



Welcome!

This guide is designed to give you a clear idea of what to expect from our recurring cleaning service—what’s included, how we work, and how we keep things simple, consistent, and tailored to your home. If you ever have questions, our team is always happy to help.

What to Expect from Your Recurring Clean

Standard Inclusions (each visit unless noted)

- **Bathrooms cleaned:**
Sink, toilet, shower/screen, mirrors, polish taps, bench top.
- **Kitchen wiped down:**
Benches, stovetop, splash back, sink, and tap ware.
- **Floors:**
Vacuum all areas (including under/around furniture as accessible), mop hard floors
- **Dusting:**
Surfaces, windowsills, switches, and ledges.

Rotation / Flex Tasks

Included if core clean tasks are under control—not guaranteed each visit

- **Dusting high ledges and ceiling fans**
- **Dust or wipe skirting boards**
- **Thorough wall spot cleaning**
- **External cupboard cleaning**
- **Cobwebbing**
- **Range hood filters (upon request)**

We typically triage these tasks based on time available. If you specifically would like us to focus on certain areas, please contact us or leave a note on the kitchen bench ahead of your scheduled clean.





Not Included

- Outdoor or garage cleaning.
- Heavy lifting/moving furniture.
- Major decluttering.

Tasks we do not perform:

- Animal/Human waste.
- Handling dirty laundry.
- Anything unsafe or beyond our scope.
- Handling of delicate valuables (e.g., dusting antiques). Please store delicate items in a safe location to avoid accidental damage.

Optional Add-Ons

If you would like any of the tasks below done, please inform us and we'll arrange a quote for your next visit.

Below are some approx. price ranges for each add on.

- Full oven deep clean: \$65-\$120
- Inside / outside - fridge: \$55-\$105
- Window cleaning: will vary house by house
 - Internal: \$75-\$150
 - External: \$75-\$150

Other tasks: Please request a custom quote

Recurring clients receive priority pricing and scheduling. For one-off requests, just let us know in advance.





Common Situations (FAQs)

Dishwashing:

We don't include full dishwashing in standard visits. If there's the odd cup in the sink, we'll likely handle it—but a full load of dishes is something we can't offer.

Bedrooms with heavy clutter:

Items are moved onto beds or room corners to access floors. Can discuss on our initial visit.

Countertops:

With minimal clutter, items are dusted individually. With significant clutter, items are lifted to clean underneath.

Laundry on floors:

Floors should ideally be clear of laundry. If something is left out, we'll gently push it aside.

Kitchen maintenance:

Regular maintenance between visits, while not essential, helps us maintain efficient timing. One of the most impactful things clients can do is wipe the stovetop after heavy use—this prevents grease build-up and helps us get through all our tasks in a timely manner.

Staff are always available to further clarify or accommodate preferences where possible.





Billing, Scheduling & Logistics Explained

Generally, your home will fall into one of the groups below based on how long it will take to clean it regularly—not just once, but over time. Below are some examples.

- 1.5 hours – Smaller homes with low foot traffic
- 2 hours – Average-sized homes with a typical amount of use
- 2.5 hours – Busier homes or slightly larger spaces
- 3 hours – Large homes or homes with high traffic

These time estimates aren't locked in to the minute. Some weeks might take a little more or less, depending on how the home presents on the day. By working within a set time frame, we can stay focused on great results—instead of constantly adjusting times and invoices.

Flat Monthly Pricing Predictable and Simple

Instead of billing per visit, we charge a consistent flat monthly fee once, we've organised on the frequency (weekly, fortnightly, or four-weekly). This model offers you:

- **No Surprises:** You always know exactly what you'll pay each month.
- **Predictable Costs:** Some months may have 5 weekly cleans, others only 3 fortnightly ones. Our flat-rate model keeps your monthly bill consistent—no matter what the calendar does.
- **Easy Payments:** Automated billing reduces hassle, simplifies budgeting, and minimizes administrative tasks for everyone.





Home Access and Your Schedule

Our aim is to make your cleaning experience seamless and stress-free. Typically, your cleanings are scheduled to begin between 9 am and 2 pm, however always on the same day of the week (unless organised ahead of time).

If no one will be home during the clean, we offer convenient solutions:

- **Warehouse Key Storage:** Your key can be securely stored in our warehouse safe.
- **On-site Lockbox:** We can provide a secure lockbox for your key to be stored at your home.

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If you're home to let us in, we can also:

- **Advance Notice:** Receive a text or email the day before with our estimated arrival window.
- **On-the-Day Update:** A quick text when our cleaners are on their way to your home.

While we aim for consistency each week, occasionally public holidays or unexpected delays may require adjustments to your regular cleaning time. These communication options ensure you're always kept informed.





FAQs

What if I need to reschedule?

No problem at all! Life happens—simply call or email us as soon as possible, and we'll rearrange your clean.

What's the best way to communicate with you?

Rescheduling or General Enquiries: Calling or emailing is best to quickly manage changes or questions.

Day-of Cleaning Instructions: For specific notes or reminders, leaving a note on the kitchen bench is perfect for our staff to see upon arrival.

Are pets an issue during cleans?

Pets are usually no trouble! During our initial walkthrough, we'll discuss the best approach for your furry family members. Typically, pets can stay inside with us, or we can safely let them in the backyard—whichever you prefer.

How should I prepare my home for cleaning day?

To get the best results, removing major clutter and tidying surfaces before we arrive helps us spend our time focused on cleaning.

Who will be cleaning my home?

We aim for consistency, assigning regular cleaners to your home wherever possible. This ensures familiarity with your home and cleaning preferences.

What if something is missed or I'm not fully satisfied?

Please reach out right away if you're not completely happy. We're committed to making things right promptly.

Do you work on Public Holidays?

Unfortunately not. If your cleaning day falls on a Public Holiday, we'll need to reschedule, but we'll always contact you ahead of time to find a suitable alternative.

