



**TOP MARKS**  
**CLEANING**



# End of Tenancy/Deep Cleaning Services **2023**

Guide Prices & Specification 1 December 2022 - 31 December 2023

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## Quality deep cleaning and end of tenancy cleaning services

If you are moving home and require professional deep cleaning services, **Top Marks Cleaning** can offer you a range of competitively priced solutions to meet your needs. These services are aimed at tenants who need to prepare the property for an end of tenancy assessment, usually conducted by an inventory clerk, letting agent or landlord. We can also help homeowners and landlords, who want to maximise and enhance the presentation of their property, at minimal cost, to improve the prospects of a speedy sale or let.

### Help for Tenants, the benefits:

- Our services help you to get your deposit back quickly by restoring the property to its pre-let state
- We can offer you a simple one-stop solution for your cleaning and maintenance needs, including decorating or paintwork touch-ups, general property repairs and garden maintenance
- We are available at short notice and operate seven days a week (and if necessary, 24 hours a day), 365 days a year
- We aim to offer you exceptional value for money
- We can accept payment by credit/debit card (via a chip & pin terminal or over the telephone) or cash

### Help for Landlords/Agents, the benefits:

- We can give your property a makeover without spending a fortune
- We can offer you a simple one-stop property maintenance solution. We can help you with deep cleaning, decorating or paintwork touch-ups, garden maintenance, rubbish clearance, furniture repairs or assembly and garden maintenance
- we can enhance and maximise the presentation of your property to help you find new tenants quickly
- We are available at short notice and operate seven days a week (and if necessary, 24 hours a day), 365 days a year
- We aim to offer you exceptional value for money

## Our cleaning services

|                         |  |
|-------------------------|--|
| <b>VALUECLEAN</b>       | A good quality general clean, but where rigorous attention to detail is not a priority                       |
| <b>STANDARDCLEAN</b>    | Very thorough and detailed cleaning, meets the requirements of most <b>End of Tenancy</b> assessments        |
| <b>ULTRACLEAN</b>       | Exceptionally detailed cleaning services, recommended for MOD checkouts or “white glove” test assessments    |
| <b>FINALFINISHCLEAN</b> | Helping you to save money by doing most of the cleaning yourself with assistance from cleaning professionals |
| <b>EXTREMECLEAN</b>     | For properties that have been left in an extremely soiled and unhygienic state and may be uninhabitable      |

## More about end of tenancy cleaning

By instructing an experienced and reputable company to address any cleaning or maintenance issues, you can greatly minimise the chances that your deposit refund will be delayed or withheld. Tenants are generally expected to hand back the property in its original condition, with reasonable allowance for fair wear and tear. As part of many tenancy agreements you will be expected to replace things as mundane as a blown light bulbs or a dead smoke detector batteries. The garden will usually need to be handed back in good order and reasonably weed free. Some landlords will insist on a spotlessly clean property on hand back, even if it was not spotless when you moved in. Realistically, nobody can maintain a property in perfect order and spotless cleanliness whilst it is being living in. Top Marks Cleaning offers a one - stop solution for end of tenancy cleaning and property maintenance issues.

In our experience, tenants will often underestimate how much work is involved and time required to bring a property up to scratch for checkout purposes. You may have considered doing some or all of the work yourself, but bear in mind that experienced and well trained service providers will almost certainly be faster, more productive and achieve better results because they do it every working day.

If the property is not up to the required standard on checkout, the letting agent or landlord will seek to make good any deficiencies by making a claim on your deposit. You may be charged a hefty administration fee on top of the actual cost of the work (which may be from a poor value for money service provider). It is almost always easier, cheaper, speedier and less stressful to sort out any deficiencies yourself prior to hand back.

Also bear in mind that your end of tenancy assessor may not be independent (in some instances the landlord will carryout the checkout), they may have a vested interest in claiming some or even all of your deposit. Top Marks Cleaning can issue you with a receipt for professionally carried out work and can include a detailed report (for our full specification service we list over 100 check points). If the landlord attempts to make an unfair and unreasonable claim on your deposit, our report can be sent to the adjudicator as part of your defence. Current research indicates that the adjudicator finds in the tenants favour in more than 90% of disputes.

