



End of tenancy, moving in and out deep cleaning checklist and Terms and Conditions

Kitchen

- Wash/polish all work surfaces.
- Clean the insides of all cupboards (shelves and doors).
- Remove all old food stuffs, carrier bags etc.
- Clean the tops of wall units and underneath them.
- Clean exterior and interior of drawers.
- Clean the sink, taps, wastes and draining areas, remove lime scale and polish where required.
- Degrease the wall tiles, then clean and polish them.
- Internal oven cleaning, removal of built up grease as well as clean exterior and polish any external chrome.
- Clean oven racks and trays.
- Clean hobs, gas rings and gas control knobs.
- Clean and remove grime from extractor and extractor grill and hood.
- Fridge / freezer cleaning, grime, mildew and food deposit removal. Clean rubber.
- Clean washing machine inside and out. Clean rubber at the door. Clean soap drawers.
- Clean dishwasher inside and out (if any).
- Clean soap dispensers and filters of washing machines and dishwashers.
- Clean microwave inside and out.
- Clean exterior of all appliances including kettle, toaster.

- Clean windows and window frames, clean doors, tops of doors and door handles
- Appropriately and safely clean and wipe all socket outlets and switches (front and edges), light fittings, shades.
- Refuse receptacles and bins: empty and clean inside and out.
- Hoover, mop and polish the floor and clean skirting boards.

Bathrooms and cloakrooms

- Shower screen de-scaled, cleaned and polished.
- Degrease the wall tiles, then clean and polish them.
- Bath, basin, taps, shower and fittings to be cleaned, de-scaled, dried and polished.
- Shower heads and waste fittings to be cleaned, de-scaled, dried and polished.
- Toilet to be de-scaled, and brushed clean. Seat and cover to be cleaned and disinfected.
- All soap and shampoo deposits to be removed.
- Mirrors to be cleaned and polished.
- Extractor fans and air vents to be wiped.
- Floors to be washed and polished. If carpet is existent, floors will be vacuumed.
- Clean bathroom window (if any).

Bedrooms and General areas (lounge, hallway, stairs, etc)

- Dusting throughout including: light fittings and shades, light switches, skirting boards, curtain rails, wall pictures, mirrors, fire surround, hand rails, stairs, radiators (and behind them if possible).
- All furniture will be moved and vacuumed underneath. Dust skirting boards behind furniture mattresses to be lifted and vacuumed under.
- Remove cobwebs.
- Carpeted areas to be vacuumed and all other floors to be washed and polished.
- All glass (furniture tops, mirrors) to be cleaned with window cleaner.
- Windows to be cleaned internally and windows sills to be wiped down.
- All doors, door frames and the top of doors to be cleaned. Door handles to be polished.
- Drawers and shelves to be cleared of any rubbish (newspapers and magazines etc).
- Upholstery vacuumed, also cushions lifted and cleaned underneath.
- All wooden furniture to be carefully wiped clear of dust.
- All bedroom furniture /storage units will be clean inside and out.

Terms and Conditions

Please read the below carefully, by accepting the quotation you are accepting the below terms and conditions.

Quotation

- If you wish to go ahead with the quotation, then please make your booking in writing by email or by telephone. Once this instruction is received we will confirm your booking.
- If a quotation has been provided without visiting the property beforehand then the price quoted will be based on average property sizes and general cleanliness. If your property requires a deep clean this must be communicated at the time of booking.
- We reserve the right to amend an initial quotation should your requirements change if the property be larger than expected or not as described at the time of quotation or if the property is in a particularly dirty condition You will always be notified if this happens before the commencement of any works for which there is additional cost.

Payment

- We are able to accept payments by cash on the day or by Bank transfer in advance, Bank details can be found at the bottom of the invoice you will receive upon confirmation of booking.

Equipment and Materials

- We shall provide all equipment and materials needed to carry out the requested works.

Accessibility

- We will not be able to clean areas that are not accessible working at floor height or a very small step ladder unless otherwise agreed in writing.
- We will not be able to clean any loft space.

End of Tenancy Cleaning Specific Terms

- Please make sure you have completely moved out of the property prior to clean and it is completely empty except for any furniture/appliances which belong at the property (please make sure we are aware of any furniture/appliances that belong at the property). We cannot guarantee our end of tenancy cleaning service when persons or their possessions are still present during or after the clean.
- Removal of any items/rubbish from the property is not included and will incur additional charge if required.
- Please make sure that there is hot water available for the works to be carried out along with electricity and adequate light. If this is not available, the clean may be cancelled and the aborted trip charge will be applicable.
- Fridge/Freezers should be turned off prior to our arrival and freezers should have been allowed time to defrost for us to carry out the cleaning properly.
- Grout lines in floor tiles are not cleaned by hand
- End of tenancy cleaning does not include the cleaning of walls without prior arrangement. If it has been agreed that walls will be cleaned we cannot guarantee results and if the walls are very marked, thorough cleaning may affect the paint finish.
- End of tenancy cleaning does not include cleaning of ceilings, curtains/drapes, fabric blinds, laundering or washing of kitchen crockery and utensils etc. It also does not include the cleaning of any outside spaces including balconies, garages, outbuildings, patio, sheds and alike. If any of these services are required, please inform us and we can add it to the quotation.

- If a complaint should arise with regards to the quality of clean, damage or any other issue we are more than happy to re-attend to rectify the problem providing that it is something that is included as part of the job and is deemed reasonable and the responsibility of Diamond Cleaning Services. This must be raised with us within 72 hours of our team leaving the property.
- We will do our absolute best to ensure all appliances are cleaned to a high standard however inevitably if the appliances are in very poor condition or particularly old it may not be possible to remove all ingrained dirt.
- We shall not be reliable for any third parties that enter the property or their actions while our personnel are at the property, please do not rely on our personnel to grant access to anyone during our visit.
- We are not able to clean in properties where there is any infestation to include fleas, bed bugs or rodents or if the property has been flooded by contaminated water or there are any bodily fluids present.

Carpet Cleaning (where included in the quotation)

- Please note that when cleaning carpets we can't guarantee to remove stains as it does depend on the type of carpet, what caused the stain and if it has been previously treated. If you do have stains on your carpets, please speak to us first and we will advise on possible removal outcomes.
- We cannot guarantee to remove odours such as from pets, cooking or cigarette smoke.
- We are not liable for any shrinkage, wear, discolouration, colour run or migration as a result of the cleaning process.
- Please notify us at the time of booking if your carpets are particularly valuable.
- It is your responsibility to remove any furniture, goods and breakables from the cleaning area the team attending will not be able to move any heavy/unwieldy items and these items will be cleaned around.

Oven Cleaning (where included in the quotation)

- We take oven doors apart to properly clean inside the glass sheets however this will not be possible if the oven door has been glued together which some manufacturers do.

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**Diamond Domestic Cleaning Services
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Company Reg. Number: 7057677
Registered in England and Wales as a
Limited Company