

1. Service Definition

Ohana's Weekly Office Cleaning service is a recurring maintenance service designed to ensure a clean, sanitary, and professional working environment for employees and visitors. This service is performed on a scheduled weekly basis, typically outside of standard business hours, to minimise disruption. It focuses on maintaining key areas such as workstations, kitchens, and washrooms.

2. Client Obligations & Property Preparation

To ensure an efficient and effective weekly clean, the client is responsible for the following:

2.1. Clear Desk Policy: For effective cleaning, the client is encouraged to promote a clear desk policy. Our team will clean and disinfect accessible surface areas of desks and tables but will not move or handle excessive paperwork, personal items, or sensitive documents. We will clean around these items.

2.2. Security & Access: The client must provide our team with consistent and reliable access to the premises for each scheduled clean (e.g., via key, key fob, alarm code). The client is responsible for ensuring any alarms are deactivated or that our team is provided with correct instructions for their operation.

2.3. Securing Valuables & Confidential Information: The client is responsible for securing all company valuables (e.g., cash, laptops) and any confidential or sensitive information. Ohana Cleaning Services is not liable for any loss of unsecured items or data. Our team is trained to respect client privacy and confidentiality.

2.4. Limitation of Liability for Loss: Ohana shall not be held liable for the loss, misplacement, or disappearance of any valuables that the client has failed to secure in accordance with clause 2.3. Our cleaning teams are instructed to clean around such items with care but are not responsible for their inventory, security, or value. We operate on the assumption that any items left in plain sight are not of high value.

2.4.1. Reporting Protocol: In the unlikely event that an item is suspected to be missing, the client must notify our office in writing (via email) within 24 hours of the service completion. Claims reported after this period cannot be considered.

2.5. Waste Disposal: The client must provide all necessary bins, liners, and clear instructions for the disposal of general waste and recycling in accordance with the building's policies.

2.6. Utilities: The client must ensure that electricity and running hot/cold water are available and in good working order for the duration of the service.

3. Scope of Service

Our Weekly Cleaning service is guided by a detailed checklist to ensure a consistent and high-quality result for your workspace.

3.1. General Office Areas (Workstations, Meeting Rooms, Offices) Checklist

- Empty all waste and recycling bins, replacing liners.
- Wipe and disinfect all accessible desk and table surfaces.
- Dust accessible surfaces, including monitor bases, phones, and filing cabinets.
- Wipe down light switches and door handles.
- Vacuum all carpeted areas and mop all hard floors.
- Clean interior glass divisions and entrance doors to remove fingerprints.

3.2. Kitchen/Breakroom Areas Cleaning Checklist

- Wipe down and sanitise all countertops, tables, and chairs.
- Clean and sanitise the sink and taps.
- Wipe down the exterior of all appliances (fridge, microwave, dishwasher).
- Clean the interior of the microwave, and fridge.
- Restock client-provided consumables (e.g., hand soap, paper towels).
- Vacuum and mop all hard floors.

3.3. Toilet & Washroom Cleaning Checklist

- Clean and disinfect all toilets, urinals, and sinks.
- Clean and polish mirrors, taps, and chrome fittings.
- Wipe down dispensers, and tiled surfaces.
- Restock client-provided consumables (e.g., toilet paper, hand towels, soap).
- Empty general waste bins.
- Vacuum and mop/disinfect floors.

4. Service Limitations & Exclusions

The following tasks are not included in the standard Weekly Office Cleaning service:

4.1. IT & Personal Equipment: Our team will only lightly dust the exterior of IT equipment. For safety and to prevent damage, we do not clean computer screens, keyboards, or move/unplug any electronic equipment.

4.2. Interior Cleaning: The service does not include cleaning the interior of office cupboards, or filing cabinets unless specifically agreed upon as an additional service.

4.3. Washing Dishes: Our service does not include washing employee dishes left in the sink or breakroom.

4.4. Hazardous Materials & Biohazards: We are not equipped or insured to clean or dispose of hazardous materials, heavy-duty waste, or biohazards.

4.5. Specialist Services: The weekly clean does not include high-level window cleaning, carpet steam cleaning, or stripping and polishing floors. These can be quoted as separate, one-off services.

5. Cancellation, Rescheduling, and Service Pauses

5.1. Client Cancellation & Rescheduling: We require a minimum of 48 hour's written notice (via email) to cancel or reschedule a weekly clean without charge. Cancellations or reschedules made with less than 48 hours' notice will be charged the full price of the scheduled service.

5.2. Access Issues (Lock-Outs): If our team is unable to gain access to the premises for a scheduled clean, it will be treated as a late cancellation, and the full service fee will be charged.

5.3. Public Holidays: We do not typically operate on UK bank holidays. Your service will be automatically cancelled for days of public holidays, and you will not be charged.

5.5. Termination of Weekly Service: To terminate your recurring weekly service agreement, we require two weeks' written notice from either party.

