

Detailed cleaning guide for tenants (or their contractors)

Walls, ceilings, skirtings, cornices, door frames and window frames

All internal wall surfaces, ceiling, skirtings, cornices and frames to be completely washed down to remove all traces of dirt, dust mildew and grime.

Floors

All internal carpeted floor areas are to be vacuumed prior to your uplift. Please note that a **mandatory Tenant Charge** applies for the professional carpet cleaning of all carpeted rooms which will be arranged by DHA and charged on your Inspection Condition report (ICR) or Tenant Acknowledgement form (TAF) as a separate item.

All non carpeted floors (including tiles and grout) must be vacuumed or swept, then mopped, paying particular attention to bathroom, ensuite, laundry and kitchen. Floors must be cleaned of all traces of dirt, dust, mildew and grime.

All external floor surfaces, if tiled are to be cleaned as per above, with exception of plain cement, aggregate or similar surfaces which should be pressure cleaned to remove external build up of mould, dirt and other matter.

Light fittings, GPO's, smoke detectors, fans and fan switches

These should be wiped over to remove all grease, grime and other matter with a dry cloth. Stubborn marks can be removed with a light spray of cleaning product on the cloth. Never spray directly on GPO's, smoke alarms or light switches. Fans should be cleaned to remove dirt, dust and mildew. All blown light bulbs are to be replaced.

Windows, doors and screens, frames, sills including tracks, mirrors

Windows or louvres should be cleaned to remove all dirt, dust, mildew and grime. Windows are required to be cleaned internally and externally to meet the standard. Screens must also be wiped down internally and hosed as part of the external clean.

All window tracks and window sills must be cleaned to remove all traces of dirt, dust, mildew and grime.

All external facing doors must be cleaned to remove all traces of dirt, dust and mildew.

Mirrors are to be cleaned with no apparent streaks remaining.

Window and door furnishings

Windows – Curtains are required to be vacuumed to remove dust, and spot cleaned as required. If heavily stained, professional dry cleaning may be required – your property manager can advise further. Vertical blinds should be cleaned to remove all traces of dirt, dust, mildew, marks or stains, paying particular attention to the bottoms which can become heavily soiled from window ledges. At times, if heavily marked, professional cleaning may be required. Never use bleach or similar as this will discolour the fabric – always read the label of the product you are using first.

Venetian or similar should be cleaned with a damp cloth to remove dust, dirt, mildew and grime.

Clean all window furnishing tracks and cords accordingly.

Doors – Door knobs, plates and locks should be cleaned to remove all traces of dirt, dust, mildew and grime.

Bathrooms, ensuites and toilets

As part of your normal clean, your wet areas must be kept free of mildew, mould and any dirt or dust build up. For your final clean occasionally more than one application is required to bring it to the required standard. Allow yourself several days if your wet areas are heavily marked or stained or mildewed.

You will be separately tenant charged for these items if they are not to standard.

It is important to note, that as these areas are **sanitary areas**, the use of a quality household cleaning product is required for wiping down all surfaces including shower recess, baths/spas, floor tiles, vanities, tapware, toilet seat and lid, cisterns and bowls.

Kitchens

All appliances and associated parts (rangehood filters as listed in the checklist) are to be cleaned thoroughly as directed by your property manager to remove all signs of grease, grime or carbon deposits internally or externally. All traces of cleaning product must be removed. Some appliances may require additional application of product so ensure you have left sufficient time to do so. Clean around all appliances to remove any dust or other build up as necessary.

You will be separately tenant charged for these items if they are not to standard.

You must also ensure that your benches, cupboards, sink, taps, plugs and plugholes have been adequately cleaned to remove all traces of dirt, grease, and grime from cupboards, door handles and other surfaces in this room.

Air-conditioner or heater filters, dryer lint collectors

All filters within your home are required to be cleaned prior to uplift. Most filters can be easily removed and cleaned with a damp cloth or under a tap.

For air-conditioners, the entire surface, include the front grill of the appliance must be wiped clean to remove dirt, dust and mildew.

For combustion heaters, you are required to wipe externally clean and the ash and soot swept out internally. Other heaters to be wiped clean externally.

External

All external walls, eaves and gutters to be washed down paying attention not to water log any electrical outlets, fans or lights. Mildew on the external of the property is required to be treated with an appropriate product.

Garages, carports, garden sheds, paths and driveways should be cleaned to remove any mould/mildew, oil, grease or other staining. Pressure cleaning is, at times, the best method to remove such marks. Ask your property manager for advice if unsure.

All cobwebs and nests must be removed from the external of the property.

Gutters are required to be cleaned on lowset properties only and all stormwater collectors are required to be free of debris.

Lawns and gardens are to be maintained regularly prior to vacancy with final mow and trim no more than 2 days prior to uplift. Gardens should be weed free, be neat and trimmed away from the gutter line on lowset properties, all leaf matter, grass clippings etc are to be removed from the property. Any damage from pets or otherwise such as dog holes are to be filled in, levelled and either turfed or seeded well before uplift date.

All rubbish is to be removed from internal and external of property.

Bins are to be thoroughly cleaned and disinfected to remove all traces of dirt, food scraps, grease and grime and placed in either the garage or garden shed.

General cleaning advice

Tenants are reminded to clarify any cleaning requirements with their property manager during the pre-vacate inspection. You will be charged for any items which do not meet the full internal/external cleaning standard or the Defence Tenant cleaning standard.

Use quality domestic cleaning products throughout the home as directed for best results. If you need further advice, please ask. We are happy to recommend cleaners for you if you would prefer.

Use the checklist on Page 2 to track the cleaning of all items.

