



MOVE IN / OUT CLEANING ORDER

CLIENT _____ DIRECTIONS FROM A MAJOR HIGHWAY _____

ADDRESS OF CLEANING _____

PHONE _____

DATE BOOKED _____

DATE OF CLEANING _____ APPROX. TIME _____

ASSIGNED PERSONS _____ & _____

HOURLY RATE _____/person per hour

CREDIT CARD ON FILE? Yes No

JOB INSTRUCTIONS

Do not exceed _____ hours OR Take as much time needed; charge for all time worked.

SPECIAL INSTRUCTIONS _____

ENTRANCE INFORMATION

Key Hidden Key Meet @ _____ am / pm

SPECIALIZED SERVICES

Yes No Scheduled Time _____

The bottom portion is to be filled out by the cleaners following the cleaning for your receipt purpose

The following is a list of items that are often requested in a move-in/out clean. The letters to the left of the items ("H"=high, "L"=low, "N"=no) will be circled to indicate the client's priority assigned to that task in the preliminary phone conversation. In the event that the cleaners run short on time he/she will try to complete the high priority items first and the low priority items last. We cannot guarantee how much cleaning or how many high priority items can be done in the available time, but we will do our best.

KITCHEN

Cleaners' Initials

H L N Cleaning cabinets and drawers inside and out. _____
H L N Cleaning microwave inside and out _____
H L N Range, hood, filter and fan _____
H L N Stove top (drip pans only if requested) _____
H L N Oven (only if prepared ahead by client) _____
H L N Refrigerator top, inside, outside, & grill _____
H L N Sink & fixtures _____
H L N Countertops _____
H L N Dishwasher face & sides _____
H L N Flooring _____

TOTAL TIME _____

UNCOMPLETED ITEMS & PROBLEMS

BATHROOM

Cleaners' Initials

#1 #2 #3 #4

H L N Shower walls & doors _____
H L N Tub & chrome fixtures _____
H L N Sink & vanity counters _____
H L N Cabinets & drawers (incl. med. cabinet) _____
H L N Towel bar & fixtures shined _____
H L N Mirrors _____
H L N Toilet inside & out _____
H L N Countertops _____
H L N Flooring _____

TOTAL TIME _____

ALL ROOMS

Cleaners' Initials

H L N Interior Reachable Windows _____
H L N Dust window sills _____
H L N Dust blinds _____
H L N Dust ceiling fan _____
H L N Dust closet shelves _____
H L N Wipe light fixtures and doors _____
H L N Dust baseboards _____
H L N Laundry room _____
H L N Vacuum carpeting/flooring _____
H L N Wash hard flooring _____

TOTAL TIME _____ # of bedrooms _____

TOTAL CLEANING TIME _____
X HOURLY RATE _____

AMOUNT PAID \$ _____ METHOD OF PAYMENT CREDIT CHECK CASH

TOTAL CHARGE _____
(Specialized services scheduled are billed)

CLEANER SIGNATURE _____

Thank you for choosing April Lane's Home Cleaning for your Move-In/Out cleaning. The following are some of our policies regarding Move-In/Out cleans. Fully understanding our policies will ensure that you have a pleasant Move-In/Out experience.

1. April Lane's Home Cleaning uses environmentally friendly products. Our products are excellent for home maintenance, but sometimes are not strong enough for Move-In/Out cleans. We do use some bleach products for these types of jobs, but these still may not remove all stains, etc. So keep in mind that we will work hard to clean your surfaces as well as possible, but we cannot guarantee that all stains will be removed, or that the home will look brand new when completed.
2. Move-In/Out cleans are expensive. When a job is initially booked, we always ask if the client would like to put a limit on the amount of time to be spent cleaning, or spend whatever time is needed. If the client decides to put a limit on the amount of time that we can spend, we will do our best to complete the client's high priority tasks first, and low priority second. The client should keep in mind, however, that the decisions that his/her cleaners make about what to clean may not be exactly the same as the client themselves would make. When given a limit of time, there are endless choices to make.
3. When a client is moving out of a rental property, he/she should check with his/her landlord about the requirements for checking out of the unit prior to booking a cleaning. A tenant is ultimately responsible for satisfying his/her landlord's move-out requirements. Some landlords have a policy of charging for cleaning whether or not the tenant has had the unit professionally cleaned. When given a specific list of requirements from the landlord, and no time limit, we can best try to complete the tasks as the landlord requires of the tenant. However, we cannot guarantee that a renter will receive his/her full security deposit back.
4. The cleaners can make best use of their time when the unit that they are cleaning is empty, and there are no people to work around. Of course, if it is not possible to empty the unit prior to cleaning, we will work around people and objects, but we will not be able to be as thorough and efficient.
5. There are a few restrictions on some of the areas of Move-In/Out cleans, and they are as follows:
 - Ovens can only be cleaned if they have been prepared ahead of time
 - Our insurance does not allow us to clean anything that requires that we stand on a ladder or step stool or lift anything over 20 pounds.
 - We cannot move large appliances. If you want the areas cleaned under/behind stove, refrigerator or washer/dryer, you will need to have them pulled out before the cleaners arrive and then move them back after the area is cleaned.
 - We only have the equipment to clean the interior portions of your home. We cannot clean porches, etc.
 - We have the equipment to dust blinds only. If you would like them cleaned, you will need to send them to a professional blinds cleaning company.
 - Our house cleaners do not wash walls, shampoo carpets, or clean exterior windows. However, we do have specialists who do an excellent job with these tasks at a separate charge.
 - In most cases it is cheaper to buy new stove rings instead of cleaning the old ones. So, we will only clean stove rings when requested. Please remember that cleaning them may not make them look new.
6. Payment is due before the cleaning begins for all Move-In/Out cleanings. Cash or check is accepted, or you may put a credit card on file with the office prior to the cleaning. **IF WE DO NOT HAVE A CREDIT CARD ON FILE, YOU MUST HAVE PAYMENT READY BEFORE THE CLEANING BEGINS.** Cleaners are not authorized to do Move-In/Out cleanings without secured payment
7. **ONCE A CLEANING HAS BEEN SCHEDULED IT IS CONFIRMED.** If, for some reason, the client needs to cancel, he/she needs to give us at least 48 hours notice. If a job is cancelled with less than 24 hours notice, then the client will be responsible for a \$75 cancellation fee.
8. If you have any questions, please call our office and we will be glad to answer them. Our office hours are Monday through Friday 8:30am to 4:30pm. If we are busy with another client or are out of the office momentarily you may get our voicemail. We return our calls promptly.

April Lane's Home Cleaning is licensed, bonded and insured.