## Our maintenance services

|   |   |
|---|---|
| <b>DECORATING OR DECOR REPAIR</b>                   | Refresh your property with new paintwork or wallpaper. The entire property or individual rooms or patches   |
| <b>FURNITURE REPAIR OR ASSEMBLY</b>                 | Assemble or repair your flat pack furniture or custom designed new spaces and storage units.  |
| <b>LIGHT BULB, BATTERY &amp; FILTER REPLACEMENT</b> | We can supply and fit all types of light bulb. We can also replace cooker extractor filters and batteries (in smoke and carbon-monoxide filters for instance) |
| <b>GARDEN MAINTENANCE</b>                           | We tidy, clean and enhance all of the exterior spaces of your property, cutback vegetation and overgrowth and replant areas if required                       |
| <b>RUBBISH CLEARANCE</b>                            | We can clear and dispose of rubbish from both interior and exterior spaces  |

## End of Tenancy Cleaning Price Guide For Value & Standard Specifications

Our **Value** service offers good quality general cleaning, but may lack some of the attention to detail of our **Standard** specification service (which we recommend to over 90% of people).

If you know that your landlord/agent will be extremely demanding and will expect the highest possible cleaning standards, you may want to consider our **Ultra** service. We only usually recommend this service if you live in military accommodation or super prime residential property. Because our ultra service is bespoke, we cannot provide you with an online or telephone price, we would require a site survey prior to quotation.


Prices include VAT at 20%

|  | General Cleaning only |          | Total Price for Carpet & General Cleaning |             | Extra bath/shower room |          |
|--|-----------------------|----------|---|-------------|------------------------|----------|
|  | Value                 | Standard | Value                                     | Standard    | Value                  | Standard |
| <b>Studio Flat</b><br>(Up to 400 sq ft)      | £96                   | £168     | £162                                      | <b>£234</b> | N/A                    | N/A      |
| <b>One Bed Flat</b><br>(up to 600 sq ft)     | £114                  | £228     | £192                                      | <b>£306</b> | N/A                    | N/A      |
| <b>Two Bed Flat</b><br>(up to 700 sq ft)     | £132                  | £264     | £228                                      | <b>£360</b> | £15                    | £24      |
| <b>Two Bed House</b><br>(up to 800 sq ft)    | £144                  | £288     | £252                                      | <b>£396</b> | £15                    | £24      |
| <b>Three Bed Flat</b><br>(up to 900 sq)      | £147                  | £294     | £288                                      | <b>£450</b> | £15                    | £24      |
| <b>Three Bed House</b><br>(up to 1100 sq ft) | £156                  | £312     | £324                                      | <b>£480</b> | £15                    | £24      |

Recommended

### Discounts and Supplements

- i. Discounts may apply for multiple bookings
- ii. Regular or commercial clients, special rates may apply
- iii. For completely empty properties a further discount may apply

 Parking charges for one vehicle are extra, in addition to the London Congestion & ULEZ charge if applicable

## Principal exclusions and limitations for our Value and Standard specification services:

**Curtains/Roman Blinds:** This is an optional extra only, if your curtains are visually clean and unsoiled, landlords usually do not insist up it

**Roller or Vertical Blinds:** For all practical purposes these types of blind are generally un-cleanable (or it may not be economic to clean them). If they are soiled, greasy or marked, we usually recommend replacement

**Venetian Blinds:** Aluminium or plastic venetian blinds can be very difficult and time consuming to clean thoroughly. We usually only undertake a dust-down or wipe-over if they are fitted rather than a full deep clean. Deep cleaning of venetian blinds is an optional extra

**Soft Furnishings/Mattresses/Rugs:** These are only wet/steam cleaned as an optional extra

**Walls:** We do not ordinarily wash down entire walls or ceilings as part of our service (only as an optional extra), it is usually unnecessary if the paintwork or décor is in a fair condition

**Lofts/Garages/Outbuildings/Basements:** We usually do not clean these areas (unless they have been built as or converted into living space) unless requested as an optional extra

**Radiators:** Because of the restrictive space, we are usually unable to clean completely and thoroughly behind wall mounted radiators. We generally do not remove radiator covers and gratings



# The End of Tenancy Cleaning & Getting Your Deposit Back

1

Before instructing any cleaners check your tenancy agreement and check-in report. The tenancy agreement will stipulate if you need to have the property professionally cleaned at the end of your tenancy (although even if it does, it may not be enforceable). Your check-in report will detail the actual condition of the property when you moved in. As a minimum, you need to return the property as you found it (with some allowance for fair wear and tear). If the property was not cleaned to a professional standard when you moved in, you will generally not be obligated to professionally clean the property when you move out. Landlords cannot insist that you return the property in a better state compared to when you moved in.

If you are considering using professional cleaners, make sure that their service specification meets your requirements (your landlord/agent will usually provide you with their own cleaning specification). Also compare the professional cleaners' specification with your check-in report. If you are unsure about anything, ask them to clarify.

