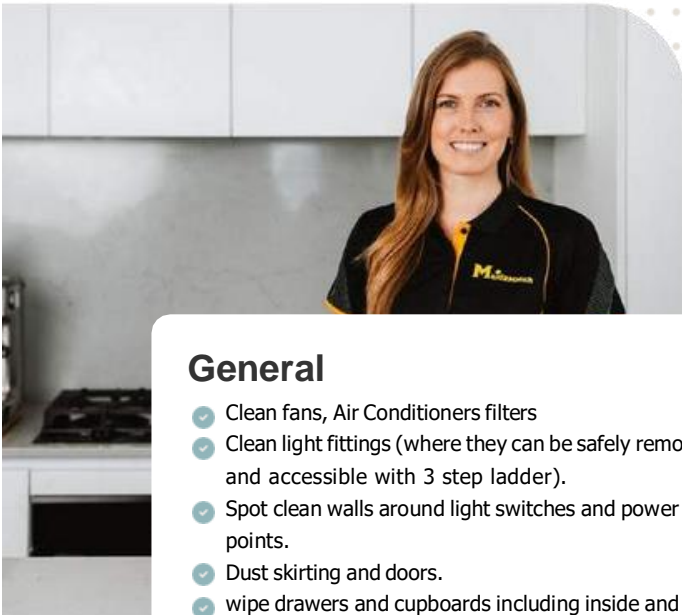


Unibond Cleaning Inclusions



General

- ✔ Clean fans, Air Conditioners filters
- ✔ Clean light fittings (where they can be safely removed and accessible with 3 step ladder).
- ✔ Spot clean walls around light switches and power points.
- ✔ Dust skirting and doors.
- ✔ wipe drawers and cupboards including inside and outside, doors shelving.
- ✔ Clean windows and their tracks only from the inside.**
- ✔ Mop hard floors.

Laundry

- ✔ Clean Inside and outside all cupboards and drawers. (standard size)
- ✔ Clean inside, outside and around laundry tub, cabinets, shelves, drawers and tapware.
- ✔ Clean light fittings and light switches.
- ✔ Clean windows track and glass only from the inside.**
- ✔ Clean sink (will not open sink).
- ✔ Spot clean walls around powerpoint and lightrooms

Living / Dining Room

- ✔ Wipe cupboards, shelves and drawers from inside and outside.
- ✔ Clean windows track and glass only from the inside.**
- ✔ Clean all ceiling fans, Aircon filters and remove cobwebs.
- ✔ Dust skirting boards and doors.
- ✔ Wall washing extra cost if needed
- ✔ Clean mirrors.
- ✔ Vacuum and mop all floors.

Other Areas

- ✔ Garage – Vacuum / Sweep Out; clean and dust light and power points
- ✔ Front Door Area – Sweep
- ✔ Balcony or verandah: area cleared of spider webs/dust.

Kitchen

- ✔ Clean inside and outside and on of all cupboards, doors and drawers.
- ✔ Clean outside and inside of oven, grill, doors, trays, racks, glass and knobs.
- ✔ Clean and dry sink (will not open sink), drain holes, drainers and polish tapware
- ✔ Range hood exhaust and filter – (if the filter can be removed and cleaned).
- ✔ Clean and polish splash back area.
- ✔ Spot clean walls around power points and light switches.
- ✔ Wall washing extra cost if needed
- ✔ Clean kitchen benchtops and sink (will not open sink).
- ✔ Clean windows track and glass only from the inside. **

Bathrooms / Toilets

- ✔ Clean exhaust fans.
- ✔ Clean Inside and outside all cupboards, shelves and drawers.
- ✔ Clean toilet seat outside back and front and inside.
- ✔ Clean bath and shower screen, remove built-up soap residue on tiles and shower screens & soap holder (grout is not guaranteed).
- ✔ Spot clean walls around power points and light switches
- ✔ Clean mirrors and windows, window tracks and floors.**
- ✔ Mop floors.

Bedrooms

- ✔ Wipe cupboards and shelves from inside and outside.
- ✔ Clean windows track and glass only from the inside. **
- ✔ Clean all ceiling fans, Aircon filters and remove cobwebs
- ✔ Clean all light fittings.
- ✔ Dust skirting boards and doors.
- ✔ Spot clean walls around power points and light switches.
- ✔ Wall washing extra cost if needed
- ✔ Clean mirrors.

Garage/Balcony

- ✔ Sweep Floor.
- ✔ Clean light fittings and remove any dead bugs.
- ✔ Clean window coverings (see exclusions below)
- ✔ Spot clean walls around power points and light switches.
- ✔ Excluded from standard bond clean - degreasing of oil stains (extra cost).

