SECTION 1

End of Lease Cleaning Checklist

Built around the REIV-standard bond clean. A blue tick means it's included — an amber plus is an optional extra you can add.

Police Checked · **Fully** Insured · **Eco-Friendly** Products · **Pro-Grade** Equipment · **Flexible** Scheduling · **Quote-First** Pricing · **Bond Back** Guarantee

Bedrooms, Living & Common Areas

- Vacuum & mop all floors
- Dust & wipe down all surfaces
- Detail skirting boards
- Detail all doors & door frames
- Clean accessible light fittings
- Spot-clean wall marks & scuffs
- Wardrobes inside & out (incl. top)
- Inside cabinets, drawers & shelves
- Clean hallways & staircases
- Empty bins
- Dust cornices & remove cobwebs
- Clean ceiling fans & A/C vents
- Clean light switches & power points
- Clean mirrors
- Internal windows, sills & tracks*

Laundry

- Remove all dust & lint
- Inside & outside cabinets
- Remove lint from exhaust fan
- Detail skirting boards
- Vacuum & mop floors
- Clean & dry-buff tub & taps
- Wipe down all benchtops
- Clean light fittings where accessible
- Clean high-touch points

Kitchen

- Clean oven inside & out (incl. trays)
- Clean rangehood & filter
- Benchtops & splashback
- Inside & outside cabinets & drawers (incl. tops)
- Sink, taps & handles
- Internal windows, sills & tracks*
- Scrub skirting boards
- Clean cooktop & grill
- Inside & outside built-in microwave
- Degrease splashback & wall tiles
- Clean outside dishwasher & handles
- Lighting, switches & fixtures
- Dust & remove cobwebs
- Vacuum & mop floors

Bathrooms & Toilets

- Toilet inside & out (incl. base)
- Basin & bathtub (incl. taps & handles)
- Mirrors & all counters
- Clean exhaust fans & air vents
- Internal windows, sills & tracks*
- Scrub skirting boards
- Vacuum & mop floors
- Clean & descale shower screen & tiles
- Vanity inside & out
- Inside & outside cabinets & drawers
- Lighting, switches & fixtures
- Wipe doors & door frames
- Dust & remove cobwebs

Garage (If Applicable)

- Sweep floor
- Wipe accessible shelving & ledges
- Remove cobwebs
- Wipe door handles & switches

*__Windows:__ your clean includes **6 windows for a 1-bedroom home, plus 2 for each extra bedroom and 2 more with 2 or more bathrooms** (e.g. 3 bed, 2 bath = 12) — internal glass, frames, sills & tracks. Extra windows are $7 each. Large sliding doors ($10) and sliding wardrobe mirrors ($7 each) aren't counted as windows. All extras are quoted and confirmed with you before we start.

Optional Add-Ons

+ Customise your clean — added to your quote

- + Carpet steam cleaning
- + Extra windows ($7)
- + Rubbish removal
- + Blinds cleaning
- + Large sliding doors ($10)
- + Key pick-up & drop-off
- + Balcony / patio / deck
- + Wardrobe mirrors ($7)
- + Exterior windows
- + Heavy mould treatment

SECTION 2

Inclusions, Limits & Payment

What a standard clean covers, what sits outside it, and how easy payment works.

What's Not Included

- Chandeliers
- Light bulbs
- Fly screens (available on request at an additional cost)
- Fireplaces or biohazards (e.g. blood, faeces, excessive mould)
- Silicone or grout remediation
- Removal of mineral deposits (e.g. toilet bowl stains, hard-water stains)
- Pet hair embedded deep in carpet fibres
- Picture rails, stickers, adhesive hooks
- High-reach areas above a 2-step ladder
- Rubbish bin washing
- Shifting or rearranging furniture
- Pet odour treatment
- Cleaning under or behind large furniture or appliances
- Dishwashing or putting away kitchen items
- Any task that may damage the property
- Deep stain removal needing a specialist third party
- Guaranteed stain removal (incl. stained grout or silicone)
- Major mould treatment (available on request at an additional cost)

Carpet Steam Cleaning (if selected)

Steam cleaning lifts deep-seated dust and debris to improve hygiene and appearance. Many marks improve, but complete stain removal and embedded pet hair can't be guaranteed — it's a clean, not a restoration. In most cases it's all your carpet needs, unless it is significantly damaged.

Tile & Grout Expectations

We scrub all tiled areas and clean light mould and grout as part of your standard clean. Heavy mould or build-up takes extra time, chemicals and effort, so we'll quote any extra labour first and only go ahead once you approve. Permanently stained or discoloured grout can't be restored by cleaning — it needs a specialist treatment we don't provide.

Payment

Card

Held 24 hours before your clean, charged once it's completed.

Bank Transfer

Pay on the day before our team leaves. Confirmation appreciated.