2

If you decide to instruct professional cleaners, ensure that the property is clear of personal possessions and rubbish prior to cleaning. Rubbish clearance is generally not included as part of an end of tenancy clean.

3

When the cleaners have finished their service, make sure that you thoroughly check what has been done before signing any paperwork. If you are concerned about any aspect of the cleaning, do not hesitate to query it. Make sure that they give you a receipt (possibly by email), confirming that a professional clean has been carried out.

4

Once the cleaning is completed, do not reuse any of the facilities, you may invalidate any service guarantee or quality assurance if you do.

5

At the end of your tenancy your landlord or agent will probably send an inventory clerk to complete a check-out and assess the condition of the property (or they may choose to do it themselves). It may take up to a week for this to be completed. The check-out report will then be compared against the check-in report by the agent or landlord before deciding if they want to claim against your deposit for cleaning issues, damages or excessive wear and tear. Should any legitimate cleaning issues arise (that were covered by the cleaners' service specification), you should contact your cleaning service provider immediately and ask them to rectify the problems. Although your landlord or agency may want to use their own cleaners, they have an obligation to mitigate your costs where possible. They have a duty to be fair and reasonable, if they are not it may count against them if any dispute is brought before an adjudicator. As a tenant, you have to agree to any deposit deductions before they are made, the onus is always on the landlord to prove that any deductions are fair and valid.

If a dispute does arise with your landlord or agent, ask them to promptly return the portion of your deposit that is not in dispute. Unfortunately, it can sometimes take weeks or even months to resolve such disputes, but you will generally get your disputed deposit back if the claim is unfounded or overstated.

