

## 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.

## 2. Client Obligations & Property Preparation

It is a fundamental condition of the service that the client ensures the following preparations are met prior to our team's arrival. Failure to do so may result in additional charges or an inability to complete the service to the required standard.

**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. Ohana reserves the right to cancel the service if the property is not presented in a vacant condition.

**2.2. Waste & Items Removal:** The client is solely responsible for the removal of all waste, personal belongings, and any bulk items from the property prior to the start of the cleaning service. The scope of our standard End of Tenancy Service does not include the disposal of such items. Should an item or waste removal service be required, it must be requested separately, quoted for, and agreed upon in writing before the scheduled service date. This additional service will be subject to a separate charge.

**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 due to the service time being extended.

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

**2.6. 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 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:

### 3.1. 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, we will clean sealed units to the best of our ability*).
- **Hob:** Clean, degrease, and polish all surfaces (*We will use professional, non-abrasive methods to treat build-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.
- **Microwave & Dishwasher:** Clean and sanitise interior and exterior; descale where necessary.
- **Washing machine:** The inner rubber sealant will be cleaned and disinfected as mould can be built-up. The detergent box will also be cleaned for any build-up.
- **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 work surfaces.
- **Tiles:** Clean, degrease, and polish all wall tiles, removing mould growth if present.
- **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 cobweb 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 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

- **Wardrobes & Chests of Drawers:** Cleaned thoroughly, inside and out.

- **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.
- **Upholstery:** Vacuum all sofas and armchairs, including beneath cushions.
- **Mattresses:** Vacuum all accessible surfaces.
- **Doors & Door Frames:** Wipe down all 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.
- Removal of cobwebs from ceilings and corners.
- 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.*

### **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 build-up.
- **Cabinets & Vanity:** Clean and disinfect all cabinets, shelves, and vanity units, inside and out.
- **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.

#### **Service Notes & Limitations:**

- **Limescale:** *Our service includes intensive descaling of all sanitary ware, taps and shower screens. 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.*

- **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 alone cannot remove. While we can significantly reduce the appearance, complete removal may require replacement of the sealant.

### 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.
- 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.
- **Surface Disinfection:** All high-touch surfaces such as door handles, light switches, and handrails will be cleaned and disinfected.

