

1. Service Definition

Ohana's Weekly Cleaning Service is a recurring maintenance clean designed to uphold a consistent standard of cleanliness in an occupied home. This service is performed on a scheduled weekly basis to manage day-to-day dust and dirt. This service is distinct from a Deep Clean or End of Tenancy clean, as its purpose is maintenance rather than restoration.

A minimum of three (3) hours is required for each scheduled visit.

2. Client Obligations & Property Preparation

To ensure an efficient and effective weekly clean, the client is required to prepare the property as follows. Consistent failure to do so may impact the quality of the service.

2.1. De-cluttering: Our service is designed to clean your home, not to tidy personal belongings. For the best results, the client is responsible for de-cluttering surfaces before our team's arrival. This includes removing personal items (e.g., toys, clothes, paperwork) from floors, countertops, and furniture. Our team will clean around any significant clutter.

2.2. Kitchen Preparation: All sinks must be clear of dishes. Countertops should be as clear as possible to allow for a thorough clean.

2.3. Securing Valuables and Limitation of Liability

2.3.1. Client's Responsibility: The client is solely responsible for securing any and all valuables prior to the commencement of the service. This includes, but is not limited to cash, jewelry, sentimental items, laptops and important documents. Items should be stored in a safe, locked away, or removed from the premises entirely.

2.3.2. 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 2.3.1. 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 or sentimental value.

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

2.4. Pets: For their safety and the safety of our team, please ensure any pets are secured in a safe and comfortable location away from the areas being cleaned. We are happy to discuss arrangements for friendly pets.

2.5. Utilities: The client must ensure that hot water and electricity are available and in working order for the duration of the service.

2.6. Access to the Property: The client must also provide guaranteed access for each scheduled clean. If we are locked out, a cancellation fee equivalent to the full price of the service will be charged.

3. Scope of Service

Our Weekly Cleaning service is flexible and focuses on maintaining a high standard across the most frequently used areas of your home. The typical scope for a weekly visit includes:

3.1. Kitchen Cleaning Checklist

- Wipe down and disinfect countertops and exterior of cupboards.
- Clean the hob and sink.
- Wipe the exterior of all appliances (fridge, dishwasher, microwave).
- Clean the microwave interior.
- Vacuum and mop all hard flooring.
- Empty, clean, and sanitise the interior and exterior of rubbish bins.

3.2. Bedrooms and Living Room Cleaning Checklist

- Wipe all accessible surfaces, including skirting boards (bedside tables, dressers, coffee tables, etc.).
- Wipe down light switches and door handles.
- Vacuum all carpets, rugs, and hard floors.
- Mop all hard floors.
- Empty rubbish bins.
- General tidying (e.g., straightening cushions).
- Tidy bed or if requested by client, change bed linens. Additional beds can be made by prior arrangement.
- Polish mirrors.

3.3. Bathroom and Toilets Cleaning Checklist

- Clean and sanitise the toilet, sink, shower and bath.
- Wipe down and polish taps and mirrors.
- Wipe down countertops and exterior of cabinets.
- Vacuum floor.
- Mop hard floors.

3.4. Hallway, Stairs and Entrance Cleaning Checklist

- Remove cobwebs from ceilings, corners and walls.
- Wipe down all skirting boards, door frames, and picture rails.
- Wipe down handrails and banisters.
- Vacuum all carpets, including stairs and landings.
- Vacuum and mop all hard flooring.
- Vacuum any entrance mats.

3.5. Rotational Tasks: To provide a more thorough clean over time within the booked hours, we can incorporate rotational tasks into the schedule. These can be agreed upon with the client and may include cleaning interior windows, or balconies.

4. Service Limitations & Exclusions

The following tasks are not included in the standard Weekly Cleaning service but may be available as a separate Deep Cleaning Service or as a pre-arranged add-on.

4.1. Interior of Appliances: The service does not include cleaning the interior of the oven, refrigerator, or dishwasher. If required this can be arranged as a rotational task as part of a pre-arranged add-on.

4.2. Interior of Cupboards & Furniture: We do not clean the interior of cupboards, wardrobes, or drawers, as these areas contain personal belongings.

4.3. Heavy Furniture Movement: For safety and liability reasons, our team will not move heavy or fragile furniture (e.g., sofas, bookcases, large beds). We will clean all reachable areas around and under such items.

4.4. Biohazards, Pests & Mould: We cannot clean homes with active pest infestations, biohazardous materials, or extensive mould growth. These conditions require specialist services and pose a health risk to our team.

4.5. Pre-existing Conditions:

- **Mould on Silicone:** We will treat and remove surface mould. However, mould that has penetrated deep into silicone sealant may cause permanent staining that cleaning alone might not remove it completely.
- **Limescale:** In cases of severe, long-term build-up, surfaces may not be fully restored to their original condition. We will achieve the best possible result without causing damage.

4.6. Specialist Services: The weekly clean does not include wall washing, carpet steam cleaning, exterior window cleaning, or the cleaning of patios and balconies.

4.7. Laundry and Ironing: Laundry and ironing are not included in the standard service. These tasks can be added by prior arrangement, which will typically require booking additional time.

5. Cancellation, Rescheduling, and Service Pauses

Your weekly time slot is reserved exclusively for you. We therefore require the following notice for any changes:

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. Lock-Outs: If our team arrives for a scheduled clean but is unable to gain access to the property (e.g., due to a forgotten key or incorrect code), it will be treated as a late cancellation, and the full service fee will be charged.

5.3. Pausing Service (Holidays): To pause your service for a holiday, please provide at least one week's written notice. This allows us to manage our team's schedule effectively.

5.4. Cancellation by Ohana Cleaning Services: In the rare event we must cancel a scheduled clean due to unforeseen circumstances, we will provide as much notice as possible and work with you to reschedule. You will not be charged for any service we cancel.

5.5. Termination of Weekly Service: To terminate your recurring weekly service agreement, please provide one week's written notice.