# Cleaning specification

Property Areas Key

G= general  
K= kitchen/utility  
T= bathrooms/toilets  
N= non-living areas

|   | Area | Value | Standard | Ultra |
|---|------|-------|----------|-------|
| High to low level dusting from ceiling to skirting boards   | G    |       | ■        | ■     |
| Vacuuming/sweeping floors   | G    | ■     | ■        | ■     |
| Wipe down of doors, handles, locks, hand plates, kick plates and hinges   | G    |       | ■        | ■     |
| Polishing of doors, door handles, locks, hand plates kick plates, hinges, door closer's   | G    |       | ■        | ■     |
| Wipe over light switches and power sockets  | G    |       | ■        | ■     |
| Wipe over of washable emulsion paintwork  | G    |       | ■        | ■     |
| Cleaning of significant scuff marks on painted (emulsion) walls, where cleanable  | G    |       | ■        | ■     |
| Wipe over of gloss paintwork  | G    |       | ■        | ■     |
| Dust down of light fittings and fixtures  | G    |       | ■        | ■     |
| Wipe down of light fittings and fixtures  | G    |       | ■        | ■     |
| Polishing of light fittings and fixtures  | G    |       | ■        | ■     |
| Dust down of wall mounted pictures, mirrors, clocks and ornaments   | G    |       | ■        | ■     |
| Removal and cleaning behind pictures, mirrors, clocks and ornaments   | G    |       | ■        | ■     |
| Cleaning of mirrors and mirror frames   | G    | ■     | ■        | ■     |
| Dust down or wooden, painted and melamine covered furniture   | G    | ■     | ■        | ■     |
| Polishing or waxing of wooden furniture   | G    |       | ■        | ■     |
| Dust down of display crockery, ornaments and books (excludes antiques or high value items)  | G    |       | ■        | ■     |
| Dust down of furniture interior surfaces  | G    |       | ■        | ■     |
| Wipe down of interior furniture surfaces (only where necessary)   | G    |       | ■        | ■     |
| Cleaning and buffing of glass shelving or glass panel inserts in furniture  | G    |       | ■        | ■     |
| Dust down on top of tall cabinets, wardrobes and other furnishings  | G    |       | ■        | ■     |
| Wipe down on top of tall cabinets, wardrobes and other furnishings (only where necessary)   | G    |       | ■        | ■     |
| Dust down behind furnishings lent up against walls (where accessible or moveable)   | G    |       | ■        | ■     |
| Dust down of furniture legs and raised furniture undersides   | G    |       | ■        | ■     |
| Cleaning of glass table tops or other glass topped furniture  | G    | ■     | ■        | ■     |
| Polishing of furniture handles or metalwork   | G    |       | ■        | ■     |
| Dust down of window frames (PVC or wooden)  | G    |       | ■        | ■     |
| Wipe down of window frames (PVC or wooden), light clean only  | G    |       | ■        | ■     |
| Cleaning of interior glazing  | G    |       | ■        | ■     |
| Cleaning and wipe over of window recesses and hinges (excludes external window frame and ledge)   | G    |       | ■        | ■     |
| Deep cleaning of PVC window frames, including removable marks or scuffs   | G    |       | ■        | ■     |
| Cleaning of exterior glazing (subject of accessibility and risk assessment)   | G    |       | ■        | ■     |
| Wipe down of window sills   | G    |       | ■        | ■     |
| Dust down of fire extinguishers, smoke detectors and fire safety equipment  | G    |       | ■        | ■     |
| Wipe down of fire extinguishers, smoke detectors and fire safety equipment  | G    |       | ■        | ■     |
| Professional quality carpet cleaning (Hot Water Extraction or a rotary shampoo treatments) on carpeted areas where suitable.              | G    |       | ■        | ■     |
| Special carpet cleaning spot treatments or double treatments on high traffic areas  | G    |       | ■        | ■     |
| Carpet stain guard treatment for future stain resistance  | G    |       | ■        | ■     |
| Special carpet cleaning treatments for draft marks  | G    |       | ■        | ■     |
| Dry carpet cleaning for some types of natural fibre carpet, including, sisal, Seagrass, flax, choir. Plus some Belgium Wilton carpets     | G    |       | ■        | ■     |
| Cleaning and conditioning of leather furnishings  | G    |       | ■        | ■     |
| Vacuuming of fabric sofas and soft furnishings  | G    |       | ■        | ■     |
| Offsite cleaning of removable furniture coverings and cushions or throws  | G    |       | ■        | ■     |
| Vacuuming of curtains, window valances and roman blinds   | G    |       | ■        | ■     |
| In situ curtain and window valance cleaning   | G    |       | ■        | ■     |
| Off site curtain and window valance cleaning  | G    |       | ■        | ■     |
| Cleaning and whitening treatment of net curtains (results vary)   | G    |       | ■        | ■     |
| In situ rug cleaning, small to large area rugs  | G    |       | ■        | ■     |
| Off site rug cleaning, small to medium sized rugs   | G    |       | ■        | ■     |
| Dust down of venetian and vertical blinds   | G    |       | ■        | ■     |
| Removal and on site clean of venetian blinds  | G    |       | ■        | ■     |
| Dust down of radiator panel or towel rail (front surfaces)  | G    |       | ■        | ■     |
| Thorough dust down of front, rear, top, bottom and side components of radiators and towel rails - where reachable and accessible          | G    |       | ■        | ■     |
| Wipe over of radiator panel or towel rail   | G    |       | ■        | ■     |
| Dust down of radiator pipe work (or any other exposed pipe work), including control knobs or valves - front and top exposed surfaces only | G    |       | ■        | ■     |
| Wipe down of radiator pipe work (or any other exposed pipe work), including control knobs or valves accessible surfaces only              | G    |       | ■        | ■     |

# Cleaning specification

Property Areas Key  
 G= general  
 K= kitchen/utility  
 T= bathrooms/toilets  
 N= non-living areas

