

## Cleaning Guidelines

Please read this guide carefully before cleaning your apartment for move-out. Be sure to use the appropriate chemicals and equipment when cleaning the various surfaces and fixtures. See the next page for more info on chemicals. Failure to do so could result in expensive damages.

Areas that *must* be cleaned before you move out are listed below. Pay careful attention and remove all dust and sticky residue from the baseboards, window sills, doors, and trim. The kitchen and bathrooms are often the most time-consuming and difficult areas to clean.

**Rooms and Halls:** Sweep the floors and baseboards. Wipe the baseboards, windows and windowsills, doors, and trim (basically everything that's painted white except the ceiling) with a damp cloth and mild cleaner to remove all dust and any sticky residue. Remove all tape and adhesive residue left from hanging pictures or posters. Wipe off the switch plates and wire shelving in the closets with a mild all-purpose cleaner (like Pledge Multi-Surface). Take a close look at the floors and carefully remove any sticky residue spots. ***Do not mop the hardwood floors with traditional mops and water; only sweep and wipe them clean of any sticky residues. Swiffer-style "dry" mops are acceptable.***

**Kitchen:** Thoroughly clean the entire inside of the refrigerator and microwave with a degreasing cleaner or soap and water. *Carefully* clean the stovetop with a chemical and pad *designed specifically for smooth-top ranges (NO ABRASIVES)*. Empty and clean out all cabinets and drawers (inside and out) with an appropriate cleaner (like Pledge). Wipe off the countertops, sink and faucet. Scrub and mop the tile floor with a degreasing tile cleaner.

**Bathrooms:** Scrub and mop the floor and baseboards with a tile cleaner. Clean the tub, shower, sliding doors and tracks free of all mold, mildew and soap scum. Thoroughly clean the toilets. Empty and clean the drawers and cabinets (inside and out). Do not use abrasives on plastic or tile surfaces.

**Laundry Room:** Sweep the floor and wipe the baseboards, washer, dryer, shelving and walls free of any lint, dust, and sticky residues. Use a clean, damp cloth and a multi-surface cleaner.

**Patios or Decks:** Remove all furniture and trash. Sweep and scrub (as necessary) the floor, walls and ceiling. Clean the patio doors and windows. Pay special attention to any sticky or discolored spots on the patio floor, walls or railings.

**DO NOT CLEAN** the ceiling fan blades and mini-blinds. These two items are very sensitive and prone to breaking if they're not properly handled. We don't want anyone to be charged for damaging these while attempting to clean them. Please leave these for our cleaning professionals. You will not be billed for cleaning these items.

### **Unavoidable Charges:**

In our experience, no matter how well a group has attempted to clean, additional professional cleaning is almost always required to achieve an acceptably clean space for the next residents. Charges for this work will vary depending on how well the house or apartment has been maintained during your group's occupancy, and how well your group cleaned it in the end.

The Refurbishing Fee covers part of the costs associated with returning a house or apartment to its original condition. It mainly covers patching and painting of the walls, buffing and minor refinishing of the floor due to normal wear. It also covers the cleaning of areas that are frequently missed or difficult to do: things like pulling out the stove, refrigerator, washer and dryer, to clean behind them, replacing light bulbs, cleaning ceiling fans and blinds, clearing any clogs in drains and plumbing, etc. **The Refurbishing Fee does not cover removing items or trash left by you, general cleaning of the residence, repairing major damage to appliances or fixtures, deep scratches or abrasions on the floor, broken doors, large holes in walls, missing light fixtures, bent ceiling fans, broken or bent window blinds, sticky residues or mold and mildew on any surfaces or fixtures.**

## Use the Proper Chemicals!

Using the proper chemicals is very important. Below we have listed some examples of chemicals to use when cleaning your apartment. It's possible to do a great deal of damage by using the wrong chemicals or abrasive cleaners. You can do hundreds, or even thousands, of dollars worth of damage without intending to do so. To prevent costly mistakes, here are some crucial guidelines to follow.

**Never use any abrasive cleaners such as Comet, SOS or Brillo pads, on any surface in your house or apartment, especially not on cabinets, appliances, or on the tubs and showers. The abrasives in the chemicals can scratch the surfaces and remove their protective coatings.**

- **Never** use anything other than soap and water, or chemicals *specifically designed for granite*, to clean the granite counters in your kitchen. Using improper or harsh chemicals on granite can cause damage to the surface, which would be *very* expensive to repair.
- **Always** clean the smooth glass stovetop with products designed specifically for that purpose. Never use abrasive pads or harsh cleaners because they can scratch and damage the surface.
- **Never** use water, Murphy's Oil Soap, or floor wax on the hardwood floors. Choose a product made especially for hardwood floors (like Bona Hardwood Floor Cleaner). When cleaning your apartment, don't put mop buckets or wet mops on the wooden floors. Always wipe up spills immediately. **Water damage to the floor is very expensive to repair.**
- **Never** use brute force when trying to clean. If something won't come clean with normal effort, leave it to us. It's far better to leave those difficult jobs for us to clean than for you to do some unintentional damage.

### Here are some Examples of Acceptable Cleaning Products:

**Glass:** Windex Multi-Surface

**Walls:** A damp cloth, Greased Lightning or Mr. Clean Magic Eraser for tough spots

**Granite:** Windex Multi-Surface, Citrus Cleaner, or soap and water.

**Cabinets:** Windex Multi-Surface, Pledge, Orange Citrus Cleaner.

**Appliances:** Greased Lightning, Windex or Pledge Multi-Surface.

**Wood Floors:** Swiffer-style wet and dry mops and Bone Hardwood Floor Cleaner do a good job.

**Kitchen Floor:** Greased Lightning, Tilex, or other *non-abrasive* tile cleaners.

**Mold & Mildew:** Concrobium Mold and Mildew Remover or a similar bleach-free product.

**Bathroom Floor:** Soft Scrub, Tilex

**Tub & Shower Doors:** Scrubbing Bubbles, Tilex

**Tub & Shower Enclosures:** Scrubbing Bubbles, Tilex Tub and Tile Cleaner

**Toilets:** Scrubbing Bubbles, Soft Scrub, Lysol Toilet Bowl Cleaner

- \* **Always read the directions and precautions when using cleaning chemicals.**
- \* **Avoid bleach-based and abrasive cleaning products.**
- \* **When in doubt, leave it to our professional cleaners.**