Cash

Paid on the day, directly to the team before they leave.

Late payment: payment is due within 24 hours of completion. A $30/day late fee applies after a 48-hour grace period, and unpaid invoices may be referred to a collections agency. All prices include GST.

SECTION 3

Before We Start

A few simple things set your clean up for success. Here's how we work and what we'll need from you.

Initial Property Inspection

1. **Average lived-in condition**
   Your quote is based on a property in normal, lived-in condition for its size and age.
2. **On-arrival walkthrough**
   We review the property against your quote — with you, if you're there — before any work begins.
3. **If more work is needed**
   Heavy grease, mould, excessive build-up or clutter take extra time. If so, we'll tell you the exact cost first.
4. **Nothing without your approval**
   No additional work is ever carried out, and nothing extra is charged, without your go-ahead.

Furnished or Partly Furnished Homes

To meet Work Health & Safety (WHS) requirements — heavy or awkward lifting risks injury — and to protect your belongings, our team can't:

- Move or lift furniture
- Empty cupboards, drawers or wardrobes
- Move or pull out appliances

Areas blocked by furniture or belongings can't be cleaned and aren't covered by our guarantee. Clear access gives the best result.

Your Responsibilities

To keep the day running smoothly, please make sure:

- Property vacant — all belongings removed
- Electricity connected
- Water connected (hot water on)
- Pets secured or rehomed
- Parking arranged
- Keys or access arranged

Parking & Access

Please arrange nearby parking for our team — where only paid parking is available, the cost is simply added to your invoice. The more access and space we have, the more thorough we can be.

Not sure if your place is ready?

Call or text us before the day on 0481 319 644 and we'll talk you through it. A little preparation makes the whole clean smoother.

SECTION 4

Your Bond Back Guarantee

The promise behind every end-of-lease clean we complete — in plain English, with no surprises.

72-Hour Bond Back Guarantee

Conditions apply

What's Covered

- Every service listed in your original booking
- In-scope areas your agent or landlord flags
- A free return visit within the guarantee period
- Direct communication with your agent on your behalf

What's Not Covered

- Services or rooms not in your original booking
- Areas blocked by furniture or belongings
- Pre-existing damage, wear or restoration work
- Items listed under “What's Not Included”

How A Re-Clean Works

1. **Before we finish**
   About 30–60 minutes before we're done, we let you know so the property can be inspected.
2. **Final walkthrough**
   The property is checked against your checklist and booking before we leave.
3. **Agent inspection**
   Your property manager inspects, usually within a few days.
4. **Flag within 72 hours**
   If your agent flags an in-scope cleaning item, send us the report within 72 hours of the inspection.
5. **We re-clean, free**
   We return within 24–72 hours at no cost — protecting your bond.

Property Condition Notice

On arrival, our team may photograph areas showing existing damage, staining, build-up, mould, or wear and tear that could affect results. These photos protect both you and AllKlean.

If A Re-Clean Can't Be Arranged

If the property has been re-let, keys returned, or new tenants have moved in, we may be unable to physically return. We'll still work with you and your agent to resolve any in-scope concern fairly.

Your Guarantee At A Glance

72 Hours	24–72h	$0
To Flag Any Issue	Re-Clean Response	For In-Scope Re-Cleans

SECTION 5

Frequently Asked Questions

The things customers ask us most when booking — answered clearly, so nothing's left to wonder about.

Q. Do I need to be home?

No. Most clients leave a key or access instructions — or ask us to handle key pick-up and drop-off. You're welcome to join the on-arrival walkthrough.

Q. Do you bring all the equipment and products?

Yes — our team arrives fully equipped with professional-grade gear and eco-friendly, non-toxic products. There's nothing you need to supply.

Q. Does the guarantee mean I'll definitely get my full bond back?

Our guarantee covers the cleaning in your booking. Your bond can also be affected by things like damage, missing items or rent matters, which sit outside cleaning.

Q. Can I add extra services?

Absolutely. Any of the amber add-ons — carpet steam cleaning is the most popular — can be added before or on the day. Just ask and we'll add it to your quote.

Q. Can you remove all stains or mould?

We improve appearance wherever possible, but some stains are permanent and can't be guaranteed. Major mould treatment is a specialist add-on, available on request.

Q. What if I need to reschedule?

No problem — just give us at least 24 hours' notice and we'll find a new time that works around your move.

Tip — get your bond back faster: in Victoria, bonds are held by the Residential Tenancies Bond Authority (RTBA). If your lease has ended with no issues, you can often start your bond claim yourself through RTBA Online rather than waiting on your agent.

Clean you can trust.

Trained, police-checked cleaners across Melbourne & surrounds — and we're here whenever you need us.

CALL / TEXT
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WEB
www.allklean.com.au

Scan to reach us

Flexible scheduling, including weekends & after-hours.