



GERBER PROPERTIES

General Cleaning

It is expected that the property be kept reasonably clean, and this is also a tenancy agreement requirement.

Pay particular attention to:

- Walls, switches, power points, skirtings, doors and doorways – please keep these free from marks and dirty finger marks.
- Cobwebs/dusting – please remove cobwebs to windows, walls and ceiling. Keep vents dusted. Light fittings and ceiling fans – keep them dusted regularly.
- Curtains/blinds – keep these cleaned, dusted and also (if suitable) machine or dry clean curtains and netting on an annual basis.
- Windows/sills/window tracks and flyscreens – keep regularly cleaned and dusted. Please note most modern windows are easily removed from their tracks by lifting the sliding window up at the bottom, and pulling this out for easy cleaning.
- Floors – please keep regularly swept and mopped. Floors in the kitchen and wet areas may need to be scrubbed to keep surfaces, tiles and grouting looking clean.
- Ventilation – please ensure that all rooms are kept adequately ventilated to avoid problems associated with condensation, causing mould and possible health problems.
- Wet areas, bathroom, toilet and laundry grouting/tiles – please ensure all tiles are kept free from grime, soap scum and mould.

Carpet cleaning:

All carpets need to be cleaned on a six to twelve month basis, simply because of general living. The best time is after winter or at the end of a wet period. We recommend professional steam cleaning and we do not recommend the use of 'do-it-yourself' hire machines. These machines lack the ability to adequately withdraw soapy water the machine may have squirted in. Sometimes it is tempting to not have the carpets cleaned on vacating because they have been used only minimally, and some rooms hardly used at all.

We liken this type of situation to borrowing a shirt. Even if we may have worn this for only an hour and not a full day, it is expected that it be returned clean. It is the same for carpets as the next tenants taking possession also need to have clean carpets so this expectation can be transferred to them. It is also a condition of your tenancy that the carpets be professionally cleaned at least every 12 months and a receipt presented when returning your lease renewal, as well as upon vacating.

General Cleaning

In the kitchen:

Chopping boards:

Please ensure chopping boards are used on bench tops, so that bench tops are preserved from unnecessary cut marks and associated damage.

Bench-top joins:

Be on the lookout for joins in the bench-top that have gaps, and the surface laminate has started to bulge or lift at a join. Please let us know if this is starting to occur as this may indicate moisture has seeped into a join, and is swelling the chipboard wood underneath.

Grouting/tiling/taps:

Be sure that if you notice grouting or silicone sealing coming off/loose around any tiles near or around the taps and/or taps dripping/leaking to let us know by repair requested. If moisture should get in between tiles, this can damage the wall behind, and even seep into chipboard that is usually present in bench tops causing swelling and irreversible damage to the wood.

Oven and stove-tops:

Please ensure that stove tops, grillers and ovens are kept free of burnt on food. Food, crumbs and spills when left along enough become burnt on, blackened and carbonized, making them very difficult to remove.

Please use care when using scourers as these may scratch and damage enamel surfaces. When cleaning ovens use a spray-on oven cleaner.

Be sure to read and follow the product instructions carefully, as even though these types of products are very effective, they tend to contain harmful caustic fumes and require rubber gloves to be worn at all times when using the product. Please also check that the product is suitable to the type of surface you are applying this to, as some surfaces like stainless steel may become permanently marred/stained using an oven cleaner. Spray-on oven cleaner will take the surface off if used on stove tops.

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Exhaust fans/vents and range-hoods:

Please ensure any vents and range hood filters are kept clean. Ensure the exhaust fan cover is clean and kept free of grime build-up. From time to time these should be taken down and removed to be soaked in hot soapy water, and then scrubbed clean. Please use extreme caution when removing these. If you believe this is unsafe (i.e. a high exhaust fan), then let us know so we can arrange to have these cleaned.

Cupboards/drawers:

Most cupboards and drawers are lined with white lining, which is great for easy cleaning. However substances spilled like sauces will in time prove difficult to remove and may leave permanent stains. Cupboard shelving, doors, doorframes and inside drawers/cutlery tidies should be cleaned at least on an annual basis.

Also keep food in sealable containers to avoid insects and vermin gaining access to food and breeding and also creating a disease risk from germs: faeces and urine.

Dishwashers:

Dishwashers provided as part of your tenancy need to be cleaned on a regular basis, and any build-up of food remains removed.

In the Wet Areas – Bathroom, Toilet and Laundry:**Shower screens:**

If you notice cracking to glass in shower screens or shower doors please report this to us immediately. Wired shower screens glass can crack under thermal expansion (consistent hot and cold temperatures) where as toughened glass usually only cracks if impacted (hit by something). If the shower screen is cracked due to impact damage, this will in most cases need to be paid by the tenant.

Blocked sinks/drain:

Please take care not to allow children to place toys or other items down drains. If your property has a septic tank system, please do not flush foreign objects like sanitary products down the toilet. Septic tank systems and town sewage systems are not able to process this type of material. If a plumber is employed by us to clear pipes, drains, basins or sinks and it is determined that the blockage was caused by something considered foreign, this expense will be billed to the tenant for payment.

Loose tiles:

Should you notice loose tiles to walls, the shower recess or to tiles over the laundry trough etc, please be sure to let us know.

Wall water damage:

Should you notice water damage to a wall adjacent to a shower recess, bathroom basin etc. please let us know immediately. This can be identified by bubbling or peeling paint, or even water or mould marks to the flooring/carpet. This usually identified either loose tiles or a broken/leaking pipe in the wall, and will need attending to immediately to prevent further damage.

Taps leaking:

Please report any taps leaking either from a tap head or tap handles. This includes washing machine taps. Sometimes washing machine taps will only leak when connected to automatic washing machine hoses as the tap water pressure exposes leakage in the taps.

Toilet leaking:

Water trickling or leaking into the bowl from the cistern usually indicates a worn cistern washer and needs to be fixed by a plumber. Water left to trickle into bowl continuously may inflate your water bill and therefore needs to be reported to us when noticed. Also leaking may occur at the tap behind the toilet. Should you notice the hot water service leaking from the valve or from the base of the unit please let us know. The leaking valve is usually fixable by a plumber, however water leaking from the base of a water storage unit usually