

Job Types

2022



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OBJECTIVE

The purpose of this paper is to provide a full description of all types of jobs that may, from time-to-time, be required of a suitably trained Fenix cleaner. This Informational Document is for the guidance of Fenix cleaning staff, while a sister Informational Document entitled *Service*



Definitions provides similar information but for the consumption of customers. The two documents are and must remain synchronised.

KEY TYPES OF GENERAL CLEANING JOBS

Vacate (aka End-of-Lease) (aka Bond) Cleaning (VC)

Definition

A vacate clean is a detailed clean provided to a tenant at the end of their lease. There are three stakeholders: the tenant who want to get their bond back in full; the agent who wants the house to be fit for leasing to a new tenant; and, the owner who want to maintain their asset as close as possible to as new condition.

Activities

The activities that would generally be performed in an end-of-lease clean may include some, or all, of the following:

- Detailed general house cleaning
- Detailed kitchen cleaning (with optional deep cleaning of oven)
- Detailed bathroom and toilet cleaning
- Window cleaning
- Wall cleaning
- Steam cleaning

Notes

- A vacate clean is arguably Fenix's most popular service
- It is required mutually by the tenant and the managing agent
- In most cases it is a key criterion in a tenant receiving some, or all, of their bond back
- Fenix offers a "bond back guarantee (BBG)"
- A partial vacate is a vacate clean which involves only some of the vacate clean activities
- A partial BBG is generally offered to those choosing a partial vacate



Presale Cleaning (PC)

Definition

A presale clean is a very detailed clean provided to an owner at, or near, the beginning of the sales process. There are two stakeholders: the owner and the sales agents who share the same objectives of maximising the sale price and minimising the length of the sales process.

There are three cleaning jobs within the sales process and Fenix delivers all or some of these as required, they are:

- Presales cleaning
- Open for inspection (OFI) cleaning
- Settlement cleaning

Activities

The activities that would be performed in a presale clean may include some, or all, of the following:

- General house cleaning
- Detailed kitchen cleaning (with optional deep cleaning of oven)
- Detailed bathroom and toilet
- Very detailed window cleaning
- Wall cleaning
- Steam cleaning
- High-pressure washing
- Waste management

Notes

- Fenix specialises in preparing houses for sale
- The final offering, generically referred to as presales cleaning, is tailored precisely in accordance with the vendor's or selling agent's exact requirements



Open-for-Inspection (OFI) Cleaning

Definition

An open-for-inspection (OFI) clean may be viewed as a top-up clean. It is a clean carried out immediately, as much so as possible, prior to a home being made open for public inspection for either sale or for leasing.

Activities

Based on the state of cleanliness already existing, and on the vendor's and/or sales agent's requirements, the clean would comprise the following:

- General cleaning of floors and surfaces
- General wipe-over cleaning in kitchen and bathrooms

Notes

- An open-for-inspection clean is carried out immediately, as much so as possible, prior to a home being made open for public inspection for sale
- It may also be carried out prior to a house being made open for public inspection for leasing purposes

Settlement Cleaning (SettC)

Definition

The settlement clean is likely to be completed sometime after the sale has been made. Settlement may occur as late as 1 month to 6 months or even more after the sale. There is plenty of time for the house to be in such a state as to require a detailed clean. A settlement clean is not as detailed as the original pre-sales clean or even an end-of-lease clean but covers similar activities.

Activities

The activities that would be performed in a settlement clean may include some, or all, of the following:

- General cleaning of floors and surfaces



- General wipe-over kitchen cleaning usually incorporating cupboards and drawers inside and out¹
- General wipe-over bathroom(s) usually incorporating cupboards and drawers inside and out¹
- Cleaning of separate toilet(s)

Move-in Cleaning (MIC)

A move-in cleaning is a service which is somewhere between a regular residential service and a deep cleaning. It is done either prior to a new tenant moving into a newly leased property or more commonly before a new owner moves into a newly purchased property.

The activities that would be performed in a move-in clean could include:

- Disinfecting wipe-over house cleaning
- Disinfecting wipe-over of the kitchen
- Disinfecting wipe-over of the bathroom(s)
- Disinfecting of separate toilet(s)
- Full disinfection of property with, or without, fogging

OTHER TYPES OF GENERAL CLEANING JOBS

Deep Office Cleaning

A deep cleaning of commercial properties was very popular through the heights of the pandemic. It involves a cleaning of any intensity as requested by the customer but importantly, it is accompanied by disinfection, usually with fogging.

Fireplace Cleaning

A Fenix fireplace clean includes removal of ash, unburned fuel and other items and a thorough clean of the fireplace and surrounds but does not include any cleaning associated with the chimney.

