

1. Service Definition

Ohana's Top-Up Cleaning Service is designed as a light refresh for properties that have already undergone a professional End of Tenancy clean. This service is ideal for properties that have remained vacant for a period and gathered light dust, or have had minor viewings or renovation works.

1.1. Mandatory Requirements

It is a fundamental condition of this service that the property has been professionally cleaned to a high standard within a reasonable recent timeframe. This service is **not deep** clean and is not designed to bring a property up to a check-out standard from a lived-in state.

1.2. Right to Assess

Upon arrival, our team will assess the property's condition. If it is determined that the property has not been professionally pre-cleaned and requires a deep clean, we reserve the right to:

- a) Suspend the service and charge a call-out fee to cover the time and travel.
- b) Provide a revised quote for a full End of Tenancy. The service will only proceed upon receipt of the client's written acceptance and full, upfront payment of the revised invoice.

2. Client Obligations & Property Condition

2.1. Property Condition: The property must be completely vacated and cleared of all personal belongings, any waste rubbish, and any furniture removed (unless part of the tenancy), prior to the service start time. Obstructions may prevent us from completing the service to the required standard.

2.2. Waste Removal: The client is solely responsible for the disposal of all waste and any items left at the property. The scope of the Top-Up service expressly excludes the removal of any personal effects or refuse.

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

2.4. Access to the Property: The client must ensure our team has access to the property at the scheduled time, any delays or lock-outs will incur a waiting fee of £20 p/h. If any keys need to be collected in order to access the property this needs to be previously arranged with Ohana's team.

2.5. Parking: The client is responsible for arranging any parking permits if they are required.

3. Scope of Service

To ensure a comprehensive and high-quality result, our Top-Up cleaning services are ruled by a detailed, itemised checklist. This checklist ensures the precise cleaning protocols and

areas our professional team will address to ensure the service meets our established quality standards. The full scope of our service includes the following:

3.1. Kitchen Cleaning Checklist

- **Surfaces:** Wipe and sanitise all countertops.
- **Cupboards & Drawers:** Wipe down all exterior surfaces and handles.
- **Appliances:** Wipe down the exterior of the refrigerator, freezer, oven and hob. A sanitising wipe of the interiors will be performed, provided that the appliances have had a pre-deep cleaning done.
- **Sink & Taps:** Wipe and polish the sinks and taps.
- **Flooring:** Vacuum and mop the floor.

Service Notes & Limitations:

- **Extreme Build-Up & Pre-existing Damage:** *We cannot guarantee the removal of all baked-on carbon, especially in cases of extreme, long-term build-up on surfaces with pre-existing damage (e.g., scratches, chipped enamel). We will achieve the best possible result without causing damage to the appliance.*
- **Appliance Functionality:** *Our service is cosmetic and does not include checking the mechanical or electrical functionality of the kitchen appliances. We are not liable for any pre-existing faults or malfunctions.*

3.2. Bedrooms and Living Room Cleaning Checklist

- **Surfaces:** Dust all visible, accessible hard surfaces (tables, shelves, bed frames, etc)
- **Flooring:** Vacuum all carpets and hard flooring. Mop all hard flooring.

Service Notes & Limitations:

- **Furniture Movement:** *To facilitate cleaning, our operatives will clean all reachable areas behind and under furniture. Where safe and feasible, lighter items may be moved. We are not responsible for moving heavy, fragile or improperly assembled furniture.*
- **Balconies (if applicable):** *The standard service for any attached balcony or terrace includes sweeping the floor to remove debris (e.g., leaves) and cleaning the interior side of the balcony door glass.*

3.3. Bathroom and Toilets Cleaning Checklist

- **Shower & Bathtub:** If there is any limescale present a refresh clean will be done for the shower screen glass and taps. No deep clean will be done to shower and bathtub as it should have been previously professionally cleaned.
- **Sanitary Ware:** Wipe and sanitise the toilet, basin, exterior of the shower/tub, and taps.
- **Mirrors & Cabinets:** Polish mirrors and wipe the exterior of all cabinets.
- **Flooring:** Vacuum and mop the floor.

Service Notes & Limitations:

- **Limescale:** Please note that in cases of severe, long-term build-up, surfaces may not be fully restored to their original condition, but we will achieve the best possible result.

3.4. Hallway, Stairs and Entrance Cleaning Checklist

- **Surfaces:** Dust all accessible surfaces, including mirrors, sills, and furniture.
- **Fixtures:** Wipe down handrails and banisters.
- **Flooring:** Vacuum carpets and stairs. Vacuum and mop hard flooring.

Service Notes & Limitations:

- **Furniture Movement:** To facilitate cleaning, our operatives will clean all reachable areas behind and under furniture. Where safe and feasible, lighter items may be moved. We are not responsible for moving heavy, fragile or improperly assembled furniture.
- **Surface Disinfection:** All high-touch surfaces such as door handles, light switches, and handrails will be cleaned and disinfected.

