

When it comes to cleaning, one person's view of cleanliness can differ from another, regardless of whether they are a landlord, tenant or owner occupier. For this reason, we follow very specific guidelines.



What does clean to a professional standard entail?

Cleaning to a professional standard, while hard to define exactly, generally means cleaning to a high standard. Imagine wiping every surface including covered spaces such as under sofas, or behind doors while wearing white gloves. If no marks are on those gloves following this, then we would class this as 'clean to a professional standard'.

Professional cleaning will also cover the cleaning of items such as the extractor fan grilles, dusting light bulbs and no smears or marks on windows and mirrors.

Here are some of the tasks you might be expected to complete if cleaning to a professional standard:

- Empty all trash and replace trash bags
- Remove cobwebs, dust baseboards
- Dust ceiling fans and light fixtures
- Clean window sills and wipe down doors
- Dust all furniture including bottoms and sides
- Clean all glass surfaces including smudges on windows
- Clean and disinfect bathrooms (dust light bulbs and wipe down cabinets)
- Sweep, Vacuum, Mop all floors
- Clean kitchen (including inside microwave, top of refrigerator, inside oven)
- Defrost fridge/freezer and deep clean the oven, hob and extractor
- Wipe down kitchen cabinet facings
- Polish all glass surfaces and stainless steel in kitchen



Can I pay for a cleaner?

Yes, it would be our pleasure to provide you with a cleaning service, our cleaners are charged at just £21 per hour including VAT, please contact our office for more details in advance.



What will the landlord do if I clean, but not to a professional standard?

In this case, the landlord would be able to make a good case for a compensatory amount to be deducted from the tenant's deposit. This is why it is incredibly important for you to be aware of the cleaning standard of the property at the start of the tenancy and ensure this is noted in the check-in report

General	
Empty all rubbish bins and clean and wipe all bins	<input type="checkbox"/>
Remove all personal and unwanted Items	<input type="checkbox"/>
Clean and wipe all doors	<input type="checkbox"/>
Clean and wipe all skirting boards, door frames and window cills	<input type="checkbox"/>
All windows must be cleaned, and then wiped to leave no smears or marks	<input type="checkbox"/>
Polish all Glass and Stainless-Steel Surfaces	<input type="checkbox"/>
Vacuum and mop all floors	<input type="checkbox"/>
Remove all cobwebs and dust throughout including all blinds	<input type="checkbox"/>
All extractor fans and light fittings to be dusted	<input type="checkbox"/>
All light switched wiped and cleaned	<input type="checkbox"/>
Replace ALL light bulbs which are not working including cooker hood	<input type="checkbox"/>
Take all Meter Readings	<input type="checkbox"/>
All furniture to be arranged in original Order	<input type="checkbox"/>
Remove any and all photos/pictures/blue-tac placed on wall by tenants and make good any damages or marks	<input type="checkbox"/>
Kitchen	
Clean and wipe all surfaces	<input type="checkbox"/>
Clean and wipe inside all cupboards	<input type="checkbox"/>
Clean and wipe the bottom, tops and sides of all cupboards	<input type="checkbox"/>
Clean all cooker hobs and cooker hood	<input type="checkbox"/>
Clean the front of and inside the oven	<input type="checkbox"/>
Defrosted Fridge/Freezer and Clean	<input type="checkbox"/>
Clean Washing Machine front, filter and soap tray	<input type="checkbox"/>
Clean sink including taps	<input type="checkbox"/>
Clean all appliances inside and out	<input type="checkbox"/>

Bathroom/s	
Clean and disinfect the sink, including taps and behind/below the sink	<input type="checkbox"/>
Clean and Disinfect the toilet, including the seat, and behind/below	<input type="checkbox"/>
Clean all shower tiles and grouting	<input type="checkbox"/>
Clean and disinfect shower and/or bath including taps, shower head, shower hose	<input type="checkbox"/>
Clean and wipe all mirrors and remove and smudges or streaks	<input type="checkbox"/>
Clean and wipe inside and outside of all cupboards	<input type="checkbox"/>
Clean and wipe all shelves	<input type="checkbox"/>
Wash shower curtain (if applicable) and place back up	<input type="checkbox"/>
Clean toilet brush and holder	<input type="checkbox"/>
Living Room/s	
All furniture cleaned and dusted including underneath	<input type="checkbox"/>
TV (if applicable) dusted and cleaned front and back	<input type="checkbox"/>
Cushions removed from chairs/sofas and underneath these cleaned and wiped	<input type="checkbox"/>
Tables including their legs wiped and cleaned	<input type="checkbox"/>
Bedroom/s	
Clean floor underneath all beds and other furniture	<input type="checkbox"/>
Clean and wipe down any mirrors and ensure no smudges or smears	<input type="checkbox"/>
Clean and dust inside all draws and wardrobes	<input type="checkbox"/>
Garden/Outside	
Remove any personal items or rubbish and place within wheelie bins provided	<input type="checkbox"/>
Ensure ALL wheelie bins belonging to your house are within your garden (and not half way down the street)	<input type="checkbox"/>
Clean outside of front door	<input type="checkbox"/>

REMOVAL OF PERSONAL AND UNWANTED ITEMS

You must remove all your personal items and dispose of any unwanted items in the relevant wheelie bin for the property.

If any personal items or rubbish is left in the property, we will need to employ a waste removal company to visit the property and remove your items and **the costs for this would be chargeable to you.**

Do not leave any personal items or rubbish within your garden or on the street as again, this will need to be removed by a waste removal company and the costs for this would be chargeable to you.

FURNITURE PRESENTATION

If you have moved any furniture to another room of the property during the course of your tenancy, please ensure that it is moved back to its original room prior to vacating the property. All furniture must be in the same room as it was at the time of moving into the property and as per the inventory for the property.

DAMAGES

If you know that there are any damages to your property, whether through fault of a tenant, or wear and tear, please make sure you report this to our team at info@yournest.co.uk at least 2 weeks prior to your move out date. This will help us complete any works needed quickly and ensure there are not any long delays in the return of your deposit.

DEPOSIT RETURN

Once ALL keys (including bedroom keys if applicable) are returned to the YourNest, a member of our team will then carry out an end of tenancy inspection at your house. Any works which are needed will be instructed to be completed ASAP.

You will have nominated a head tenant for the property at the time of signing, who will receive notification of any deposit deductions for works needed via email or through the deposit protection service that your deposit is registered through.

Please ensure that you make us aware if you have changed your contact email or phone number recently.

Once all works (if any are needed) are completed, we will look to process your deposit return. In order for us to process your deposit return, we must have the following:

- Confirmation that all the gas, electric, water and council tax on the property have been paid up to the last day of your tenancy.

- If the whole property is home to students, then you will need to provide your most recent council tax exemption certificate for the property relating to the 2017 / 2018 council tax year.

Please note that if you move out of the property earlier than the end date of your tenancy, you are still responsible for the bills on the property and must provide confirmation that the bills have been paid up until the last day on your tenancy agreement.

Once we have received satisfactory confirmation that all utilities have been paid on the property (including council tax if applicable), we will then swiftly return your deposit.

The balance of the deposit, less any works if applicable, will be refunded to the head tenant of the property.

I hope that the above helps to answer any questions you may have regarding your end of tenancy, but if it does not please do not hesitate to contact us.