

Snappyclean – Cleaning Checklist & Important Information

Please look at our cleaning checklist below.

This includes oven/fridge cleaning & internal window cleaning for any End of Tenancy or Deep Cleans. Carpet Cleaning must be requested separately.

Bedrooms and Living Rooms

- Cob webbing and general dusting
- Doors, frames and wall spot cleaning
- Radiators cleaned front and bottom
- Light switches and plug sockets
- Light fittings/lampshades cleaned
- Carpets vacuumed and edged
- Windows, sills, frames and tracks/poles
- Window blinds dust off
- Skirting boards dusted
- Stairs, skirts and bannisters cleaned
- Tidy room appearance
- Dust and wipe furniture
- Clean inside wardrobes and drawers
- Clean behind/underneath furniture

Bathrooms

- Limescale removal on taps, shined
- Limescale removal from glass shower screens
- Soap scum/limescale removal from splash back tiles
- Shower trays, tiles and plug inlets
- Showerhead limescale removal
- Bathroom furniture cleaned/Polished
- Cobwebs and wall spots removed
- Bathtubs scrubbed clean and disinfected
- Windows, frames, sills and tracks cleaned
- Skirting boards dusted and wiped down
- Mirrors cleaned and shined
- Basins and vanity units cleaned
- Waterline underneath the basin removed
- Toilets cleaned, scaled, cleaned behind and shined
- Floors washed and disinfected
- Light switches and plug sockets cleaned

Last Updated: 22/12/2022

- Light fittings and lampshades cleaned
- Rubbish removed from bins/units
- Boiler room and airing cupboard
- Mantle pieces and fire surround
- Underneath stair cupboards
- Waterlines beneath basins and toilets

Kitchen

- Sink limescale removed, cleaned and shined
- Tap lime scale removed & polished
- Skirting boards dusted and wiped down
- Kitchen appliances cleaned
- Refrigerator cleaned inside and out
- Freezer cleaned inside and out
- Washing machine tray and rim
- Dishwasher soap trays, edges and drains
- Oven cleaned inside and out
- Oven racks and oven trays cleaned

Notes

- Black mould must be mentioned beforehand, and removal cannot be guaranteed.
- Carpet cleaning is excluded but can be included in the service at an additional cost.
- Any removal of light furniture must be discussed beforehand and is subject to a maximum of 5Kg per item.
- External window cleaning is not included, however internal is.
- Cleaning of wallpaper or walls must be mentioned beforehand, we will endeavor to remove any stains or marks but cannot make any guarantee.

Products Used

Please see below some of the products our cleaners will be using during the cleaning service.

- Multi-Purpose Surface Cleaner
- Oven Cleaner
- Window & Glass Cleaner
- Limescale Remover
- Bleach
- Mould Remover
- Washing Up Liquid
- Stainless Steel Cleaner

Last Updated: 22/12/2022

Carpet Cleaning

Please click the hyperlink below to see our carpet cleaning machine which comes with an upholstery tool suitable for sofa's & chairs. The second link below is the detergent which we use in the machine.

[RugDoctor Machine](#)

[RugDoctor Detergent](#)

48 Hour Refund Policy

We have a 48-hour window of refunds as stated in our Terms of Service. No refund can be issued after 48 hours have passed since our staff have departed the property.

Cancellation

You can withdraw or cancel our services before we arrive. If you simply wish to change your mind you will not be liable for any cancellation fee or charges if you give us more than 24 hours' notice.

Any cancellation within 24 hours of us arriving will be subject to a £30 cancellation fee as states in our Terms of Service.

Contracted Hours

Our quotes are based on the estimated length of time it will take to complete each job. Our contracted hours will commence once we have arrived at the property. We will disregard any delay in entering the property, i.e., no show.

A maximum of a 10-minute leeway may be suitable after the hours worked to ensure full hours worked.

For any issue with the supplier entering the property the liability lies with the client. For example, any no show, unscheduled cancellation, missing or wrong keys etc. You will still be liable for a minimum £75 call out charge.

Payment

Fees and charges include VAT at the rate applicable at the time of the services rendered.

You can pay in cash, bank transfer or credit/debit card.

We require at least a 50% deposit or full payment prior to us starting the work. Should the work take longer than expected and quoted for, the hourly rate per cleaner is £25.

The client must agree to settle all invoices raised by the Supplier within seven days.

The client agrees to pay to the Supplier interest at a rate of percentage points per annum above the Bank of England base rate on any payments which are not settled in seven days.

Last Updated: 22/12/2022

Waste Disposal

As per our Terms & Conditions we are not liable for disposal of any waste materials, bin bags, or hazardous chemicals. We will endeavor to try and dispose of any remains in a safe & suitable manner at the property.

Liability Insurance

We (SHINYHOUSECLEANINGUK LTD) have Public Liability Insurance Cover up to the amount of £1,000,000 for Domestic Cleaning. Proof of this can be sent should it be requested.

Our cleaning staff are unable to climb step ladders due to this resulting in a breach of our liability insurance.

Holiday Working Hours

Any cleaning requested on bank holidays & public holidays may be subject to a higher price. We aim for the business to remain open as usual, however this may not be always possible.

Quotations

All quotes are valid up to a maximum of seven days and are not legally binding contracts between the parties involved. They may only be used as estimates of the work carried out.

Any booking made with less than 24 hours' notice may be subject to a £30 late booking fee and this will be applied at the businesses' discretion.

By accepting the quote, you also agree to the Terms & Conditions listed in this document.

Should we finish the work earlier than expected this will not be reflected the final amount payable. However, on the rare occasion that we can't complete the work within the designated time period our hourly rate is £25 per cleaner.

Please allow a 30 minute window of the estimated time of arrival both before and after the booking slot.

Property Risk & Damages

The client agreed that the supplier is not liable for any damage caused to the property or the contents of the property.

It is advised that we are the last party in the property before any new tenants or owners moving in. This way we can guarantee cleanliness and quality of our work.

Last Updated: 22/12/2022

Staff

Payment directly to any staff member except the Director is strictly prohibited. Tips are welcome and any 100% of any tip is given to the staff.

Each member of staff is contracted with a non-compete agreement to ensure there's zero poaching of any existing or new clients. Asking for the contact details of our cleaners may result in further action taken.

We pay our staff above market rates and provide fuel allowances as well as a discretionary bonus. We reserve the right to employ the use of subcontractors at any time. This is not common practice and depends on the availability of staff.