

# TERMS AND CONDITIONS

## NOTE: End of Tenancy Terms and Conditions

Below you can read about the terms and conditions that apply when you book our professional cleaning services in Hampshire

## 1. SERVICES

1.1 By accepting a quote and making a booking either by phone, e-mail or our website's contact form, the Customer agrees to be bound by the following terms & conditions of Tonkin Property Services Ltd (T/A Landlord & Tenant Cleaning Services). We are registered in England and Wales under company number 10871594 and reserves the right to amend the initial quotation, should the Customer's original requirements change, or the condition of the property was in a different condition to that expected

1.2 If the Customer requests keys to be collected from anywhere other than the location of the cleaning scheduled, then a £10.00 charge may apply. If said keys need to be returned to the pick-up address or any other address, another £10.00 charge may apply

1.3 Landlord & Tenant Cleaning Services do not charge per hour or per Operative and the number of Operatives attending your property may vary. The number of Operatives in a team will not affect the initially quoted price

1.4 Parking costs may apply may be charged to the Customer if there is no allocated parking at the property

1.5 Fridges and freezers should be emptied and defrosted prior to our arrival and turned off so we can clean them. Failure to do so will void the Free Re-clean Guarantee

1.6 The Customer must provide electricity and hot running water at the premises where the clean is conducted. If they fail to do so Landlord & Tenant Cleaning Services cannot be held responsible for incomplete or delayed work

## 2. SPECIAL CONDITIONS

2.1 The price quoted will include the items listed on our standard cleaning list and will not include any additional extras unless requested and paid by the

Customer (addendum 1). Any additional requirements e.g., cleaning of blinds will be charged separately

2.2 If your property requires a deep clean (addendum 2) as opposed to a standard clean or is larger than expected the initial quote may be amended. We will undertake to contact you beforehand to discuss before proceeding however if it isn't possible to reach you, we will continue with the appropriate clean

2.3 The standard end of tenancy cleaning service does not include, ceilings, curtains, blinds, balconies, patios, exterior windows and carpets, washing/laundry, or rubbish removal. These are a separate service and need to be quoted separately

2.4 If the Customer has a dog, cat, or other hairy pet then there may be an additional charge. This will be added to the final invoice

2.5 A surcharge may apply for badly stained carpets or where there are adhesives or gum stuck on the carpet

2.6 Landlord & Tenant Cleaning Services may cancel or re-schedule a service, where a force majeure may occur

2.7 Landlord & Tenant Cleaning Services reserves the right to cancel the service if:

- i) The condition of property is hazardous to the health and well-being of our Operatives
- ii) The Customer has misrepresented any information/facts or has given us incorrect property description
- iii) Unsatisfactory working conditions which may include little/no water, electricity or poor lighting conditions, or the presence of a third party, e.g., builders or removal personnel
- iv) If our Operatives are verbally, physically abused or discriminated in any way

## **3. PAYMENT**

3.1 Once a booking has been arranged you confirm that you have read and agreed with Landlord & Tenant Cleaning Services payment terms and conditions, as well as the general Terms and Conditions

3.2 Landlord & Tenant Cleaning Services may ask for a 50% part-payment to be made before your cleaning day via bank transfer

3.3 The Customer must make the final payment by bank transfer once the invoice has been submitted

3.4 In the event that the Customer does not pay the final payment, pursuant to Clause 5 on a voluntary basis or on request from our company, we reserve the right to take legal action including court action to pursue the Customer for the amount due

## **4. CLAIMS**

4.1 No refund claims will be upheld once the cleaning service has been carried out. However, we will be more than happy to assist you in every possible way to ensure you get the full value of our service

4.2 All complaints must be received in writing by email to [landlordandtenantcleaning@gmail.com](mailto:landlordandtenantcleaning@gmail.com). Complaints will not be upheld if made verbally. Once completed Landlord & Tenant Cleaning Services will assume the Customer is satisfied with the work carried out unless a written complaint is made within 72-hours of completion. The company will fully investigate any complaint and attempt to resolve it to satisfaction of the Customer, or alternatively to a reasonable standard

4.3 If the Customer is not completely satisfied with a clean provided, Landlord & Tenant Cleaning Services will re-clean any areas and items to the Customer's satisfaction

4.4 In the unlikely event of a required re-clean, Landlord & Tenant Cleaning Services requires to be notified within 72-hours after completion of the cleaning work. No claims for re-cleans will be entertained after the above time limit. Landlord & Tenant Cleaning Service will always go back to the property to re-clean any areas missed. We ask all Customers to work with us to resolve these issues, please rest assured this will be treated as a priority

4.5 According to Consumer Rights Act 2015 a price reduction can be issued only if a repeat performance cannot be provided from the Company within a reasonable time frame, which is equal to 14-business days upon completion of the service

