



What to Expect From A Move-In/Move-Out Clean

Coming Into The Home

- Our teams will always arrive with 3-4 people and all of their supplies.
- Team members will disperse when they enter your home, splitting into 4 functions: Dusting, Vacuuming, Kitchen, Bathrooms.

The Cleaning Process

- Our teams are trained to use a specific cleaning system – basically working top-to-bottom, left-to-right, and working in sections.
- All of our products are biodegradable, water-based, non-caustic, and non-abrasive. There are no added perfumes, so we are adding as little to the air of your home as possible.
- Our products are developed for the purpose of keeping your home clean and sanitized without causing further problems with allergens and harsh chemicals.

The Move-In/Move-Out Clean

- Our system was designed for thoroughness and efficiency. We clean places that most don't really think about: baseboards, vents, door frames/ledges/knobs, switch plates, outlets, inside of medicine cabinets, and much more!
 - We include cleaning of the interior of certain areas: cabinets/closets/drawers, inside of the oven, and inside of the refrigerator.
- Bathrooms and kitchens tend to provide the greatest challenges, especially concerning hard water.
 - In most cases, the hard water deposits can be removed over one or two cleanings (depending on how bad the build-up is)
 - In some cases, if the deposits have been on the surface for an extended period of time, the minerals may have etched the surface. If this happens, there is no way to remove the marks without replacing the surface.
 - This is typically found on glass shower doors and chrome fixtures. Once dry, glass doors will still show the marks left by mineral deposits. The same will happen on chrome, but often there is also a color change to those areas – purple or blue – in the shape of the water droplets.
 - We have also found that some homes have issues with calcium deposits on the water dispenser of the refrigerator. If the build-up is light, we can help relieve it; and in very light cases, we may be able to remove it.
 - Our biggest concern in this area is that these items are generally plastic and textured. This allows the deposit to get a good hold of



What to Expect From A Move-In/Move-Out Clean

the surface. If the deposits are heavy in these areas, we may not be able to remove them. We are unable to guarantee the removal of deposits from this surface because the risk of damage is high.

Oven Cleaning

- Most ovens today have a self-clean feature. While we carry oven cleaner for move-in/move-out cleans and special requests, we cannot use our oven cleaner on a self-cleaning oven.
 - The self-clean cycle will need to be run AT LEAST the night before the service, so it has enough time to cool off.
 - Depending on the unit, this can take 2-3 hours
 - It can also take a few hours to be cool enough to touch.
 - If the team arrives to clean and the self-clean has not been run, they will clean the stove top and the seal around the door. Basically, only the exterior of the stove.
 - To cut the amount of smoke created from using the clean cycle, try to remove as much debris as possible from the oven floor.

Refrigerator Cleaning

- The team will remove all parts that will come out easily, wash, and then replace all parts. This means all of the drawers/baskets and shelves will be taken out and cleaned. This ensures that the interior body of the frig is clean and sanitized throughout the unit.
 - The interior of the freezer is cleaned as well. Typically, this is a fairly easy process, but can be difficult if that surface is frozen.
- **Very Important:** If you plan on unplugging the frig, make sure that it is left open so mold and bacteria have less opportunity to grow. If the frig is closed and mold develops, there is no way to get rid of it once it's in the insulation.

Baseboards/Ledges

- Part of making the home ready to move into means making it look as sharp as we can. Clean baseboards are a tedious task that nobody likes to tackle. We will hand-wash every single one of them. We will also wash door frames/ledges, around knobs, switch plates, and outlets...the places our hands touch most often.
 - We do not wash walls; however, if you have an area where a dog laid, or where kids liked to touch often let us know. We will make sure the information is in the team's instructions. We always caveat this by letting you know that if the paint becomes visible on their cleaning cloth, they will discontinue with the cleaning of that wall.