

HOLIDAY
Housekeepers



Caring for your holiday home

Should you arrive to clean and find that the property looks like it needs more than what you would consider a normal clean, which would be anything that was not included on the cleaning schedule, please contact Kerry.

Don't touch anything until you have spoken with them.

If you arrive to clean and it looks like there has been a crime

Do not touch anything .. call Kerry 0403 074 401

TIPS

- START FROM THE TOP AND WORK DOWN.
- START FROM THE BACK AND WORK TOWARDS THE FRONT OF THE HOUSE

Procedures for dealing with blood and body fluids, syringes.

1. Always wear gloves whenever there is the slightest risk of exposure to blood.
2. Be alert for sharp objects, such as broken glassware or used syringes, when emptying trash containers.
3. Don't pick up broken glass directly with your hands. Use a brush and dustpan.
4. Be sure to wash hands and remove any protective clothing before smoking, drinking, eating, applying cosmetics or lip balm, or handling contact lenses.

Some Do's and don'ts

Don't climb on top of furniture
Do use the step ladder that is supplied.

Don't leave a job half done
IF you do leave - do let Kerry know that you have left the work unfinished

Don't leave without ensuring the doors and windows are locked
Do call and let Kerry or Marisa know that there is a problem if you can't.

Don't leave without checking the lights are off.

Don't use any cleaning products that have not been supplied by Cleanwell and if there is something that you would like to try please pass it by us first as a risk assessment and MSDS safety data sheet must first be checked off.

Do follow the methods and procedures that are set out in the guide. This ensures consistency and that the high standard that we aspire to is met.

When working in pairs

It is important that you communicate with each other so that you don't double up and it is a good idea to start each clean with a chat about how you are going to tackle the job.

Some suggestions -

Follow the supplied checklist!!!!!!
Clean the bathrooms first
One person starts the kitchen while the other one dusts/tidies
Leave the floors until last, do the dusting cleaning and tidying first.

Cleaning Notes

Every cupboard must be opened and inspected/ dust if necessary using the duster.

Every bed must be looked under, please check under edges of mattresses as well for rubbish and things left behind.

All cushions must be removed from couches and checked underneath.

Washing machines and driers must be looked in to ensure that nothing has been left there. Wipe around top of machine. Clean and remove lint from drier filter.

**Any property left behind must be bagged and tagged with the date so that they can be returned to the owners.
Please make a note on the jobsheet**

All front and back steps to be swept if needed

Cobwebs removed from front door/porch area and paths swept if needed. Clean (dust/wipe as needed) window sills around front door area.

Please notice if taps drip, doors don't work, fly screens need repair, light globes need replacing etc

**All damage/maintenance to be reported.
Please make a note on the jobsheet**

We are cleaning to make the house beautiful for the next clients; we are not doing a spring clean. Clean and wipe anything that **looks** dirty, paying attention to doors, handles and power switches.

Sweep/vacuum behind doors!!

Cleaning System

- **When you arrive** open doors and windows to air
- Remove all rubbish, empty bins, empty refrigerator, freezer and pantry from leftovers as required.
- Check dishwasher; turn on if this hasn't been done.
- Remove linen towels, linen, tea towels; make a note on job sheet of how many of each.
- **If included** strip and remake beds, shake bedding and covers and replace pillows,
- Check mattresses, pillows, doona covers and mattress protectors. If they look grotty please remove and wash and let Kerry know.

Kitchen

Clean OVEN. Wipe out interior and remove debris from griller and wipe over trays as needed. If it is filthy please note this on jobsheet.
DISHWASHER – watch out for sharp pointy things sticking up in the cutlery holders. If you aren't sure tip the whole thing out on the bench and then put away the cutlery

Clean wall behind stove top.

Clean inside and outside microwave.

Clean rangehood and exhaust.

Clean inside of cupboards paying attention to cutlery drawers and where glasses and mugs are stored.

Damp wipe cupboard fronts.

Clean bench tops removing stains as noted. Put everything away.

Clean sinks and splashbacks

Floors vacuumed/swept and mopped

Clean and sanitize cupboard handles

Empty crumbs from toaster – **turn off**

Empty water from kettle – **turn off**

Ensure all finger marks are wiped off benches and cupboards and appliances

An inventory of all kitchen and dining ware must be taken, please make a note on the job sheet of anything missing / broken that needs to be replaced.

Bathrooms

Clean, Disinfect toilets, tubs, showers

Leave toilet seat down on completion of clean. The person cleaning the toilet needs to also wipe the floor at the back and the sides of the toilets, wipe the front of the toilet and wipe the walls either side of the toilet

Dust

Vanity and sink cleaned

Clean and disinfect floors.

Door and door frames spot cleaned.

Mirrors and chrome fixtures cleaned and shined

Bathroom – remove old soap, shampoo, conditioners that may be left behind. SOAP – Used hard blocks of soap please throw away, handsoap and body wash in dispensers please leave. If they are empty or nearly empty please throw out or put away in a cupboard to be refilled at a later date. Check in cupboards as some owners leave a spare in there.

Shampoo and conditioners please put away in cupboards.

Toothbrushes and toothpaste if they belong to owners please put away in the back of the cupboard. Otherwise throw used toothbrushes that are left behind

Put owners shampoos, conditioners etc. neatly to one side in the cupboards, leaving the inside looking clean and tidy.

Place new toilet rolls in holders and ensure adequate supply

Laundry

Remove lint from dryer and clean any lint or sand from around door

Wipe over washing machine remove lint

Check that nothing is left behind, bag and tag as per instructions

Living Areas, Bedrooms & Hallways

Dust all furniture

Remove couch cushions and shake, remove crumbs/any rubbish from underneath .. vacuum if needed

COUCH CUSHIONS – please be careful when cleaning in crevices of couches as there are places you can find sharp objects and all sorts of gross things

Fingerprints spot cleaned from walls and light switches

Inventory of remote controls; ensure they are put near the TV

Mirrors

Vacuum all accessible carpeted floors

Vacuum and mop hard floors

Please check the condition of linen on the beds, paying particular attention to the condition of doona covers. If they appear to be dirty please replace or wash. If time is limited you may need to contact Kerry for assistance.

Doonas, pillows and linen must be shaken out and left folded neatly on the end of the beds. Please check with cleaning request to see if beds need to be made up.

All Areas

Pick up and straighten. E.g. Bookshelves, toys, games.

Dust sills, ledges/baseboards and wall hangings, top of light switches.

Remove cobwebs

Dust/Vacuum furniture

Open all cupboards/wardrobes and check for items left behind. Please bag and tag as per instructions.

Vacuum sliding door tracks as needed,

Vacuum carpeted floors

Vacuum stairs (if applicable)

Vacuum window sills and ensure sliding window tracks are clean.

All draws and cupboards opened and wiped

Glass doors cleaned

EXTRAS

B-b-que cleaned, outside furniture wiped down

Open fire - remove ash and reset fire as needed.

If there is a wood fire check wood supply and make a note on the jobsheet if supply is low.

Remove door mats and shake outside and any other small easily removed mats.