## **5. RE-CLEANS**

5.1 In the unlikely event of a required re-clean, Landlord & Tenant Cleaning Services will offer all Customers a free 7-day re-clean guarantee to reclean any areas missed

5.2 We ask all Customers to work with us to resolve this unfortunate event, rest assured your satisfaction is our main priority

5.3 We do not guarantee to successfully remove marks, mould or stains on silicone, grout, ovens, walls, windows, paintwork, or some carpets. In some cases, these may be beyond cleaning

5.4 You agree to allow us to go back to the property, and to send our original cleaning team, within 7-working days of notification of the areas that need re-cleaning. The Customer or third-party representative will re-inspect and sign off the work before our Operatives leave the premises. Failure to comply with the above will mean that Landlord & Tenant Cleaning Services will not be liable for any costs, for any other company to re-clean the property or any deposits withheld or charges from your landlord

## 6. INSURANCE

6.1 Landlord & Tenant Cleaning Services Operatives are self-employed, but we provide comprehensive Public and Employer's liability insurance.

6.2 The Customer is obliged to warn the cleaner about appliances/furniture that is unstable or not in full working order

6.3 The insurance coverage does not include anything that may cease working at any time such as e.g., dishwasher, washing machine, oven, cookers, extractor fans, fridge, freezer, instability of which the Customer is already aware for such as bathroom appliances or any fixtures. Landlord & Tenant Cleaning Services reserves the right to carry out an internal investigation into any claims made by the Customer

## 7. LIABILITY

7.1 Landlord & Tenant Cleaning Services reserves the right **not** to be liable for:

- i) Completing tasks which are not stated on our Checklist. Cleaning jobs not complete due to the lack of hot water or power
- ii) Customer or third-party walking on wet floors/carpets or using appliances during or shortly after the cleaning process
- iii) Landlord & Tenant Cleaning Services do not guarantee to make an item spotlessly clean if it's deteriorated due to wear and tear

iii) Failing to remove old/hard stains, burns, spillages etc that cannot be removed completely by the Landlord & Tenant Cleaning using standard carpet cleaning methods. We do not guarantee removal of any marks or stains

iii) Existing damage, burns, marks or spillages (on walls, work tops, furniture, or anything inside the property) that cannot be cleaned/removed completely using the standard cleaning method and equipment

iv) If the Customer has got items which need special cleaning methods and special cleaning detergents, Landlord & Tenant Cleaning Services reserves the right to refuse the provision of the cleaning detergents

v) The Company shall not be responsible for damage due to faulty and/or improper installation of any item. All surfaces marble, granite, etc are assumed sealed and ready to clean without causing harm

## **8. CANCELLATIONS**

8.1 Landlord & Tenant Cleaning reserve the right to charge a cancellation fee of £25 this is to cover the cost of processing your booking

8.2 NO REFUND can be made during Covid 19 pandemic

8.3 All cancellations during this time (Covid 19) can only be issued via credit note. This can be redeemed at any time with at least 3-days' notice

8.4 Customer agrees to pay £25 as a cancellation fee in the event of a lock-out caused by our Operatives being turned away; no one home to let them in; no water or power available at Customer's premises; or problem with Customer's keys

## **9. VAT**

9.1 The Company does not charge VAT

## **10. EMPLOYEES**

10.1 All Operatives are self-employed

# 11. OUR GUARANTEE

11.1 If the Customer is not happy with the Landlord & Tenant Cleaning's service for any reason, the Cleaning Team will return to the property and re-clean to the Customers with a free re-clean within a 7-days of our visit (or third-party representatives' satisfaction (please refer to Section 4)

11.3 All property should be free of furniture/personal possessions/rubbish prior to the clean taking place, if this has not been done, Landlord & Tenant Cleaning Services can still carry out the clean, however it will void our free re-clean guarantee

**PLEASE NOTE:**

These terms and conditions shall be governed by the relevant United Kingdom law, and by agreeing to be bound by them the Customer agrees to submit to the exclusive jurisdiction of the relevant courts of the United Kingdom. Landlord & Tenant Cleaning Services reserves the right to make any changes to any part of these terms and conditions without giving any prior notice. Should any of the above clauses change all existing Customers will be notified. Please check this website for updates

# Addendum 1

## Standard Clean

Dust surfaces  
Wipe surfaces and cupboard doors  
Sanitise surfaces and cupboard doors  
Vacuum all areas  
Mop all floor areas where required  
Wall tiles  
Clean fridge  
Basic oven clean  
Hob  
Clean microwave  
Clean white goods  
Clean window cills

# Addendum 2

## Deep Clean

As above plus  
Indoor window clean  
Indoor window frame clean  
Clean inside cupboards (including kitchen)  
Skirtings  
Kickboards  
Clean grout around wall/floor tiles  
Clean ceiling light fittings  
Clean plug sockets  
Clean radiators  
Clean internal doors and frames  
Deep oven clean