

What to expect from your cleaning service

Click ACS (Aged Care Services) · for clients referred by Kirinari

BEFORE YOUR FIRST VISIT

1. **One of our team will call you.** The call takes about 10 minutes. We will confirm your details, ask about access and parking, any pets, and anything we need to know to keep you and our cleaners safe.
2. **We will ask which days do not suit you** so we can work around standing commitments.
3. **Then we will offer you a day and time for your first visit.** That first visit is a **one-off appointment**. It is not your regular day and time, and it does not lock you into anything.
4. **Nothing is booked until we have spoken with you.**

YOUR FIRST VISIT

- The first visit is mainly a **welcome and a look through your home**. Your cleaner will introduce themselves, walk through with you, and note anything we should know about, such as damage or trip hazards.
- **There will be less cleaning done on that day** because some of the time is taken up by that walk-through. **From your next visit onwards it is straight into cleaning.**
- Your cleaner may ask to **take a few photographs of the areas cleaned**, for safety and quality checks only. **Never of you.** We will always ask your permission first, and it is completely fine to say no.

SETTING UP YOUR REGULAR CLEAN

- **After your first visit we will contact you again** to arrange your regular booking - **how often** you would like us, such as weekly or fortnightly, and the **day and time** that suits you best.
- **The time of your first visit does not automatically become your regular time.** If it suited you and it is available, we can certainly keep it. If it did not, just tell us and we will find something better.
- We will not set your regular booking until after that first visit, so we can make sure the day, the time and the length of the visit actually work for you.

EVERY REGULAR VISIT

- Each regular visit is **about 90 minutes**.
- It covers **one bedroom, one bathroom, the kitchen, living and dining, hallways and the laundry**.
- If you have **more than one bedroom or bathroom** you would like cleaned, just ask your cleaner and they can **alternate them week to week**.

WHAT WE BRING, AND WHAT WE NEED FROM YOU

- **Our cleaners bring all their own equipment and products.** There is nothing you need to buy or provide.
- **Please have someone at home** for your visits.
- **Please secure any pets** before our cleaner arrives.
- **Let us know where it is safe to park**, on the street or in the driveway.
- **If you would like your bed linen changed**, leave the fresh linen folded on the end of the bed. That tells your cleaner to change it. If you forget, just ask them on the day.

WHAT IS NOT INCLUDED

- There are some jobs we are **not insured to do**, so our cleaners cannot take them on. These include:
- Moving heavy furniture or whitegoods · ceilings or high walls · outside windows and window tracks · decluttering or organising · porches, garages, verandas and sheds · pet care · ironing · anything using bleach or corrosive chemicals.
- If you ask for something outside this and your cleaner says no, **it is not them being unhelpful**. They will pass it to the office so we can look at what is possible.

LARGER ONE-OFF CLEANS

- Some jobs are bigger than a regular visit. These are booked separately as a **one-off deep clean**, they run **up to four hours**, and they **need to be approved first**. Just mention it to your cleaner or call the office and we will look into it for you.
- A deep clean can cover things like: **inside the oven · inside kitchen and bathroom cupboards · skirting boards and walls · internal windows, sills and blinds · exhaust fans and ceiling vents · heavy mould or soap scum** in bathrooms and showers · **a heavy build-up of dust** in rooms that have not been used for a while · or a **seasonal or spring clean**.
- **One thing to be clear about: a deep clean is still cleaning.** Our cleaners still cannot sort, move or throw out your belongings, even on a deep clean. If clutter is making a room difficult to clean properly, tell us and we will work out what is possible.

WHO TO CALL

- **Anything about your service** - your visit, your cleaner, changing or cancelling a booking, or a concern: call **Click ACS on 0494 018 262**.
- **Anything about invoices or payments:** please call **Kirinari on 1300 547 462**.

We are looking forward to speaking with you and getting your cleaning underway.