

BOND CLEAN INCLUSIONS & EXCLUSIONS

GENERAL

Our bond cleaning service is designed to meet the standards required by Managing Agents in accordance with the Residential Tenancies and Rooming Accommodation Act 2008. Our goal is to ensure the property is cleaned to a satisfactory condition, supporting the tenant in meeting the cleanliness requirements necessary for the release of their bond.

Our Bond Guarantee only covers the areas you have chosen to use our services (T's & C's Apply).

Please see Port O' Call Cleaning Services full Terms and Conditions.

Bond Cleaning can consist of many different components. It is your duty as the tenant to ensure you have covered them all. Our [End of Lease Cleaning Checklist](#) will give you an overview of what is expected as part of your bond clean. Your Real Estate Agent may also be able to provide you with a Cleaning Checklist.

Other specialty services required may include:

- Pest Control
- Pressure Cleaning
- Carpet Cleaning

Our quoting process covers these items individually so please make sure you have checked your quote for your inclusions. Additional services will appear on your quote as a separate service.

WEAR AND TEAR

At Port O' Call Cleaning Services, we use the latest cleaning techniques and professional-grade products to achieve the highest possible results. However, in some cases, general wear and tear prevents certain items from being restored to a like-new condition.

To ensure transparency, we may take before-and-after photos of select items to demonstrate to the Managing Agent that the current condition represents the best outcome achievable without specialist intervention.

BOND CLEAN INCLUSIONS (unfurnished property)

GENERAL

- Remove cobwebs, insect marks and small nests where Pest Control is not warranted
- Clean fans, air conditioners and filters
- Clean light fittings (where they can be safely removed and accessible)
- Spot clean walls, light switches and power points
- Clean skirting, architraves and doors
- Clean drawers and cupboards including inside, doors and cupboard tops and shelving
- Windows clean both sides (exclusions apply at heights and accessibility)
- Brush dust and loose debris from window screens
- Vacuum sliding door tracks and clean tracks
- Spot clean and dust standard blinds, cords and rails
- Vacuum all the floors and carpets
- Mop hard floors

BATHROOMS

- Clean exhaust fans
- Clean inside and outside all cupboards and drawers
- Clean toilet, behind 'S' bend, around cistern and under and around toilet seat
- Clean bath, shower recess, remove built up soap residue on tiles, shower screens and soap holder
- Clean sink and polish all tapware, towel rails and mirrors
- Clean windows, window tracks and floors

KITCHEN

- Clean inside, outside and on top of all cupboards, doors and drawers
- Clean stove top, elements, rings and knobs
- Clean inside and outside the oven including griller, doors, trays, racks, glass and knobs
- Clean sink, drain holes, drainers and tapware, polish stainless steel if applicable
- Clean range hood, exhaust and filter, if filter can be removed for cleaning
- Clean and polish splash back areas

ENTRYWAY / PATIO / BALCONY

- Sweep and mop floors, remove cobwebs
- Wipe handrails

LAUNDRY

- Clean Inside and outside all cupboards and drawers
- Clean inside, outside and around the laundry tub, cabinets, shelves, drawers, tapware, polish stainless steel if applicable
- Clean washing machine space
- Clean all walls, windows, window tracks and floors

GARAGE

- Sweep, blow or vacuum floor and remove cobwebs
- Dust down garage door with soft broom

BLINDS

Standard blinds are defined as those with surfaces that can be easily dusted or cleaned without the need for specialist care or significant additional time. Blinds made of fabric or other delicate materials, such as curtains or certain textile blinds, require the services of a blind cleaning specialist. Venetian and Roller Blinds will be quoted separately based on the total number present in the property.

BOND CLEAN INCLUSIONS (furnished property)

In addition to the above items, a bond clean carried out in a furnished property may include, but is not limited to, cleaning the following items. The cleaning of household items in a furnished property will be quoted separately to the bond clean.

GENERAL (furnished)

- Dust and wipe over furniture surfaces, such as lounge suites, dining tables & chairs, beds, side tables etc.
- Wipe over and polish appliances, such as fridge, toaster, kettle, microwave, TV etc.
- Steam clean mattresses, rugs, runners

ACCESS AROUND FURNITURE AND HEAVY ITEMS

In accordance with our Terms and Conditions, any item weighing over 5kg must be moved by the client prior to the cleaning service and replaced afterward, if necessary, to allow our cleaners access for thorough cleaning. Our team is unable to move heavy furniture, appliances or items due to health and safety policies.

FURNITURE AND DÉCOR LIABILITY WAIVER

The cleaning service provider assumes no responsibility and holds no liability for any damage or breakages to items classified as furniture, décor, ornaments, knickknacks, decorative items, or similar household belongings. Clients acknowledge that such items may be fragile, or pre-existing wear may contribute to any deterioration during the cleaning process.

ADDITIONAL SERVICES (quoted separately)

The following services are quoted separately and will appear on your quote as a separate item. Please note, if they are not listed on your quote, they are not included.

