

CLEANING ISSUES

Statistics show that cleaning issues are the most common factor when it comes to deposit disputes which is why it is imperative both parties understand what is expected. To wholly understand your obligation please see our fact sheet.

CLEANING ISSUES -

According to the deposit scheme annual review 17-18 cleaning issues are the main reason for deposit disputes with 63% of landlords who made a claim for deductions against a deposit citing cleaning as an issue whether solely or part of a more complex dispute.

The problem of professional cleaning or 'domestic' cleaning is a common cause of disagreement at the time of check out.

The resolution is clear. If a property was in a professionally cleaned condition at the time of check-in it should be left in a professionally cleaned condition at the time of check out.

PROFESSIONAL CLEANING –

This is defined as having been carried out by an independent specialist company or operative and for which evidence can be produced in the form of receipts for work completed. Most reputable companies will insure their work meaning if deemed insufficient in any way they will rectify the issue at no extra cost to you, eliminating further cleaning costs being deducted from your deposit. Ask your agency to refer to a company which they have tried and tested for further peace of mind.

DOMESTIC CLEANING –

This is defined as having been carried out by the tenant or landlord. If the report stated domestically cleaned you are under no obligation to have a professional clean carried out.

Keep in mind though if the oven is marked as clean with no evidence of food residues you must return it in this state as is also applicable to other items. Your domestic clean must match up to the standard of clean received prior to check-in. Items left by the tenant – unless agreed with the landlord any items left within the property will be marked as requiring removal at the cost of the tenant when the checkout is conducted. Tenants often feel they are enhancing the property or leaving helpful items for the incoming tenants but unless agreed prior to checking out you are at risk of incurring a charge so ensure you remove anything not mentioned in your check-in report.

Should you have any further queries on this matter please get in touch with our team.