

Cleaning policy

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Now that your contract is coming to an end, it's sadly time to say goodbye. We hope you had a pleasant stay and that you will book with us again in the future.

To receive your full deposit amount back, the state and quality of your residence should be similar to when you first moved in, considering reasonable use, wear and tear. All inventory items should be present in the residence and no items should be broken or significantly damaged. Plus, your residence should be completely clean and tidy according to our cleaning policy. We have a strict cleaning policy, to make sure all residences maintain our high-quality standards for the new tenants.

Allow yourself enough time to hire equipment, buy the right products, have things dry cleaned, and replace or repair items. If you decide to hire a professional cleaning company to clean your residence, make sure the company you hire knows what is required and that you check their work afterwards. Hiring a professional cleaning company does not guarantee that there will be no further charges for cleaning if the requirements mentioned below are not met.

When the cleanliness does not rise to our standard policy, the property manager of your building will outsource cleaning and the costs will be deducted from your deposit. To clarify what must be cleaned, we have created the following checklist.

General

During the checkout, your residence should smell fresh and clean, and no waste should be left behind. There should be no smell of smoke or food. If you have been smoking inside or cooked with bold spices during your stay, we advise you to hire a steam cleaning service to wash all your upholstery items to ensure they are clean and odor free.

- Remove all trash including any non-inventory items, cleaning products and food items.
- Remove the following inventory items. You can throw these items away or take them with you.
 - Toilet brush
 - Dishwashing brush
 - Chopping board
 - Mop
 - Serving spoon set
 - Storage bin set
 - Shower wiper
 - Dishrack and tray
 - Mattress cover
- Vacuum and mop all floors to remove all spots, stripes, and other types of dirt.
- Clean carpets with a steam cleaner or vacuum cleaner with a wire brush to remove all hairs.
- Gently wipe down the walls to remove minor marks and scuffs. There should be no holes or other damage in and on the walls. If there are excessive marks on the walls, we will outsource the fixing and/or painting of the walls to an external company. The costs will be deducted from your deposit.
- Wipe down your intercom handset and all light switches.

- Wipe down all heating radiators.
- Remove any cobwebs from the ceiling.
- Vacuum any air vents to remove grey dust marks.
- Clean the inside of your windows and make sure the doors and windows are free of stains and haze. Close all windows and wipe down the windowsills.
- If you have a balcony or garden, you must also clean the windows from the outside.
- Vacuum your furniture and remove any spots, stripes, or other types of dirt. The curtains, removable sofa covers, and any bedding provided should be dry cleaned if necessary.
- After using the vacuum cleaner, make sure to replace the vacuum bag with a new one.
- Does your residence have a balcony, terrace, or garden? Make sure to clean it and remove all personal items.

Kitchen

The kitchen should be completely clean:

- Remove all grease stains, lime scale, and white haze from the kitchen cabinets, kitchen top, hot plate, and sink.
- Remove all inventory items from the kitchen cabinets and clean them inside and out. Don't forget the top of the kitchen units which can be very sticky.
- The tableware and cutlery should be clean, dry, and placed back into the shelves.
- Clean all the kitchen inventory items:
 - Clean and descale the electric kettle.
 - Clean and descale the coffee machine.
 - Clean the combination oven from the inside and outside.
 - Fully clean and defrost the fridge/freezer.
 - If you have a dishwasher, it should be cleaned inside and outside. You can run the dishwasher empty in 'sanitize' mode to clean it inside.
- Clean the cooker hood including the fat filters.
- Clean the refuse bins and sanitize to get rid of any smells.

Bathroom

The bathroom should be clean and tidy:

- Remove all grease stains, lime scale, or white haze on the shower screen, toilet, floor, mirror, washbasin, or washing machine (if included).
 - Clean the shower screens with an anti-kalk cleaner, so there are no lime-scale or water marks left.
 - Clean the sink and toilet. Don't forget to clean the underside of these items.
 - Clean the mirrors with glass cleaner, so they are free of smears.
 - Scrub the tile floor with a brush and soap so there are no white marks.

- Clean the mold from shower tiles, grout, and caulk. This may take 2-3 cleanings if mold is persistent. Try using a special mold remover cleaner or bleach.
- Unclog the shower drain (check our [YouTube video](#) to see how to do this).
- Clean any cabinet shelves or drawers, ensuring all personal belongs are removed.
- If a washing machine is included in your residence, it should be cleaned inside and outside. Leave the door open.