This list is not definitive, and we have only listed the more common services. Other specialty services may be available upon request.

- Carpet Cleaning
- Blinds i.e. Roller Blinds, Venetians
- Rubbish Removal
- Furnished properties
- Pest Control
- Upholstery Cleaning
- Pressure Cleaning

BOND CLEAN EXCLUSIONS (general)

MOULD

We make every effort to remove mould from all affected areas; however, mould can become embedded in materials such as silicone, grout, and other porous surfaces. In such cases, full restoration may not be possible through standard cleaning methods, and specialist treatment may be required to return these areas to their original condition.

DAMP SPOTS

Damp spots can occur throughout the property and often affect plaster or 'dry wall' surfaces. While we will make every effort to remove mould and visible marks, please note that such spots may not be completely eliminated. Additionally, due to ongoing moisture issues, these marks can reappear over time.

COMPLETE WALL CLEAN

We spot clean the walls for insect marks etc, however, a full wall clean requires more time and often does not have a different result. A full wall clean is only required if marks exist beyond normal 'wear and tear'.

DISCOLOURATION

We apply our commercial cleaning expertise to ensure all items are cleaned to the highest possible standard. However, please note that discoloration can occur because of normal wear and tear. Materials such as grout, toilet surfaces, and certain plastics may naturally yellow or fade over time. In such cases, restoring these items to their original colour typically requires specialist treatment beyond standard cleaning methods.

TILE, GROUT AND BENCHTOPS

We make every effort to remove stains however, due to the composition of certain surfaces, such as highly porous tiles or benchtops, complete stain removal may not be possible through standard cleaning methods. In such cases, specialist treatment may be required to achieve further results.

OVENS

We are unable to remove glass panes from oven doors to remove and clean spills or built-up grime.

FLYSCREENS AND SECURITY SCREENS

Flyscreens and security screens will be cleaned with a soft brush to remove loose dirt and dust however a full wash of flyscreens and security screens

HEIGHTS

For Work, Health and Safety precautions our cleaners do not perform cleaning at heights. Any cleaning that requires the use of a ladder, such as windows on the second floor of a unit complex or highset home, will not be carried out. This includes leaning over balconies to clean glass panelling.

GARAGE WALLS

Please note that we do not clean garage walls or floors as they may require specialised cleaning. We do not warrant any cleaning inside or outside of the garage.

SPECIALIST SERVICES

Certain areas may require specialised cleaning equipment, chemicals, or a trained technician. Examples include the use of pressure cleaners for grease on garage floors, professional painters for heavily soiled walls, or plasterers for repairs to holes in walls. These services fall outside the scope of our standard cleaning and may require additional arrangements.

ADDITIONAL ITEMS

Items such as fridges, furniture, or any other items not explicitly listed in the inclusions will not be cleaned unless otherwise agreed upon in writing by both parties.

OUTSIDE WINDOWS

We will clean exterior windows where accessible, excluding those at heights or in hard-to-reach areas. However, please note that if weather conditions change, we cannot guarantee the completion of window cleaning.

OUTSIDE GLASS

We will clean exterior glass where accessible, excluding areas at heights or with difficult access. However, please be advised that if weather conditions change, we cannot guarantee the completion of the cleaning.

OUTSIDE AREAS

Outdoor areas refer to spaces that cannot be fully enclosed or protected from weather elements, such as balconies, patios, or areas with only partial walls. As outlined in our inclusions, we will clean any outdoor area as requested. However, please note that if weather conditions change, we cannot guarantee the cleaning of these areas.

PEST CONTROL

We are not responsible for, nor do we warrant, any items that may require additional cleaning due to pest control treatments applied after our service. This includes, but is not limited to, the accumulation of dead insects or bugs resulting from pest control measures taken after the cleaning has been completed.

COMPLETION EVENT

A "completion event" refers to any occurrence after the bond clean and within the warranty period that may affect the Managing Agent's decision regarding the release of the bond. In such cases, the bond cleaner will not be held responsible for, or guarantee cleanliness. The determination of what constitutes a completion event will be based on the principle of "common sense."

Examples of completion events can include but are not limited to:

- Build-up of dead insects that were alive during the clean and have since expired
- A build-up of surface dust that has settled after the clean
- Dirt or grime near a window or door that has been left open or has gaps, e.g. louvers
- Insect/animal faeces
- New residents have already moved in or are in the process of moving in
- Access to the property by a third-party contractor that has not been approved by us

BOND CLEAN EXCLUSIONS (furnished)

CUPBOARDS

We will not clean inside any cupboards unless all items have been removed prior to the cleaning service.

KITCHEN ITEMS

We do not clean, nor warrant, the cleaning of items stored in kitchen cupboards or drawers such as cutlery, crockery, pots and pans etc.

DECORATIVE ITEMS

We do not clean, nor warrant, the cleaning of ornaments, knickknacks, decorative items, or similar household belongings.