



What's included in move-out cleaning

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PREPARATIONS

- ✓ For the cleaning to turn out as well as possible, the home needs to be empty of furniture, belongings and similar items.
- ✓ Cupboards, wardrobes and drawers must be emptied.
- ✓ The fridge and freezer must be switched off and defrosted at least 24 hours before the cleaning. If we need to defrost them for you, an extra charge applies.
- ✓ Electricity and water (including hot water) must be available.
- ✓ Any existing damage must be reported before the cleaning starts. We accept complaints within fourteen days of the cleaning — see “Complaints” below for how to proceed.
- ✓ We only move furniture left behind and freestanding appliances, such as fridge, freezer, cooker and washing machine, if this can be done without risk of personal injury or damage to property.
- ✓ Items the customer has accidentally left behind are not thrown away. We gather them on the kitchen counter or in another suitable place.

Remember to book your move-out cleaning well in advance, as demand can be high during popular periods.

ALL ROOMS

- ☐ Cleaning of floors, skirting boards, plinths and thresholds.
- ☐ Dusting of walls and ceilings.
- ☐ Wiping of wardrobes, cupboards and drawers inside and out (if there is a lot of glue/stickers, removing them counts as an additional service).
- ☐ Cleaning of doors, handles and door frames.
- ☐ Cleaning of the outside of vents. Vents are not cleaned on the inside.
- ☐ Wiping of lamps, sockets, fuse boxes, wall outlets, switches and radiators, including behind radiators. If any of these are damaged we do not touch them, due to the risk of electric shock.
- ☐ Wiping around windows and dusting of blinds (wiping slat by slat is an additional service).
- ☐ Window cleaning. The windows need to be reachable from inside the home and openable so that the outside can be cleaned. If a window cannot be opened due to age, paint or fragile construction, the inner panes (between the glass) are not cleaned. If access to the windows requires special equipment, we must be informed in advance. If the window has to be taken apart or tools are needed to reach between the panes, this is not included in the standard cleaning.
- ☐ Cleaning of all floor drains (bathroom, laundry room if we have access) and water traps where we have easy access.

KITCHEN

- ☐ Cleaning of the fridge and freezer inside and out, also behind/underneath if possible without risk of damage (see the defrosting requirement under "Preparations").
- ☐ Cleaning of the hob.
- ☐ Pulling out the cooker (if it is not built-in) and cleaning both sides as well as the floor and wall behind it.
- ☐ Cleaning of the oven and warming cabinet, including all baking trays and racks.
- ☐ Wiping of all cupboards, drawers and doors inside and out (must be emptied).
- ☐ Cleaning of the spice rack.
- ☐ Cleaning of the worktop, sink and chopping board.
- ☐ Cleaning/descaling of the tap and the tiles/plastic/concrete/wall next to the cooker and sink.
- ☐ Wiping of the cooker hood and vents (not inside); washing of filters where possible.
- ☐ Cleaning of the microwave and dishwasher inside and out, including filter and strainer. We appreciate it if you leave a dishwasher tablet.
- ☐ Cleaning of the waste bin inside and out.
- ☐ Vacuuming and mopping of the floor.

BATHROOM AND TOILET

- ☐ Bathroom cabinets inside and out (must be emptied).
- ☐ Cleaning/descaling of all sanitary fixtures, also under the bathtub (the bath/jacuzzi front panel is removed and refitted by the customer).
- ☐ Polishing of mirrors.
- ☐ Cleaning of the washing machine, tumble dryer and drying cabinet on the outside, and on the inside where possible. Freestanding machines are pulled out for cleaning behind and underneath if this can be done without risk of damage. If a tumble dryer is stacked on top of the washing machine, we do not lift it down, and stacked machines are not pulled out together.
- ☐ Descaling and cleaning of wall tiles, floor tiles or plastic walls.
- ☐ Cleaning of the outside of the vent. The vent is not cleaned on the inside.
- ☐ Wiping of pipes.
- ☐ Clearing of the floor drain (inside, if it can be opened).

NOT INCLUDED IN THE STANDARD CLEANING

The following is not included in the base price for move-out cleaning. Some items can be booked as extras, others are the customer's own responsibility (see notes below):

- ☐ Blinds slat by slat and the outside of window sills — the standard cleaning dusts the blinds, but slat-by-slat cleaning is booked as an extra.
- ☐ Window cleaning at heights over 3.5 metres, or windows that must be reached from the roof — can be booked as an extra if we have the right equipment; requires advance notice.
- ☐ Damaged windows or windows that cannot be opened normally — the inner panes are not cleaned, for safety reasons.
- ☐ Windows that must be taken apart or opened with tools for us to reach between the panes. This can be booked as an additional service if the work can be carried out safely and without risk of damage.
- ☐ Carbon filter in the cooker hood — not cleaned. Only grease filters are washed where possible.
- ☐ Glazed balconies and conservatories — can be booked as an extra.
- ☐ Ancillary areas: storage rooms, garages and balconies (open areas) — can be booked as an extra if they are not included in the living area.
- ☐ Removing the bathtub front panel — the customer's own responsibility. We do not remove or refit it unless ordered separately.
- ☐ Wood-burning stove (inside and outside) — can be booked as an extra.
- ☐ Heavily soiled home — e.g. washing down all walls, scrubbing wardrobes/doors, or the need for extra-strong cleaning agents.

ESTIMATED WORKING TIME PER PERSON FOR A TEAM OF TWO

The times are approximate and may vary depending on the condition of the home, the layout and the number of kitchens, bathrooms and windows.

Home	Approximate time
1 room (approx. 30 m ²)	4–6 hours / person
2 rooms (approx. 50 m ²)	5–8 hours / person
3 rooms (approx. 75 m ²)	8–12 hours / person
4 rooms (approx. 100 m ²)	10–12 hours / person
House (120+ m ²)	12–15 hours / person

COMPLAINTS

If you notice something after the cleaning, you are welcome to contact us within fourteen (14) days of the cleaning. You can make a complaint by phone, text message or email (see contact details below).

Please attach clear photos and a short description of the issue. The customer must give Alfa Flytt & Städ AB the opportunity to inspect and remedy an approved complaint.

Our aim is to remedy approved complaints within 24 hours or at the earliest possible agreed time.

CONTACT

Have questions about what's included, or want to book?

- ✓ Phone/SMS: 070-729 39 86
- ✓ Email: alfaflytt@gmail.com
- ✓ Web: alfaflyttstad.se