|   | Area | Value | Standard | Ultra |
|---|------|-------|----------|-------|
| removal and on site cleaning of Venetian blinds   | G    |       |          | ■     |
| Off site clean of Venetian blind in ultra sonic tank  | G    |       |          | ■     |
| Mopping of hard floors  | G    | ■     | ■        | ■     |
| Machine scrubbing of hard floors  | G    |       |          | ■     |
| Machine buffing of hard floors  | G    |       |          | ■     |
| Marble floor vitrification  | G    |       |          | ■     |
| Stripping and polishing of hard floors  | G    |       |          | ■     |
| Specialist chandelier cleaning  | G    |       |          | ■     |
| Upholstery cleaning, sofas, armchairs, dining and general chairs  | G    |       |          | ■     |
| Dust down of fire place (excludes chimney space)  | G    | ■     | ■        | ■     |
| Wipe over of fireplace  | G    | ■     | ■        | ■     |
| Wipe over of wrought iron fireplace grill   | G    |       | ■        | ■     |
| Vacuuming of curtains, plus window valences and curtain tiebacks  | G    |       |          | ■     |
| In situ curtain cleaning, plus window valences and curtain tiebacks   | G    |       |          | ■     |
| Deep, off site cleaning of curtains, plus window valences and curtain tiebacks  | G    |       |          | ■     |
| Dust over of ceiling and coving   | G    |       | ■        | ■     |
| Wipe over of ceiling and coving (where suitable and necessary)  | G    |       |          | ■     |
| Dust over of air vents and air conditioning vents   | G    | ■     | ■        | ■     |
| Wipe over off air vents and air conditioning vents  | G    |       | ■        | ■     |
| Dust over of ceiling fan and blades   | G    |       | ■        | ■     |
| Wipe over of ceiling fan and blades   | G    |       |          | ■     |
| Dust over of wall mounted lighting  | G    |       | ■        | ■     |
| Wipe over of wall mounted lighting  | G    |       |          | ■     |
| Polishing of wall mounted lighting  | G    |       |          | ■     |
| Wipe over of bins, external surfaces  | G    |       | ■        | ■     |
| Wipe over of bins, internal surfaces  | G    |       |          | ■     |
| Disinfection and deodorising of internal bin surfaces   | G    |       |          | ■     |
| Polishing of buffing of external bin surfaces   | G    |       |          | ■     |
| Dust down or vacuuming of lamps, uplighters and portable light, including light shades  | G    |       | ■        | ■     |
| Wipe down of uplighters and portable light, including light shades  | G    |       |          | ■     |
| Polishing or buffing of lamps, uplighters and other portable lighting, including light shades   | G    |       |          | ■     |
| Wipe over of external door surfaces   | N    |       |          | ■     |
| Polishing and buffing of external door surfaces, including polishing of brass/metal signage, glass panels, locks, handles, door knockers, letter box covers kick plate, hand plates, door bell button and surrounding casing, plus intercom intercom buttons and surround casing. | N    |       |          | ■     |
| Wipe over of external letterbox, surfaces   | N    |       |          | ■     |
| Wipe over of internal letterbox, surfaces (where accessible)  | N    |       |          | ■     |
| Sweep external porch area (floor only)  | N    |       |          | ■     |
| Dust down external entrance lights and light fixtures   | N    |       |          | ■     |
| Sweep bin store area  | N    |       |          | ■     |
| Disinfect the bin store area  | N    |       |          | ■     |
| Wipe down external surfaces of refuse and recycling bins  | N    |       | ■        | ■     |
| Wipe down and disinfect the internal surfaces of the refuse and recycling bins  | N    |       |          | ■     |
| Wipe over of exterior cupboard surfaces   | K    | ■     | ■        | ■     |
| Wipe over underneath wall cabinets  | K    |       | ■        | ■     |
| Wipe over inside kitchen doors  | K    |       | ■        | ■     |
| Wipe over on top of wall cabinets   | K    |       |          | ■     |
| Wipe over plinths surfaces  | K    |       | ■        | ■     |
| Dust over of plinth vents   | K    |       |          | ■     |
| Wipe over of plinth vents   | K    |       | ■        | ■     |
| wipe over of cupboard hinges  | K    |       |          | ■     |
| Wipe over and degreasing of cupboards handles   | K    |       | ■        | ■     |
| Cleaning, degreasing and disinfecting of kitchen work tops  | K    | ■     | ■        | ■     |
| Wipe over and disinfecting of cutting boards  | K    |       |          | ■     |
| Dust down of hostess trolley or mobile work tops  | K    |       | ■        | ■     |
| Wipe down of external surfaces of hostess trolley or mobile work tops   | K    |       |          | ■     |
| Wipe down of assessable internal surfaces of hostess trolley or mobile work tops, including draws and shelves   | K    |       |          | ■     |



# Cleaning specification

Property Areas Key  
 G= general  
 K= kitchen/utility  
 T= bathrooms/toilets  
 N= non-living areas

