



PREMIUM CLEAN

# BOND CLEANING CHECKLIST

(Internal Inclusion List) - As of January 2024

ENTRY / HALLWAY	LAUNDRY (if added)
<ul style="list-style-type: none"><li><input type="checkbox"/> Spot clean walls</li><li><input type="checkbox"/> Dust and remove cobwebs</li><li><input type="checkbox"/> Wipe down skirting boards</li><li><input type="checkbox"/> Clean and dust lighting, switches and fixtures</li><li><input type="checkbox"/> Vacuum and mop entryways and other hard surface floors</li><li><input type="checkbox"/> Wipe down inside and outside of doors</li><li><input type="checkbox"/> Clean inside cupboards and built in wardrobes</li><li><input type="checkbox"/> Front Door Area – Sweep</li></ul>	<ul style="list-style-type: none"><li><input type="checkbox"/> Vacuum and mop floor</li><li><input type="checkbox"/> Dust and remove cobwebs</li><li><input type="checkbox"/> Clean windows sills and tracks</li><li><input type="checkbox"/> Wipe down skirting boards</li><li><input type="checkbox"/> Clean and dust lighting, switches and fixtures</li><li><input type="checkbox"/> Clean sink and cupboards inside</li><li><input type="checkbox"/> Wipe all counters</li><li><input type="checkbox"/> Clean cabinets, cupboards, drawers and doors inside and outside</li></ul>
KITCHEN	BATHROOMS / TOILETS
<ul style="list-style-type: none"><li><input type="checkbox"/> Clean &amp; Scrub cabinets, cupboards, drawers and doors inside and outside</li><li><input type="checkbox"/> Clean oven outside and range hood (outside)</li><li><input type="checkbox"/> Scrub &amp; Clean Cook Top or Cooking Grill.</li><li><input type="checkbox"/> Clean dishwasher outside</li><li><input type="checkbox"/> Clean and shine sink and polish taps</li><li><input type="checkbox"/> Vacuum and mop floor</li><li><input type="checkbox"/> Clean windows skills and tracks</li><li><input type="checkbox"/> Dust and remove cobwebs</li><li><input type="checkbox"/> Clean and dust lighting, switches and fixtures</li><li><input type="checkbox"/> Wipe down skirting boards</li><li><input type="checkbox"/> Damp wipe all kitchen bench tops</li><li><input type="checkbox"/> Appliances clean (In Furnished Properties only)</li><li><input type="checkbox"/> Clean Pantry cabinets if any.</li><li><input type="checkbox"/> Wipe all counters and empty bins</li></ul>	<ul style="list-style-type: none"><li><input type="checkbox"/> Spot clean walls</li><li><input type="checkbox"/> Wipe mirrors</li><li><input type="checkbox"/> Clean shower head and Soap dish</li><li><input type="checkbox"/> Vacuum and mop floors and empty bins</li><li><input type="checkbox"/> Clean and wipe shower screen and tiles</li><li><input type="checkbox"/> Dust and remove cobwebs</li><li><input type="checkbox"/> Clean &amp; Scrub bathroom sinks and bathtub</li><li><input type="checkbox"/> Clean the toilet inside and outside</li><li><input type="checkbox"/> Clean mirrors and wipe all counters</li><li><input type="checkbox"/> Clean windows sills and tracks</li><li><input type="checkbox"/> Wipe down skirting boards</li><li><input type="checkbox"/> Clean and dust lighting, switches and fixtures</li><li><input type="checkbox"/> Clean cabinets, cupboards, drawers and doors inside and outside</li></ul>
BEDROOMS	LOUNGE / DINING ROOM
<ul style="list-style-type: none"><li><input type="checkbox"/> Vacuum carpets</li><li><input type="checkbox"/> Wipe down skirting boards</li><li><input type="checkbox"/> Clean and dust lighting, switches &amp; fixtures</li><li><input type="checkbox"/> Dust and remove cobwebs</li><li><input type="checkbox"/> Clean and wipe empty Shelves</li><li><input type="checkbox"/> Clean windows sills and tracks</li><li><input type="checkbox"/> Spot clean walls</li><li><input type="checkbox"/> Dust and clean fans</li><li><input type="checkbox"/> Wipe down Doors</li><li><input type="checkbox"/> Clean inside cupboards and built in wardrobes</li></ul>	<ul style="list-style-type: none"><li><input type="checkbox"/> Clean windows sills and tracks</li><li><input type="checkbox"/> Clean cabinets, cupboards, drawers and doors inside and outside</li><li><input type="checkbox"/> Clean and wipe empty Shelves</li><li><input type="checkbox"/> Wipe down skirting boards</li><li><input type="checkbox"/> Clean and dust lighting, switches and fixtures 'Accessible'</li><li><input type="checkbox"/> Dust and remove cobwebs</li><li><input type="checkbox"/> Vacuum and mop floor</li><li><input type="checkbox"/> Dust and clean fans</li><li><input type="checkbox"/> Spot clean walls and empty bins</li></ul>
ADD-ONS	
<ul style="list-style-type: none"><li><input type="checkbox"/> Garage – Vacuum / Sweep Out; clean and dust light and power points</li><li><input type="checkbox"/> Balcony or verandah: area cleared of spider webs/dust. Floors were swept and cleaned with a damp mop.</li><li><input type="checkbox"/> Inside window</li><li><input type="checkbox"/> Outside window</li><li><input type="checkbox"/> Ranch Sider clean</li></ul>	<ul style="list-style-type: none"><li><input type="checkbox"/> Carpet Shampoo (available on selected location)</li><li><input type="checkbox"/> Carpet Step Wash</li><li><input type="checkbox"/> Laundry area clean</li><li><input type="checkbox"/> Range hood filter inside</li><li><input type="checkbox"/> Inside the fridge</li><li><input type="checkbox"/> Inside Oven Clean</li><li><input type="checkbox"/> Ceiling fly poo</li><li><input type="checkbox"/> Wall wipes</li></ul>

