

END OF LEASE / BOND CLEANING CHECKLIST



BATHROOMS / TOILETS



- Dust blinds and window ledges
- Deep clean sinks, showers, tiles, bathtubs, and toilets (inside and out)
- Clean mirrors, benchtops, and the inside and outside of cabinets
- Vacuum and mop all flooring
- Spot clean walls, doors, and skirting boards
- Remove cobwebs and dust all surfaces

LOUNGE/DINING AREAS



- Wipe internal windows, sills, and tracks
- Vacuum and mop all floor surfaces
- Clean light switches, power outlets, fixtures, and air conditioning units
- Spot clean walls, doors, and skirting boards
- Dust blinds and eliminate cobwebs

ENTRY / HALLWAY



- Wipe over light switches, power points, and light fixtures (where reachable)
- Vacuum and mop flooring throughout
- Wipe down doors, frames, tracks, and skirting boards
- Remove marks from walls and doors
- Dust blinds and clear away cobwebs

BEDROOMS



- Wipe internal windows, sills, and tracks
- Clean air conditioning units and filters (if accessible)
- Vacuum carpets and wipe skirting boards
- Spot clean walls, doors, frames, and tracks
- Dust blinds and clear cobwebs
- Vacuum and wipe wardrobe shelves and drawers

KITCHEN / LAUNDRY



- Clean oven, cooktop, range hood, and benchtops
- Scrub sinks and polish all stainless steel surfaces
- Wipe down cupboards inside and out
- Clean exterior surfaces of appliances and light fixtures
- Vacuum and mop all floors
- Spot clean walls and clear away cobwebs
- Clean exhaust fans and filters

OPTIONAL ADD-ON SERVICES



- Wash blinds
- Clean exterior areas (walls, outdoor windows, veranda)
- Scrub or wash walls and doors
- Clean additional appliances (microwave, dishwasher, fridge)
- Flea treatment service

GOT QUESTIONS? WE'VE GOT ANSWERS.
Reach out to our customer service team at.



1300 123 734



www.serenefacilitygroup.com.au

IMPORTANT CONSIDERATIONS FOR OUR END-OF-LEASE CLEANING SERVICES.



Booking professional cleaners early secures availability and high-quality results. Allow enough time for moving out, cleaning, and final inspection. Check your lease for any specific cleaning requirements and pass them on to us to ensure all obligations are met.



Exclusions from Our End-of-Lease Cleaning Service

The following services are not included in our standard End-of-Lease Cleaning package but can be arranged upon request for an additional cost.

WHAT'S NOT INCLUDED

Optional Add-On Services:

- Blind washing
- External property cleaning (walls, outdoor windows, verandahs)
- Wall and door washing or scrubbing
- Additional appliance cleaning (microwave, dishwasher, fridge)
- Flea treatment

Exclusions:

- Tile and grout deep cleaning
- Removal of stickers or adhesive hooks
- Furniture rearrangement
- Ceiling cleaning
- Heavy stain removal requiring specialised equipment
- External cleaning outside of listed add-ons

BOND BACK GUARANTEE

100%

Our service includes a Bond Back Guarantee for your peace of mind. Any concerns must be raised within 4 days of service completion, accompanied by the exit report. A one-time complimentary re-visit will be arranged, subject to availability.

TILE AND GROUT CLEANING

Our standard bond clean provides thorough manual scrubbing of tiled surfaces but does not include deep tile and grout restoration. For heavily soiled areas, specialised cleaning services may be needed and are available at an additional cost.

ASSESSMENT UPON ARRIVAL

Property Condition Notice

Cleaning times may vary depending on a property's age, size, layout, and overall condition. Older homes, larger spaces, and properties with children or pets may require additional time. We appreciate your understanding, as these factors can influence both the duration and final result of the service.

We kindly ask that you consider these aspects during your property's service, as they may impact the overall cleaning time and outcome.

CARPET STEAM CLEANING

(STANDARD SERVICE – NO DEEP STAIN REMOVAL)

Our standard carpet steam cleaning is designed to remove everyday dirt, grime, and surface stains. This service does not cover deep stain treatments. Although we use high-quality professional products, complete stain removal — especially for older or stubborn stains — cannot be guaranteed. We recommend a pre-service inspection for customised advice.





DO'S AND DON'TS FOR A STRESS-FREE CLEANING EXPERIENCE

- **Give Us a Hand:** – Let us know what areas you've already cleaned to help speed things up.
- **Sort Out Parking:** – Please arrange parking ahead of time to avoid any extra charges.
- **Prep the Property:** – Clear away clutter, furniture, and personal items so we can get straight into the clean. For empty leases, make sure the place is fully vacated.
- **Be Onsite or Reachable:** – Stay at the property or keep your phone handy in case we need to get in touch.
- **Be Practical:** – End of Lease cleaning is detailed work — real estate agents are particular, so a proper clean takes time.
- **Get in Touch:** – If you've got any questions, feel free to give us a ring or flick us an email — we're here to help.

- **Utility Access** – Please make sure electricity and water are connected at the property before we arrive, as they're essential for completing your clean.
- **Cleaning Restrictions** – If your landlord or agent has set any rules around cleaning products or equipment, let us know beforehand so we can meet their requirements.
- **Lease Agreement Conditions** – Check your lease for any specific cleaning obligations and pass them on to us to ensure everything is covered.
- **Post-Clean Access** – To protect your re-clean guarantee, no one should enter the property after the clean except for the final real estate inspection.
- **Re-Clean Process** – If a re-clean is needed, get in touch with us directly. Please don't attempt extra cleaning yourself, as it may void your guarantee — we'll take care of it for you.

IMPORTANT SERVICE INFORMATION

• Unfurnished Properties

All furniture and personal items must be fully removed before cleaning begins. This allows our team to complete the job safely and efficiently.

• Furnished Properties

Additional charges may apply for furnished homes due to the extra time and care required when working around items.

• Spot Cleaning

Light marks (usually 2-3 per wall) can be spot cleaned if they can be removed without damaging the paint. For more noticeable marks, we recommend full wall washing for an even finish. If full wall washing is not selected, spot cleaning may be skipped to avoid inconsistent results.

• Property Condition

Our pricing is based on properties presented in fair condition, in line with our standard cleaning checklist. Excessively dirty areas or extra requests may incur additional costs to meet our service standards.

• Arrival Window

We operate within a 2-hour arrival window to allow for traffic delays or extended time spent on previous jobs.

• Payment Terms

Payment is required upon arrival. The team will begin cleaning once payment is confirmed, following the checklist for the services you've selected.