



Domestic & Commercial cleaning division

ABN: 86 621 400 913
Atkens services Pty Ltd
trading as APC Shine
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EVERYONES HOME DESERVES TO SHINE!

ALP001

Shine domestic bond guarantee

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Approved by: Jake Cini (General manager)

ATKENS SERVICES PTY LTD trading as APC SHINE

ABN 86 621 400 913 and is the owner and publisher of the content contained in this legal document. The following terms and conditions relate to any and all of APC's employees or subcontractors, including cleaners, office staff and third-party entities and acknowledgement of services provided to you; the Client.

Terms Used:

"APC" means APC Shine, an APC Employee, Shine cleaner, Customer care team, management and authorised representatives

"You" means the The Client

"Employee" means the employee or sub-contractor authorised to act on behalf of APC

"Booking" means the booking made by you for the provision of Cleaning Services;

"Cleaning Fee" means the fee, as advised by APC from time to time, (inclusive of goods and service tax, if applicable) for the Cleaning Services charged and invoiced by APC

"Agent" means authorised representative of the rental property

"Premises" means the property the client was renting that is being cleaned by APC Shine

TERMS AND CONDITIONS

APC periodically reviews the Terms and reserves the right to change the Terms, without any notice to you, by updating this document. You should review this document, as available on the Website regularly as any changes to the Terms take immediate effect from the date of the publication on this document.

A bond guarantee refers to the bond held by authorising parties for the monetary amount held as a security for renting a property. In order to access back the bond in whole or part thereof the renter must meet a level of cleanliness of the property when the lease has ended and the [property is ready to hand back to the owners.

This, according to Victorian law, is what is deemed as reasonably clean. A property should be up to the standard of cleanliness of which the property was at the beginning of the tenancy, with exception taken for reasonable wear and tear.

Depending on how long the renters were at the property, an authorised party is unable to make demands of property cleanliness that are deemed above the level of cleanliness the property was at the beginning of the lease agreement.

Authorized parties are also unable to demand carpet steam cleaning. This is an option of which the renter can choose to include to bring the property back to the agreed level of cleanliness.

APC Shine vacate clean packages include the following tasks:

Task list based on all items required to be completed for a vacate clean, plus extras, to ensure your bond is returned

Kitchen

- Accessible ceilings/Vents/Light fittings-Remove cobwebs/Dust/Clean
- Cabinet/Pantry exteriors/interiors-Clean
- Dishwasher exterior/interior-Clean
- Doors/Frames/Handles-Clean
- Exhaust fans-Dusted/Cleaned
- Floors-Vacuum/Mop/Steam cleaned
- Horizontal surfaces-Dust/Clean/Disinfect
- Hotplate-Clean/Polish
- Light switches/Power points-Clean
- Mirrors-Clean/Polish
- Oven-Clean/Polish exterior/interior
- Rangehood exterior/filters-Clean/Polish
- Sinks-Clean/Disinfect/Polish
- Splashbacks-Clean/Disinfect/Polish
- Taps-Clean/Disinfect/Polish
- Vertical surfaces-Dust/Clean/Remove marks
- Windows interior/exterior-Professionally cleaned
- Window sills/Skirting boards-Clean

Bathrooms

- Accessible ceilings/Vents/Light fittings-Remove cobwebs/Dust/Clean
- Bathtubs-Clean/Polish
- Cabinet exteriors/interiors-Clean
- Doors/Frames/Handles-Clean
- Exhaust fans-Dusted/Cleaned
- Floors-Vacuum/Mop/Steam cleaned
- Horizontal surfaces-Dust/Clean/Disinfect
- Light switches/Power points-Clean
- Mirrors-Clean/Polish
- Showers-Clean/Polish
- Sinks-Clean/Disinfect/Polish
- Splashbacks-Clean/Disinfect/Polish
- Taps-Clean/Disinfect/Polish
- Toilets-Clean/Sanitise
- Vertical surfaces-Dust/Clean/Remove marks

- Windows interior/exterior-Professionally cleaned
- Window sills/Skirting boards-Clean

Toilet single

- Accessible ceilings/Vents/Light fittings-Remove cobwebs/Dust/Clean
- Doors/Frames/Handles-Clean
- Exhaust fans-Dusted/Cleaned
- Floors-Vacuum/Mop
- Horizontal surfaces-Dust/Clean/Disinfect
- Light switches/Power points-Clean
- Mirrors-Clean/Polish
- Toilets-Clean/Sanitise
- Vertical surfaces-Dust/Clean/Remove marks
- Windows interior/exterior-Professionally cleaned
- Window sills/Skirting boards-Clean
- Vertical surfaces-Dust/Spot damp wipe

Laundry

- Accessible ceilings/Vents/Light fittings-Remove cobwebs/Dust/Clean
- Cabinet exteriors/interiors-Clean
- Doors/Frames/Handles-Clean
- Dryer exterior/interior-Dusted/Cleaned
- Exhaust fans-Dusted/Cleaned
- Floors-Vacuum/Mop
- Horizontal surfaces-Dust/Clean/Disinfect
- Light switches/Power points-Clean
- Mirrors-Clean/Polish
- Sinks-Clean/Disinfect/Polish
- Splashbacks-Clean/Disinfect/Polish
- Taps-Clean/Disinfect/Polish
- Vertical surfaces-Dust/Clean/Remove marks
- Washer exterior/interior-Dusted/Cleaned
- Windows interior/exterior-Professionally cleaned
- Window sills/Skirting boards-Clean

