

End of Tenancy Cleaning Terms & Conditions

Version 1.0 - Effective Date: October 4, 2025

1. Service Definition

Ohana's End of Tenancy Service is a comprehensive and intensive deep clean conducted on properties after tenants have fully vacated and all personal belongings have been removed. The primary objective of this service is to restore the property to a high standard of cleanliness, suitable for the final inspection by a landlord, letting agent, or for the arrival of new tenants. It is specifically structured to meet the requirements of tenancy agreements and inventory checklists.

1.2. Right to Assess: We reserve the right to issue a supplementary invoice if, upon arrival the property's condition differs significantly from the information provided at the time of booking description (e.g., presence of bio-hazards, extreme grime, or extra rooms not listed).

1.3. Service Duration & Team Size

- **Labour Hours vs. Clock Time:** Any time estimates provided are calculated based on a single cleaner. If a team of two (2) or more operatives is deployed to the property, the physical time spent on-site will reduce accordingly, although the total amount of labour remains the same. *(For example, a service estimated to take 4 hours with one cleaner will be completed in approximately 2 hours by a team of two).*
- **Fixed Price:** This is a fixed-price service based on the defined checklist and property size. The price remains the same regardless of the number of operatives deployed or the speed of completion, provided the full scope of work is completed to the agreed standard.

2. Client Obligations & Property Preparation

To ensure our service is delivered smoothly and to the highest standard, we ask that clients complete the following preparations before our team arrives. If these preparations aren't met, it may result in additional charges or the service being impacted.

2.1. Vacant Property: The client is responsible for ensuring that the property must be completely vacant, including the removal of all personal belongings and furnishings (unless they are part of the tenancy agreement). This is to ensure full and unobstructed access to all areas. If the property is not presented in a vacant condition, Ohana reserves the right to cancel the service on arrival. In such cases, the booking will be charged in full to cover allocated time, staffing, and operational costs.

2.2. Waste & Items Removal: The client is solely responsible for removing all personal belongings and bulk waste prior to our arrival. Ohana does not hold a Waste Carrier License and cannot legally remove rubbish from the premises. Our team will bag up small loose debris and place it in the property's external bins (if available) or leave it neatly within the property. We do not move or dispose of furniture or excessive bulk waste.

2.3. Appliance Preparation: It is the client's responsibility to prepare all refrigeration units for cleaning. This includes turning off, emptying, and thoroughly defrosting the appliance(s) a day before our team's scheduled arrival time. Failure to prepare these appliances as required will result in an extra fee of £20 applied to cover the extra time extended for the service.

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

2.5. Access to the Property: The client must ensure our team has access to the property at the scheduled time. Any key collection or special access arrangements must be agreed with Ohana in advance.

- **Waiting Fee:** Any delays in gaining access (e.g., agent running late) will incur a waiting fee of £20 per hour.
- **No Access:** If access is not provided within 60 minutes of the scheduled start time, this will be treated as a **Lock-Out** under Clause 6.2.

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

3. Price & Payment

3.1. Standard Rates: The price for the End of Tenancy service is fixed based on the property size selected at the time of booking.

Private Clients: Full payment is required to secure the booking slot.

Agencies & Commercial Partners: For approved agencies and commercial clients, payment is due within 14 days of the invoice date, subject to prior agreement. Ohana reserves the right to charge statutory interest on any invoices not settled within this agreed timeframe.

3.2. Bathroom Allocation & Add-ons: The base price includes cleaning of the specific numbers of bathrooms stated in the service title (e.g. "3 Bed/1 Bath"), which determines the time allocated for the booking.

- **Additional Bathrooms:** Any additional bathrooms or en-suites must be added as an "Extra Bathroom" add-on (£50 per bathroom) at checkout to ensure sufficient time is allocated.
- **Undeclared Bathrooms:** If additional bathrooms or en-suites are identified on arrival that were not included in the booking, Ohana reserves the right to apply the relevant add-on charge and must be settled in full prior to completion of the service.

3.3. Weekend & Bank Holiday Surcharges: Services scheduled on Saturdays, Sundays, or recognised Bank Holidays incur a mandatory surcharge to reflect increased operational costs.

- **Weekend Surcharge (Saturday/Sunday):** Clients are responsible for selecting the “Weekend Booking” add-on when making a reservation via our online booking system. This is a flat rate of £50 that applies to the booking as a whole, regardless of duration.
- **Bank Holiday Surcharge:** A flat rate of £60 applies to the booking.
- **Unpaid Surcharge:** If a weekend or Bank Holiday booking is made without the applicable surcharge, Ohana reserves the right to issue a supplementary invoice for the outstanding amount. This balance must be settled prior to the team accessing the property.

