



Di Shine Cleaning Ltd – End of Tenancy Cleaning Terms

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These Terms apply **in addition** to the Master Terms & Conditions and define what is included in a Deep Clean.

1. Purpose of End of Tenancy Cleaning (EOT)

A Deep Clean is an intensive, thorough clean of the Property intended to remove accumulated dirt, grease, dust and build-up that normal cleaning cannot handle.

Deep Cleaning is suitable for:

- Seasonal refresh
- Pre-sale cleaning
- Heavy dirt accumulation
- After illness or contamination
- Before new tenants or guests
- One-off intensive cleaning

Deep Cleaning is **not** End of Tenancy Cleaning – different standards apply.

2. What IS Included in a Deep Clean

- Deep dusting of reachable surfaces
- Skirting boards
- Doors, frames & handles
- Light switches & plugs
- Internal windowsills
- External appliance cleaning
- Kitchen degreasing
- Bathroom descaling
- Hoovering & mopping
- Cabinet interiors (if empty and requested)
- Limescale treatment (non-acid)
- Sanitisation of high-touch areas

- Light mould treatment (non-toxic areas only)

3. What Is NOT Included (Unless booked)

- Oven interior cleaning
- Full fridge/freezer interior
- Carpet & upholstery steam cleaning
- Wall washing
- Rubbish removal
- Decluttering
- Inside cupboards if full
- Blind cleaning (specialist)
- Balcony/patio cleaning
- Exterior windows
- Paint, plaster or cement removal
- Mould remediation
- Strong acid-based limescale removal
- Dismantling appliances

These can be added for extra cost.

4. Property Condition Requirements

4.1 Access

Client must ensure:

- Access at the agreed time
- Working keys
- Hot water
- Electricity
- Lighting

If access is delayed more than 15 minutes, waiting fees may apply.
More than 30 minutes may result in cancellation (50% charge).

4.2 Safety

Cleaners cannot work around:



- Animal waste
- Bodily fluids
- Infestations
- Hazardous chemicals
- Sharp objects
- Unstable furniture
- Flooded or damaged areas

If conditions are unsafe, the service may be terminated, with partial charges applied.

5. Heavy Grease, Limescale & Stains – Limitations

5.1 Heavy Grease

We will remove as much grease as safely possible.
But we cannot guarantee removal of:

- Thick carbonised grease
- Years of build-up
- Burnt-on residues

Ovens and extractor hoods may require specialist technicians.

5.2 Limescale

We can reduce limescale significantly.
But full removal may be impossible without acid treatment (not included).

5.3 Mould

We can remove **light surface mould** only.
We do NOT remove:

- Black toxic mould
- Ceiling mould
- Structural or deep mould

This requires professional remediation.



5.4 Permanent Stains

Deep Clean cannot guarantee removal of:

- Wall stains
- Water marks
- Permanent grout staining
- Burn marks
- Rust
- Old food stains
- Sun bleaching

6. Carpets & Upholstery (If booked)

We use professional equipment, but cannot guarantee:

- Removal of old stains
- Pet odours
- Smoke smell
- Colour restoration
- No shrinkage (if carpet is poorly fitted)

Natural fibres must be disclosed before booking.

7. Furniture & Appliance Movement

We **can** move:

- Light, easy-to-lift furniture

We **cannot** move:

- Heavy wardrobes
- Large fridges
- Washing machines
- Large sofas
- Heavy dining tables

If you want behind/under these cleaned, they must be moved prior to our arrival.



8. Rubbish & Waste

Deep Cleaning does **not** include:

- Rubbish removal
- Bin emptying if full of food waste
- Clearing clutter

If rubbish prevents cleaning:

- A £20–£60 surcharge may apply
- Or the area may be excluded

9. Re-Clean Guarantee (24 Hours)

Di Shine Cleaning provides a **24-hour guarantee** for Deep Cleaning.

Guarantee applies **ONLY** if:

- The complaint is within 24 hours
- The issue is part of the original scope
- Photos are provided
- The area has not been used since cleaning
- We are given access for a re-clean

Guarantee does **not** cover:

- Permanent stains
- Limescale that needs acid
- Odours
- Dirt created after we leave
- Structural issues

Only **one** re-clean is provided.

10. Time Estimates

Deep Cleaning time estimates are provided based on property condition and size. Heavily soiled properties may require longer than estimated. Any required additional time is communicated before proceeding.



11. Additional Charges (If required)

Charges may apply for:

- Extra bathrooms
- Heavy grease
- Extreme limescale
- Inside appliances
- Inside cupboards
- High-level cleaning
- Blind cleaning
- Balcony/patio
- Post-builders dust
- Decluttering

You will be informed before charges apply.

12. Liability

We are not liable for:

- Pre-existing damage
- Loose or unstable fixtures
- Wear revealed during cleaning
- Discolouration or scratches
- Shrinkage of carpets
- Damage caused by cheap/old paint
- Mould reappearing due to damp problems

We must be allowed to inspect and rectify any alleged damage.

13. Acceptance of Terms

By booking a Deep Clean, the Client agrees to:

- These Deep Cleaning Terms
- The Master Terms & Conditions