Bedrooms

- Accessible ceilings/Vents/Light fittings-Remove cobwebs/Dust/Clean
- Cabinet exteriors/interiors-Clean
- Doors/Frames/Handles-Clean
- Floors-Vacuum/Mop
- Horizontal surfaces-Dust/Clean/Disinfect
- Light switches/Power points-Clean
- Mirrors-Clean/Polish
- Vertical surfaces-Dust/Clean/Remove marks
- Windows interior/exterior-Professionally cleaned
- Window sills/Skirting boards-Clean

Living/Lounge room

- Accessible ceilings/Vents/Light fittings-Remove cobwebs/Dust/Clean
- Cabinet exteriors/interiors-Clean
- Doors/Frames/Handles-Clean
- Floors-Vacuum/Mop

- Horizontal surfaces-Dust/Clean/Disinfect
- Light switches/Power points-Clean
- Mirrors-Clean/Polish
- Vertical surfaces-Dust/Clean/Remove marks
- Windows interior/exterior-Professionally cleaned
- Window sills/Skirting boards-Clean
- Vertical surfaces-Dust/Spot damp wipe

Study

- Accessible ceilings/Vents/Light fittings-Remove cobwebs/Dust/Clean
- Cabinet exteriors/interiors-Clean
- Doors/Frames/Handles-Clean
- Floors-Vacuum/Mop/Steam cleaned
- Horizontal surfaces-Dust/Clean/Disinfect
- Light switches/Power points-Clean
- Mirrors-Clean/Polish
- Vertical surfaces-Dust/Clean/Remove marks
- Windows interior/exterior-Professionally cleaned
- Window sills/Skirting boards-Clean
- Vertical surfaces-Dust/Spot damp wipe

Stairs

- Accessible ceilings/Vents/Light fittings-Remove cobwebs/Dust/Clean
- Floors-Vacuum/Mop/Steam cleaned
- Horizontal surfaces-Dust/Clean/Disinfect
- Light switches/Power points-Clean
- Vertical surfaces-Dust/Clean/Remove marks
- Windows interior/exterior-Professionally cleaned
- Window sills/Skirting boards-Clean

Note: Mirrors, cabinets, cupboards, dishwasher, dryer, washing machine only cleaned if they are permanent fixtures of the premises

Steam cleaning is only completed on carpeted areas

APC bong guarantee is included in all Vacate clean packages paid for and completed

At the completion of an APC vacate clean the client will receive the following items:

- Completed task list
- Invoice/Receipt with ABN
- Bond back guarantee (ALP001)

These will be sent via email and a copy kept on file at APC head office. These are legal documents and can be copied and forwarded to the authorised representative of the rental property as proof of the vacate clean.

APC Shine is a compliant a registered company with Labour hire license authority and has the correct working systems to meet all business laws.

A completed task list has been checked by client an means all items have been completed to the satisfaction of the client.

An agent may dispute this provided they provide proof to both APC and the client of any items or tasks they deem to have not meet the laws definition of reasonably cleaned as outlined at Tenants Victoria <https://www.tuv.org.au/>

APC will consider the provided information from the agent and if it is deemed that APC cleaners have not completed the tasks as stated on the task list and to the quality and standard of the vacate service, then APC will send cleaners back to the property, at no charge to the client, to re-clean to the agent's satisfaction.

If APC deems the agent is making false accusations or does not have proof of the property not being reasonably cleaned then APC will write an email to the client outlining the reasons why APC is unable to return to the property to re-clean with no charge.

APC authorises the email to be forwarded to the agent and gives permission for the authorised representative to contact APC.

To avoid any issues the agent must inspect the premises within two days of the vacate clean being completed and the client must notify APC of the outcome within 4 days of the vacate clean being completed.

This must include a list and photos of the supposed items that are deemed to be uncleaned or not completed to a standard of reasonably clean.

APC is happy to communicate with the agent on behalf of the client to work out the best possible solution to get the client's bond back.

If the outcome is deemed as the premises not being cleaned to the correct standards then

APC and our shine team (cleaners) will always do our very best to ensure your agent has no reason to withhold bond, however, APC has no control over items such as property damage, wear and tear, major stains, items that were pre-rental or were not noted on the entry report. It is in the client's best interest to ensure they understand and know the level of cleanliness the property was in at the beginning of their rental agreement as provide this information to APC at the beginning of the vacate clean.

Steps to follow:

Client should attend the vacate clean once APC cleaners have completed the job and inspect the premises

Once satisfied, client should electronically sign the completed task list

APC cleaner will electronically lodge the completed task list in which a copy will be sent to the client

APC cleaner will upload before and after photos to the APC secure cloud drive

Upon payment of booking, client will receive an automatic receipt via Xero

Client should forward this to the agent

Agent should inspect premises within 2-4 days

Client submits information on agent report, if the premises has been deemed not cleaned to the perceived level of reasonably clean, to APC so the investigation procedure can begin

For more information please speak to our Customer care team at APC head office

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