new

Ultra

Area

Value

Standard

|   | Area | Value | Standard | Ultra |
|---|------|-------|----------|-------|
| Polishing and buffing of external surfaces of hostess trolley or mobile work tops   | K    |       |          | ■     |
| Degreasing of ceiling, (where necessary, assessable and suitable)   | K    |       |          | ■     |
| Degreasing of walls or ceiling mounted kitchen lighting   | K    |       |          | ■     |
| Degreasing of walls of kitchen and utility area walls   | K    |       |          | ■     |
| Removal of freestanding appliances (where possible) and dusting and wiping down of previously concealed and inaccessible cupboard, wall and floor surfaces  | K    |       |          | ■     |
| Removal of freestanding appliances (where possible) and dusting and wiping down of previously concealed appliance surfaces. Dust down and vacuum only of appliance backs. Excludes appliance underside and con- | K    |       |          | ■     |
| Defrosting of freezer and iceboxes and wipe down of internal surfaces   | K    |       |          | ■     |
| Wipe down and disinfection of all surfaces inside fridge  | K    | ■     | ■        | ■     |
| Wipe down of all freestanding and integrated appliance surfaces surfaces  | K    |       | ■        | ■     |
| Cleaning of visible recessed grime (where possible) on freestanding and integrated appliance surfaces surfaces and control dials.   | K    |       |          | ■     |
| Wipe over of washing machine soap tray, rubber door seal and internal door surfaces (excludes stainless steel drum)   | K    |       | ■        | ■     |
| Removal of lint from dryer filter   | K    |       | ■        | ■     |
| Wipe over of internal dishwasher door surface, including any control buttons  | K    |       | ■        | ■     |
| wipe over of under cupboard light fittings and bulbs  | K    |       | ■        | ■     |
| Interior cupboard shelves and all interior surfaces   | K    |       | ■        | ■     |
| Wipe over of carousel shelving  | K    |       | ■        | ■     |
| Polishing of chrome carousel shelving and baskets   | K    |       |          | ■     |
| wipe over of electrical sockets (all sides)   | K    |       | ■        | ■     |
| Cleaning and de-scaling of sink and taps  | K    |       | ■        | ■     |
| Cleaning and degreasing of wall tiled surfaces  | K    | ■     | ■        | ■     |
| Cleaning of crockery, glasses, cutlery, pans and cooking utensils   | K    |       |          | ■     |
| Wipe over of hooks, storage and drainage racks  | K    |       |          | ■     |
| Polishing of hooks, storage and drainage racks  | K    |       |          | ■     |
| Cleaning and degreasing of extraction hood  | K    | ■     | ■        | ■     |
| Polishing of extraction hood  | K    |       | ■        | ■     |
| Dusting and wipe over of accessible extraction hood interior spaces   | K    |       |          | ■     |
| Cleaning and degreasing of washable filters   | K    | ■     | ■        | ■     |
| Replacement of disposable filters   | K    |       |          | ■     |
| Wipe over of tile (wall) grout  | K    |       | ■        | ■     |
| Deep clean of tile (wall) grout - results do vary   | K    |       |          | ■     |
| Deep clean of floor tile grout - result do vary   | K    |       |          | ■     |
| Wipe over of underside sink basin   | K    |       |          | ■     |
| Wipe over of under sink pipe work   | K    |       | ■        | ■     |
| Wipe over of sinks, including plug hole, water overflow outlet plug (plus plug overs) and taps  | K    | ■     | ■        | ■     |
| De-scaling of topside of sink, tapes  | K    |       | ■        | ■     |
| Polishing of sink and taps and plug hole and plugs  | K    |       | ■        | ■     |
| Wipe over of kettle, toasters, worktop grills, fryers, blenders/mixers and other worktop electrical items   | K    |       | ■        | ■     |
| De-scaling of kettle interior   | K    |       |          | ■     |
| Degreasing of grill pans and accessible internal parts of work top electrical items   | K    |       |          | ■     |
| Oven cleaning/hob/extractor cleaning (level 1)*   | K    | ■     |          |       |
| Oven cleaning/hob/extractor cleaning (level 2)*   | K    |       | ■        |       |
| Oven cleaning/hob/extractor cleaning (level 3)*   | K    |       |          | ■     |
| Dust down of wardrobe internal surfaces   | N    |       | ■        | ■     |
| Wipe down of wardrobe internal surfaces   | N    |       |          | ■     |
| Vacuuming of wardrobe carpet and walk in wardrobe carpets   | N    |       |          | ■     |
| Wet cleaning of wardrobe carpet and walk in wardrobe carpets  | N    |       |          | ■     |
| Dust down of storage spaces and airing cupboards, including shelves and floors  | N    |       | ■        | ■     |
| Dust down of gas and electricity meter and boiler (inside property)   | N    |       |          | ■     |
| Dust down of gas and electricity meter (outside property)   | N    |       |          | ■     |
| Wipe down of gas and electricity meter external housings (outside property)   | N    |       |          | ■     |
| Wipe down of gas and electricity meter internal housing surfaces (outside property)   | N    |       |          | ■     |
| Quick dust down of loft, attic, garage and basement (non-living space areas) spaces (subject to access and risk assessment)   | N    |       |          | ■     |
| Thorough vacuuming and sweeping of loft, attic, garages, and basement (non-living space areas) spaces (subject to access and risk assessment)   | N    |       |          | ■     |
| Quick dust down inside sheds and outbuildings (non-living/storage-quality spaces)   | N    |       |          | ■     |
| Sweep or vacuuming inside sheds and outbuildings (non-living/storage-quality spaces)  | N    |       |          | ■     |

