

## 1. Service Definition

Ohana's Deep Cleaning Service is an intensive and comprehensive clean designed for properties that are currently occupied. This service is intended to thoroughly clean the house going beyond a standard maintenance clean to address areas that are not cleaned on a regular basis. It is distinct from our End of Tenancy service, as it is performed in a lived-in environment.

## 2. Client Obligations & Property Preparation

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

**2.1. De-cluttering:** For the best results, our team requires clear access to all surfaces. The client is responsible for tidying and de-cluttering areas to be cleaned. This includes removing personal items (e.g., toys, clothes, paperwork) from floors, countertops, tables, and other surfaces. 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.

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

## 3. Scope of Service

To ensure a comprehensive and high-quality result, our Deep 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

- Deep cleaning of exterior appliances, countertops, exterior cupboards, sink, and floors.
- Deep cleaning the interior of appliances such as refrigerator, microwave, oven, dishwasher.
- **Hob:** Clean, degrease, and polish all surfaces (*We will use professional, non-abrasive methods to treat built-up marks on glass or ceramic hobs. While we strive for complete removal, we cannot guarantee the removal of all carbonisation to avoid scratching the surface*).
- **Extractor Fan:** Clean and degrease hood and filter.
- **Tiles:** Clean, degrease, and polish all wall tiles, removing mould growth if present.
- **Sink & Taps:** Descale, clean, and polish.
- **Flooring:** Vacuum and mop all hard flooring.
- **Bins:** Empty, clean, and sanitise interior and exterior of rubbish bins.

### 3.2. Bedrooms and Living Room Cleaning Checklist

- **Furniture:** Wipe and polish all hard surfaces (tables, shelving, bed frames, TV stands, etc.)
- **Skirting Boards:** Wipe down and clean.
- **Mirrors & Pictures:** Clean and polish glass and frames.
- **Windows:** Clean interior glass, sills and frames.
- **Carpets:** Vacuum thoroughly, including edges.
- **Hard Floors:** Vacuum and mop.
- Removal of cobwebs from ceilings and corners.
- Dusting and wiping of all light fittings, shades, switches, and sockets.

### 3.3. Bathroom and Toilets Cleaning Checklist

- **Toilet:** Descale, deep clean and disinfect the toilet bowl, cistern, seat and exterior.
- **Shower & Bathtub:** Clean and sanitise the shower screen, tiles, bathtub, and fittings. Intensive descaling of glass screens and taps.
- **Sink:** Descale, clean, and disinfect the sinks and taps. Intensive descaling of taps when needed.
- **Tiles:** Clean and scrub wall and floor tiles to remove dirt built up.
- **Cabinets & Vanity:** Clean and disinfect all exterior of cabinets, shelves, and vanity units.
- **Mirrors:** Clean and polish all mirrors.
- **Radiators & Towel Rails:** Wipe down and polish towel rails and radiators.
- **Doors & Windows:** Wipe down door, door frame, skirting boards, and interior windows/sills.
- Clean light switches, sockets and wipe down fan extractor.
- **Flooring:** Vacuum and mop the floor.
- Remove cobwebs.

### 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.

#### 4. Service Limitations & Exclusions

The nature of cleaning an occupied property constrain the following limitations:

**4.1. Interior of Cupboards & Furniture:** The standard service **does not include** cleaning the interior of cupboards, wardrobes, drawers, or other storage units, as these areas contain personal belongings. If you require the interior of such units to be cleaned, they **must be completely emptied by the client** prior to our arrival. This must be arranged in advance.

**4.2. Furniture Movement:** Our team will clean all reachable areas behind and under furniture. Where safe and feasible, lighter items may be moved. Where safe and feasible, lighter items may be moved. We are not responsible for moving heavy or fragile furniture (e.g., sofas, bookcases, large beds, display cabinets).

**4.3. Extreme build-up & Biohazards:** We reserve the right to cancel a service if a property is in a condition that poses a health or safety risk to our team. This includes, but is not limited to, the presence of biohazardous materials, pest infestations, or extreme levels of extreme build-up.

#### 4.4. 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.

**4.5. Specialist Services:** The deep cleaning service does not include wall washing, carpet cleaning, exterior window cleaning, or cleaning of patios/balconies unless explicitly requested and quoted for as a separate service.