For more information, contact the Premium Clean Team  
on 0800 786 780 (NZ)

Be sure to check your Lease for any special  
requirements

## Important Notes Regarding Our Bond Cleans

### Review your Lease Agreement

Each Real Estate Agency and Property Manager may have different requirements for 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:

#### WHAT'S NOT COVERED

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| <ul style="list-style-type: none"><li>● Removal of stickers or removable hooks</li><li>● Removal or shifting of furnitures</li><li>● Ceiling cleaning (Add on)</li><li>● Blinds cleaning</li><li>● External cleaning (e.g. balcony, external windows, patios)</li><li>● Baby/child safety latch/lock removal</li><li>● Rubbish bin disposal</li><li>● Any cleaning that would result in damage</li><br/><li>● Wet Wiping Light bulbs, Biohazards</li><br/><li>● High reach areas (Must be within reach of a step ladders)</li></ul> | <ul style="list-style-type: none"><li>● Full wall wiping- small spot cleaning is completed in most areas as part of our standard clean. (can be added)</li><li>● Intensive garage cleaning - we will vacuum/sweep; and clean light switches &amp; power points as part of our standard clean</li><li>● Garage wall cleaning</li><li>● Garage floor/wall oil stain removal</li><br/><li>● Chandeliers cleaning</li><br/><li>● Animal or Human Waste</li><br/><li>● Gardening and putting dishes away.</li></ul> |
|---|--|

**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%.

**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/Final Walkthrough:** 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. 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.

**As we always say, it's important to have a walkthrough and sign the final walkthrough checklist** on the day of Cleaning. This is crucial as it lets you know if all of our work is up to your standards. Sometimes you may find that your schedule does not align with the end of our cleaning service time. We recommend that you ask a member of your family or friend to take care of the cleaning final walkthrough. If you're not satisfied with the clean and want it redone immediately, please tell the cleaner right away so that we can fix it to avoid any disputes in the future. **Our cleaners will happily reclean the addressed areas right away.**

If for some reason you are not present for the final walkthrough, or you did not sign that Final Walkthrough Checklist, we will consider our service to be 100% completed. You agreed that we comply with consumer rights.

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