¹ As this is likely the first clean the insides of cupboards and drawers have had now the owner has moved out



Oven Deep Cleaning

A Fenix oven deep cleaning is something that makes a huge difference to the general appearance of the premises, especially the kitchen. It includes cleaning of the oven racking as well as the walls, door, and glass. If necessary, and if possible, we will open the door glass to remove dirt trapped between the front and rear glass panels.

Refrigerator Cleaning

A Fenix refrigerator cleaning is more commonly included in regular or spring residential cleans or in vacate cleaning of a furnished property. It includes a thorough cleaning of the fridge section, and if required, of the freezer section.

Regular Office Cleaning

A small office comprises a cleaning area of from zero up to about as large as 1,000m² and would likely contain a combination of a reception area, office space, conference room, meeting rooms, wet staff facilities and conveniences. It would typically occupy two cleaning staff for about one to three hours per clean which would be carried out between once per week to five or six times per week.

It would include some or all of the following:

- Detailed general office cleaning
- Detailed kitchen cleaning
- Detailed bathroom / toilet
- Window cleaning
- Wall cleaning
- Steam cleaning

Regular Residential Cleaning

A regular residential service is one which is provided on a periodic basis, for example weekly or monthly. The types of activities that would be performed in a regular residential clean would include the following:

- Cleaning of floors and surfaces
- Cleaning of kitchen
- Cleaning of bathroom(s) and toilet(s)
- Cleaning of laundry
- Cobweb removal
- Deodorising



and are defined for each client on an individual basis as captured in a residential cleaning agreement (RCA).

Rental Inspection Cleaning (while leasing)

A rental inspection clean is likely to require some deep cleaning as it is likely to be required by busy people for who cleaning is not always able to be a top priority but are facing an impending rental inspection by their managing agent.

The activities that would be performed in a rental inspection clean could be quite similar to those required for an end-of-lease:

- Detailed general house cleaning
- Detailed kitchen cleaning
- Detailed bathroom and toilet
- Wall cleaning
- Steam cleaning
- Waste management

Seasonal Cleaning (SeasC)

A season clean (aka Spring clean, aka deep residential clean) is a service which is somewhere between a regular residential service and a vacate cleaning. It is done less frequently than a regular residential cleaning, perhaps once, twice a year, and is a deep clean of most areas of a property. The Seasonal Cleaning often includes disinfection, usually with fogging.

The activities that would be performed in a regular Seasonal Clean may include some, or all, of the following:

- Detailed cleaning of floors and surfaces (may include disinfection)
- Detailed cleaning of kitchen (may include disinfection)
- Detailed cleaning of bathroom(s) and toilet(s) (may include disinfection)
- Cleaning of laundry (may include disinfection)
- Cobweb removal
- Deodorising
- Cleaning of window
- Spot cleaning of walls



Wipe-over Cleaning (WOC)

A wipe-over clean is similar to an open-for-inspection clean. It is a clean usually carried out immediately prior to a tenant taking up a new lease, usually when the property has been left vacant for some time since the vacate cleaning took place.

The activities that would be performed in a wipe-over clean could include:

- General wipe-over house cleaning
- General wipe-over of the kitchen
- General wipe-over of the bathroom(s)
- Cleaning of separate toilet(s)

SPECIALIST TYPES OF CLEANING JOBS

Basic (carpet) Steam Cleaning (SC)

Day to day living can be harsh on your carpets. Unless cleaned regularly, dust, dirt, bugs, insects, and allergens build up in carpets and often we are breathing these in without realising. Steam cleaning carpet is a safe way to ensure that a residential or commercial premise, really is as clean as possible. Modern techniques and equipment remove stains.

Advanced (curtain and upholstery) Steam Cleaning (ASC)

Day to day living can be harsh on your fabrics and materials. Unless cleaned regularly, dust, dirt, bugs, insects, and allergens build up in curtains and furniture and often we are breathing these in without realising. Steam cleaning curtains and upholstery is a safe way to ensure that a residential or commercial premise, really is as clean as possible. Modern techniques and equipment remove stains.

Disinfection Cleaning (DC)

Sanitisation and disinfection are the perfect combination to achieve an extremely high standard of cleaning. With sanitisation and disinfection, we focus on two very important aspects at the same time: **Sanitisation** - the process of washing, cleaning, or removing dirt, and eliminates dust, debris, and germs on the surface and **Disinfection** - a method of destroying pathogenic microorganisms and removing most organisms present on the surface, so that they cannot pass on infections. We use hospital-grade disinfectant products to achieve the best results.