**** Windows Reachable Only**

Additional Services (will be Separately Quoted)



The following services are quoted separately and will appear on your quote as a separate item.

NOTE: If they are not listed on your quote they are not included. This list is not definitive, there can be more services that can be added on the spot while inspecting or as per requirement. Some of them are as below: -

- ✔ Carpet Steam Cleaning.
 - ✔ Rubbish Removal.
 - ✔ Outside windows.
 - ✔ Furnished properties –fridge, microwave & more.
 - ✔ Pest Control.
 - ✔ Upholstery and Mattress Cleaning.
 - ✔ Pressure Cleaning.
 - ✔ Removal of stickers or removable hooks.
 - ✔ Removal or shining of furniture.
 - ✔ Ceiling cleaning.
 - ✔ External area cleaning (e.g. balcony, external windows, patios).
 - ✔ Baby/child safety latch/lock removal.
 - ✔ Rubbish bin cleaning.
 - ✔ External window cleaning.
 - ✔ Any cleaning that would result in damage.
 - ✔ Wet Wiping Light bulbs, Biohazards.
 - ✔ High reach areas (Must be within reach of a 3-step ladder).
 - ✔ Blinds and Venetians cleaning (can be added extra cost).
 - ✔ Washing walls (can be added extra cost).
 - ✔ Full wall washing - small spot cleaning is completed in most areas as part of our standard clean.
 - ✔ Extensive garage cleaning - we will vacuum/sweep; and clean light switches & power points as part of our standard clean.
 - ✔ Garage wall cleaning.
 - ✔ Garage floor/wall oil stain removal.
 - ✔ Animal or Human Waste.
 - ✔ Gardening and putting dishes away.
- Extra sliding doors (1 is already included in the quote as standard inclusion).

Specific very import information

Please Note: We require electricity and water at the premises on the cleaning day.

- ✔ This quote is an estimate only based on information provided at the time of quoting. Extra charges may apply on the day pending condition and size of the property when viewed.
- ✔ Our bond cleaning guarantee means that we will return free of charge to rectify any issues the managing agent has reported in the exit report based around our Bond Cleaning inclusions within 5 calendar days of the clean. We require a time period of 36 to 48 hours from the time we receive the Agents written exit report to address any problems. Unrestricted access to the property will be required.
- ✔ Payment must be made in full 24hours before the commencement of the clean. If you are paying by direct deposit, please send through your remittance advice and allow 2 working days for bank clearing.

Important Notes 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.

Furnished

- ✔ Bond cleaning service is supposed to be for a vacated and empty property and the property will be considered empty and non-furnished unless the customer specifies the same during booking or enquiring with us.
- ✔ The cleaner will ask the customer for an additional cost that will apply if the property is found to be furnished upon the cleaner's inspection.
- ✔ We will not move the furniture or any other white goods at the property and if you want the specific area to be cleaned then you should move the furniture prior to the commencement of cleaning work.
- ✔ We will not move the furniture or any other white goods at the property and if you want the specific area to be cleaned then you should move the furniture prior to the commencement of cleaning work.
- ✔ If our cleaner is unable to reach any corner due to any obstruction from the furniture then you will have to move it and our cleaners will not move the furniture or other white goods.

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:

- ✓ **Tile & Grout Cleaning:** Although our cleaners will manually scrub tiled areas as part of a bond clean, we do not specialize in tile and grout cleaning, thus a professional tile and grout clean may be warranted depending 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.
- ✓ **Carpet Shampoo Stains:** Our Carpet Shampoo services do not include stain removal services. During Carpet Cleaning, the technician will assess the stains and will quote you extra to remove the stain. We do not guarantee 100% on a stain removal process. Sometimes stains can fade up to 80%.
- ✓ **Initial Inspection upon Arrival/Final Walkthrough:** When our cleaners first arrive at your property, they will perform a walk around (with you if you are present) to review the service against the quote provided. Should any changes be required (e.g., additional time is required), there are some items that need to be dealt with at your end like property rubbish. A professional cleaner may not be able to take this away from your property.
- ✓ **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.

In addition to the above items if your property is furnished that will be quoted differently, you have to ensure it's added into your quote or we have to quote you while we are there if the property turns out to be furnished. We will only clean or take any responsibility for the furniture that you have paid us and mentioned in your quote and invoice.

For more information, contact the Team on [0401 424 167](tel:0401424167)

Be sure to check your Lease for any special requirements