# Cleaning specification

Property Areas Key  
 G= general  
 K= kitchen/utility  
 T= bathrooms/toilets  
 N= non-living areas

**Area**  
**Value**  
**Standard**  
**Ultra**

|  | Area | Value | Standard | Ultra |
|--|------|-------|----------|-------|
| Wipe over and disinfection of sanitary ware  | B    | ■     | ■        | ■     |
| Wipe over and disinfection of bath, including exterior bath panel  | B    | ■     | ■        | ■     |
| Wipe over and disinfection of shower cubicle   | B    | ■     | ■        | ■     |
| Descaling of bath  | B    |       | ■        | ■     |
| Descaling of shower cubicle, including glass (some water mark, permanent blemishes /scale may remain)                                  | B    |       | ■        | ■     |
| Descaling and polishing of taps, external surfaces only  | B    |       | ■        | ■     |
| Removal of tap heads (where possible), cleaning and descaling underneath   | B    |       |          | ■     |
| Wipe over and disinfection of toilet brush holder, external surfaces   | B    |       | ■        | ■     |
| Wipe over and disinfection of internal toilet brush holder surfaces  | B    |       |          | ■     |
| Disinfection of toilet brush   | B    |       |          | ■     |
| Cleaning and disinfection of shower curtain  | B    |       |          | ■     |
| Cleaning and disinfection of shower rail and curtain hooks   | B    |       |          | ■     |
| Wipe over of disinfection of wall tiled areas and grout  | B    |       | ■        | ■     |
| Descaling of wall tiled areas (results vary)   | B    |       | ■        | ■     |
| Deep cleaning of tile grout (results vary)   | B    |       |          | ■     |
| Wipe over and disinfection of pipe work, including toilet soil pipe  | B    |       | ■        | ■     |
| Wipe over and disinfection of bathroom cabinets and furnishing (internal and external surfaces) buffing of mirrored or chrome surfaces | B    |       | ■        | ■     |
| Wipe over and disinfection of handles and rails  | B    | ■     | ■        | ■     |
| Cleaning and disinfection of hard floors or carpets  | B    | ■     | ■        | ■     |
| Cleaning of bathroom mats and/or towels  | B    |       |          | ■     |

## Cleaning Specifications

The specifications included in this brochure are recommendations and guidelines only. All cleaning specification components are optional, we can tailor the cleaning specification to suit your requirements.

### \*Oven Cleaning

We offer three grades of oven and hob cleaning. **Level 1** is a basic degreasing of interior and exterior surfaces, some carbonated deposits may remain. **Level 2** is a more thorough clean most carbonated deposits are removed, though some stubborn patches may remain. **Our level 3** service involves the partial disassembly the oven. All surfaces are thoroughly degreased and carbonated deposit are "burnt off". We can also replace rubber seals and oven lights.

## Quality Guarantees, Assurances & Honesty

Some of our competitors offer a 100% guarantee that your landlord or agent will be completely satisfied with their standard of cleaning. They often promise that no deductions from your deposit will be made for cleaning related issues. In our view such guarantees are almost always misleading and sometimes completely bogus. No cleaning service provider can truly guarantee that your deposit will be returned in full, this is entirely dependent on the letting agency or landlord (over which a cleaning company has no control). None of the companies (as far as we are aware) that offer 100% deposit return guarantees will financially compensate you if their cleaning fails the check-out inspection. In the event that the landlord or agent is dissatisfied with their cleaning, they will usually only offer you a re-clean (and even then, only if you report the issues within 48 hours, which often is not enough time). At **Top Marks Cleaning** we have a much more honest and straightforward policy, whilst we will always try our best to satisfy your landlord, we do not offer an absolute guarantee. If an issue arises for any of our **Standard** or **Ultra** specification cleans, we always offer to return promptly (free of charge) to address and rectify any concerns or oversights. We do not insist that you report these issues within 48 hours, we only ask that you do so within a reasonable time frame (up to two weeks).

## TERMS AND CONDITIONS

*As with most service providers we have terms and conditions of service. All of our clauses are fair and common place across a variety of industries. These terms are intended as a reference document only and we do not hide behind and rigorously enforce every single clause. We always try to be fair, both to ourselves and to you the client. In the unlikely event of a dispute, misunderstanding or complaint, we will always offer a fair settlement usually weighted in the clients favour. As a business, we are extremely dependent on repeat business and referrals from our client base; meaning we have to go the extra mile to deliver outstanding service and customer satisfaction.*

Your legal statutory rights and consumer entitlements are not affected.