Disinfection Cleaning with Fogging (DCF)

Our disinfection fogging is a highly effective and efficient method for disinfecting large and hard to reach areas. Fogging works by generating a fog mist of ultra-low volume liquid droplets in the air. The droplets then fall on surfaces and when used with correct anti-microbial disinfectant products, these droplets eliminate viruses, bacteria and fungi that can cause disease in people and animals.

Emergency Spill and Flooding Clean-up and Drying (EC)

Fenix are able to offer an emergency clean-up service whereby we can use our professional steam cleaning equipment to extract excess moisture after a man-made (pipe leakage) or natural (rainstorm) disaster. Most common is water extraction from carpets and set up of a blowing system to ensure rapid drying of the carpets before odours and mould have a chance to take a hold.

Floor Tile and Grout Scrubbing and Buffing (FTGSB)

Grout is porous, making it tricky to keep clean. Because the grout between the tiles is usually deeper than the tile surface, simply wiping down a tiled surface isn't enough for tough stains or grime. Also, the tiles themselves can become stained from prolonged usage and lack of appropriate cleaning treatment.

Tiles and grout can generally be cleaned by elbow-grease and a good grout brush, but this is not the most efficient process although sometimes there is no choice when areas are cramped. Fenix has in its arsenal, a floor scrubber which makes short work of large areas of tiles and achieves a great finish on the tiles and grout.

Fumigation (FUM)

Fenix not only steam cleans carpets, but we are also able to fumigate carpets, and homes generally, that have been occupied by four-legged friends. Fenix can provide a cost-effective fumigation service which satisfies the property manager's requirement for fumigation.

For fumigation of carpets this involves a special fumigating liquid in the pre-spray which is done to soak the carpet at the start of the process. Then after the steam cleaning is complete, we spray a pleasant-smelling compound which leaves the carpet smelling great for days.

We can also fumigate hard surface floors using the same special fumigating liquid and pleasant-smelling compound in conjunction with a mopping process instead of a steam cleaning process.

High-pressure Cleaning (HPC)

At Fenix we provide an efficient and long-lasting paver cleaning service. Applying techniques specifically designed to match each individual surface, we employ the use of the proper cleaning



materials to eliminate dirt from every crease and crack. With significant expertise on hand and our very high-pressure specialist equipment, our paver and driveway pressure cleaning methods are tried, tested, and trusted by our clients.

Mould Cleaning (MC)

Mould can easily grow in damp environments on man-made surfaces such as concrete, plaster, glass, and metal, especially once it has dirt or other forms of organic debris on the surface. Once mould has formed, it can quickly spread through airborne spores. If mould is discovered, it will need a Fenix mould removal and cleaning service to keep the home or facility clean and free from contaminants. We do a thorough clean of the mould-affected areas and we use a specialist mould reduction chemical as part of the process.

Mould Cleaning with Fogging (MCF)

This service includes normal mould cleaning in addition to decontamination fogging to eliminate airborne spores and other bacteria.

Skip Hire (SH)

Fenix offer skip through our partner Easy Mobile Skips. Skips contain up to 4m³ of rubbish and can tolerate weights of up to 1000kg.

Waste Management (WM)

Fenix can remove any size or type of rubbish from home or business using anything from a few garbage bags in the back of a ute to a 4m³ mobile skip catering for loads up to 1000kg (through our partner Easy Mobile Skips) to a large cage trailer for odd-shaped items such as large furniture items to lengths of building material.

Rubbish removal or waste management, is offered to our customers at a number of levels, these are:

- A small amount of household or garage rubbish which can fit in the back of the utility vehicle - this is typically disposed at the 660lt skip we keep on hand – the invoiced cost may be a few tens of dollars
- For larger amounts of rubbish removal and disposal, an Easy Mobile Skips skip is used
- For rubbish comprising one or more long pieces, a 5' x 7' cage trailer is used

Window, High-window, and Solar Panel Cleaning (WC)

Whether you need a couple of shopfront windows cleaned regularly or home windows cleaned so you have a clear view to the outside world there is internal and external window cleaning.



Operations are covered by public liability insurance and full Work Cover. All work undertaken by our workforce is carried out within the bounds of all Government Safety standards (Occupational Health and Safety Regulation 1985), legislation, regulations, and code of practice.

We are able to safely reach most windows on the ground floor, first floor and second floor.

INFORMATION RESOURCES

Fenix Website

Service Mate

QBO

The Fenix Library

A more sales-focussed treatment of the same services may be found in Informational Document *Service Definitions*.

Individual tasks such as window cleaning and oven cleaning may be found in the comprehensive set of Fenix's "How To ..." documents.