3.4. Carpet Cleaning Add-On: When adding professional carpet cleaning to an End of Tenancy service, we kindly advise to acknowledge the following specific conditions:

- **Drying Time & Move-In Schedule:** While professional extraction removes most moisture, carpets require time to fully dry. Ohana strongly recommends a minimum window of 48 hours between the carpet cleaning service and the arrival of new tenants or the placement of furniture.
- **Furniture Liability:** Placing furniture (especially wood or metal) onto damp carpets can cause permanent staining, rust marks, or mildew. Ohana Cleaning Services accepts no liability for damage to carpets or furniture if items are placed on the carpet before it is fully dry.

3.5. VAT: Ohana Cleaning Services is not currently VAT registered. All prices quoted are final and not subject to Value Added Tax.

4. Scope of Service

To ensure a comprehensive and high-quality result, our End of Tenancy 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:

4.1. Kitchen Cleaning Checklist

- **Refrigerator & Freezer:** Clean and sanitise interior and exterior.
- **Oven & Grill:** Deep clean and degrease interior, exterior, door and racks (*Where possible, the interior oven door glass will be removed for cleaning. As some manufacturer designs prevent removal without specialist tools, sealed units will be cleaned to the best of our ability*).
- **Hob:** Clean, degrease, and polish all surfaces. (**Note:** *On glass or ceramic hobs, we use professional, non-abrasive methods to treat burnt-on food. While we strive for complete removal, in cases of severe, long-term carbonisation we will clean to the limit of safety; we cannot guarantee 100% removal if doing so risks scratching or permanently damaging the appliance surface*).
- **Extractor Fan:** Clean and degrease hood and filter.
- **Microwave & Dishwasher:** Clean and sanitise interior and exterior; descale where necessary.

- **Washing machine:** Remove and clean the detergent drawer and cavity. Clean and sanitise the inner rubber sealant to remove grime and mould build-up. (**Note:** *We will treat mould, but permanent staining on rubber seals may not be fully removable*).
- **Small Appliances:** Wipe and polish exterior of items such as kettles, toasters, etc.
- **Cupboards & Drawers:** Clean inside and out, including handles.
- **Countertops:** Wash, sanitise and polish all surfaces.
- **Tiles:** Clean, degrease, and polish all wall tiles; remove mould growth if present, and if possible.
- **Sink & Taps:** Descale, clean, and polish.
- **Windows:** Clean interior glass, sill and frames.
- **Doors:** Wipe down all doors and door frames.
- **Radiators:** Wipe down and clean all visible areas.
- **Switches & Sockets:** Clean light switches, plug sockets, and light fittings.
- **Furniture:** Wipe down any kitchen tables and chairs.
- **Flooring:** Vacuum and mop all hard flooring.
- **Bins:** Empty, clean, and sanitise interior and exterior of rubbish bins.
- **Cobweb:** Removal of cobwebs from the ceiling.

Service Notes & Limitations:

- **Extreme Build-Up & Pre-existing Damage:** *While our deep cleaning process is highly effective, we cannot guarantee the removal of ingrained stains, baked-on carbon, or heavy limescale, especially where surfaces have pre-existing damage (e.g., scratches, chipped enamel) or long term build-up. We will always aim to achieve the best possible result within safety limits, but we are not liable for dirt that has permanently altered the finish of an appliance or fixture (e.g., etching or discoloration).*
- **Appliance Functionality:** *Our service is strictly cosmetic and does not include testing the mechanical or electrical functionality of the kitchen appliances. We cannot be held responsible for any pre-existing faults, age-related issues, or lack of maintenance that may affect appliance performance.*

4.2. Bedrooms and Living Room Cleaning Checklist

- **Wardrobes & Chests of Drawers:** Clean thoroughly, inside and out.
- **Furniture:** Wipe and polish all hard surfaces (tables, shelving, bed frames, TV stands, etc.)
- **Skirting Boards & Doors:** Wipe down and clean all surfaces.
- **Mirrors & Pictures:** Clean and polish glass and frames.
- **Upholstery & Mattresses:** Vacuum all sofas and armchairs, and all accessible mattress surfaces.
- **Windows:** Clean interior glass, sills and frames.
- **Radiators:** Wipe down and dust all visible areas.
- **Carpets:** Vacuum thoroughly, including edges.
- **Hard Floors:** Vacuum and mop.
- **Cobwebs:** Removal of cobwebs from ceilings and corners.
- **Light Fittings & Switches:** Dusting and wiping of all light fittings, shades, switches, and sockets.

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.*

4.3. 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 & Taps:** 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 build-up.
- **Cabinets & Vanity:** Clean and disinfect all cabinets, shelves, and vanity units, inside and out.
- **Mirrors, Radiators & Towel Rails:** Clean and polish all surfaces.
- **Doors & Windows:** Wipe down door, door frame, skirting boards, and interior windows/sills.
- **Light Fittings & Switches:** Wipe and disinfect switches, sockets and extractor fan.
- **Flooring:** Vacuum and mop the floor.
- **Cobwebs:** Remove cobwebs.