**Our Commitment to You:** We agree to undertake all works to the agreed specification and standard. All reasonable efforts will be made to complete assignments by the estimated completion dates and times, but we can not absolutely guarantee specific work timetables or completion times.

**Cancellation:** the customer may cancel an order or contract at anytime prior to commencement or delivery, however we reserve the right to charge the full agreed amount (as set out in the original quotation/contract) where the customer has given notice of less than 48 hours for one-off jobs or 30 days for regular service contracts.

**Health and Safety:** The client agrees to provide a safe working environment for our staff and contractors. Whilst working on the client's premises or site, they will not be exposed to cigarette smoke or smoke produced from other substances, asbestos, nuclear radiation or radioactive materials, toxic substances or waste, exposed electrical cables, biologically hazardous materials, used injection needles or syringes, excessive heat or humidity, explosive materials, harmful or poisonous gases, excessive levels of particulates or any other hazard that could reasonably be assessed as posing a risk to health or a risk of injury. The client certifies that all premises are structurally sound and compliant with fire safety regulations. Upon arrival at any new site, **Top Marks Cleaning** staff will make a visual health and safety assessment as required by law. **Top Marks Cleaning** will not carry out any work where we have assessed the conditions or working environment to be in conflict with our health and safety obligations as required by law. If we are required to abort some or all an assignment as a result of health and safety concerns, **Top Marks Cleaning** reserves the right to charge the full applicable amount as detailed either in the original quotation or the agreed work schedule.

**Tax:** **Top Marks Cleaning** reserve the right to adjust agreed prices or invoice amounts as a result of VAT or other tax changes.

**Force Majeure:** In circumstances where we are unable to carry out all or part of agreed works for reasons including Acts of God, legislation, war, fire flood, industrial action, power failure, inability to secure supplies or equipment or for any other reasons reasonably beyond our control, **Top Marks Cleaning** assumes no liability. In these circumstances the client will only be invoiced for works completed and materials used.

**Liability:** Whilst we will exercise all reasonable efforts and diligence in carrying out our duties, **Top Marks Cleaning** shall not be liable for any indirect or consequential losses to the customer as a result of errors, misunderstandings or delays in completion. All cleaning or service operations are carried out at the owners risk, **Top Marks Cleaning** assumes no responsibility for loss or damage to property except in instances where gross negligence can be clearly established. Any claims for damages will be referred to our insurers.

**Pricing:** All prices quoted over phone or where **Top Marks Cleaning** has not had the opportunity to conduct a site survey, should be regarded as estimates. **Top Marks Cleaning** reserves the right to adjust estimated prices upon arrival at a given site if we consider that the assignment significantly differs from the client description. **Top Marks Cleaning** also reserves the right to adjust the price or abort the assignment if the cleanliness of the property is so deficient that the cleaning assignment cannot be completed in a reasonable or typical timescale. **Top Marks Cleaning** will not commence work before any upwards price adjustment is agreed with the client, in circumstances where we are unable to contact the client the project may be aborted.

**Complaints Policy:** All complaints relating to our services must be received within 14 days of service completion; whilst complaints received more than 14 days after completion will still be investigated and considered by **Top Marks Cleaning**, the client may be required to provide compelling evidence that our services or service delivery were deficient at the time of completion. In the event of any cleaning deficiency or oversight, the client agrees to give **Top Marks Cleaning** the opportunity to rectify any fault or faults that can be identified by way of a return visit. **Top Marks Cleaning** will only rectify faults that are were included in the original service specification.

**Top Marks Cleaning** does not and cannot guarantee that our services will meet the requirements of any third party assessors. Any complaints made by a third party regarding our services will only be considered if the client agrees with and seconds any complaint. Only items detailed in the agreed specification will be considered grounds for any complaint.

**Cleaning Standards:** Top Marks Cleaning is committed to carrying out all of its services to a reasonable standard. For practical purposes, it is not possible to remove all traces of soil, grease, hair (or any other contaminants) from all services. By instructing Top Marks Cleaning, the client agrees to recognise all reasonable and practical quality limitations. Top Marks Cleaning reserves the right to reject and disregard quality complaints that would be considered unrealistic or excessively pedantic by most reasonable observers.

**Payment:** Unless agreed otherwise, full settlement is due immediately upon completion of works. We reserve the right to levy interest of 2.5% per month (or part thereof) on all accounts not settled within 14 days. For overdue accounts, **Top Marks Cleaning** or our agents will pass on all costs and expenses that arise due to legal or recovery action.



**TOP MARKS**  
**CLEANING**