Service Notes & Limitations:

- **Limescale:** *Our service includes professional descaling of all sanitary ware, taps and shower screens. Please note that in cases of severe, long-term build-up, can cause permanent etching or pitting to chrome and enamel surfaces. We will remove the build-up to the best of our ability, but we are not liable for pre-existing damage to the surface finish revealed once the limescale is removed.*
- **Mould on Silicone Sealant:** *We will professionally treat and remove surface mould from tiles and silicone. However, if mould has penetrated deep into the sealant, it can cause permanent staining that cleaning chemicals cannot remove. While we will treat the area, complete removal of such stains often requires the sealant to be replaced (which is not part of this cleaning service).*

4.4. Hallway, Stairs and Entrance Cleaning Checklist

- Remove cobwebs from ceilings, corners and walls.
- Wipe down all skirting boards, door frames, and picture rails.
- Clean and polish any mirrors, window sills and ledges.
- Dust and wipe all light fittings, switches, and sockets.
- Wipe down handrails and banisters.

- Clean the interior side of the main entrance door.
- Wipe and polish all hard-surfaced furniture (e.g, shoe racks)
- Clean the interior and exterior of any cupboards or storage units.
- Vacuum all carpets, including stairs and landings.
- Vacuum and mop all hard flooring.
- Vacuum any entrance mats.

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.*

4.3. Exclusions

- **Carpet Cleaning:** Our standard End of Tenancy service includes thorough vacuuming of all carpets. It does **not include** hot water extraction ("steam cleaning), shampooing, or stain removal machinery. Professional Carpet Cleaning must be booked as a separate service through our online booking.
- **External Areas & Windows:** We clean internal windows and frames only (where reachable via a standard step-ladder). We **do not clean** external windows, heavy external doors, patios, gardens unless specifically arranged in advance, with any additional charges agreed beforehand.
- **Walls & Paintwork:** We perform spot cleaning only on walls to remove fly spots, fingertips, and light scuffs. We **do not wash** entire walls or ceilings, as this carries a high risk of damaging paintwork or wallpaper. We are not liable for pre-existing marks, scuffs, or discoloration that cannot be removed by gentle wiping.
- **Waste & Rubbish Removal:** Please note that we are not a waste removal service. Our team will collect and bag small amounts of debris created during the cleaning process; however, we do not remove household waste, personal items, or bulk rubbish.
- **Renovation & Builders Dust:** Our End of Tenancy service is designed to remove accumulated household dirt. It is not an "After-Builders Clean".
 - **Minor Touch-ups:** We will clean minor dust from small repairs (e.g., filled nail holes) provided it is not excessive.
 - **Renovation Debris:** The standard price does **not** include the removal of plaster dust, cement residue, paint splatter, or tape residue resulting from renovation work.
 - **Right to Amend:** If our team arrives and encounters significant builders' dust or debris that was not disclosed, we reserve the right to charge a 'Heavy Duty Surcharge' of 30% on top of the quoted price to cover the additional time and equipment required. This surcharge will be invoiced separately and must be paid before the service can continue. If the debris requires specialist industrial equipment we do not carry, we reserve the right to cancel the service.
 - **Biohazards:** We do not clean homes with active pest infestations or biohazardous materials.
 - **Deep Mould:** We do not treat extensive black mould.

5. Liability & Reporting

5.1. Pre-existing Damage & Wear and Tear: Ohana shall not be held liable for:

- Pre-existing damage (e.g., scratches, chipped enamel, loose fixtures).
- Pre-existing “ingrained” dirt (e.g., limescale that has damaged the enamel, or carpet stains that cannot be removed by standard cleaning).
- Damage caused by “wear and tear” or the deterioration of older items.
- Damage resulting from faulty installation or improper assembly of furniture/fixtures by others.

5.2. Financial Liability & Insurance: In the unlikely event of proven accidental damage caused by our team, Ohana’s liability is structured as follows:

- **Minor Damage:** For claims where the repair or replacement value is less than £250, Ohana will process compensation directly with the client to resolve the matter quickly.
- **Major Damage:** For claims exceeding £250, the matter will be referred to our Public Liability Insurance provider.
- **Valuation:** Compensation is strictly limited to the actual cash value of the specific item at the time of damage. We do not accept liability for the loss of any “sentimental value” or for the replacement of a full set/suite of items (e.g., a full dinner set) if only one individual item is damaged.

5.3. Reporting Protocol: The client (or their agent) is responsible for inspecting the property as soon as the service is completed. Any issues, missing items, or dissatisfaction with the cleaning standard must be reported to our office in writing within 24 hours of the service. Unfortunately, claims reported after this period cannot be considered. Where a cleaning issue is raised within the 24-hour period, Ohana will return to rectify the specific issues at no additional cost.

6. Cancellation, Rescheduling, and Lock-Outs

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

6.2. 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, incorrect alarm code, or agent no-show), or if access is not provided within the 60-minute waiting period defined in Clause 2.5, the booking will be treated as a Lock-Out. In such cases, the service is considered fulfilled, and the full service fee will be charged to cover the team’s reserved time and travel costs.

6.3. 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.