

On the following pages, you will find actual examples of units we have had to clean – many of which may not look so bad on first glance, but were nonetheless below our expectations. If you are uncertain whether or not your apartment is clean enough, there is a good chance that it is indeed not clean enough which means you will probably incur cleaning charges.

Cleaning charges average \$350-400 per move out for those that fail to clean their unit. Some cleaning charges have gone above \$1000. That is not a damage fee -- that is simply our cost of labour to clean an apartment.

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It took over 2 hours to clean this stove and oven on the left and resulted in a charge of nearly \$100 just for an oven. The one on the right is not terrible, but the entire exterior still needed to be scrubbed.



An oven that is covered in grease and other residue is pretty easy to spot. But even lightly used ovens often need additional work. We see a lot of ovens like this example below. This could still be an additional \$25-30 in cleaning charges. A simple guideline: If you used your oven, you will need to clean it.

**Use Easy-off to get your oven clean.**



Although this refrigerator doesn't look terrible on first glance, you can see crumbs in the drawer and spots on the shelves. This incurred cleaning charges. It is not enough to simply throw out your food -- you need to wash every surface inside the refrigerator. Be sure to clean the crisper drawers. And be sure to remove the drawers and clean under the crisper drawers. Fridge cleaning can run anywhere from \$25-100



This sink below was not scrubbed. The countertop had the same un-scrubbed residue all over it. This sink, combined with the countertop, was about \$30 worth of cleaning.



Here is a drawer that might look ok with a quick glance, but when you look inside, you see crumbs through the drawer. All cabinets and drawers should be wiped down to remove all stains and crumbs.



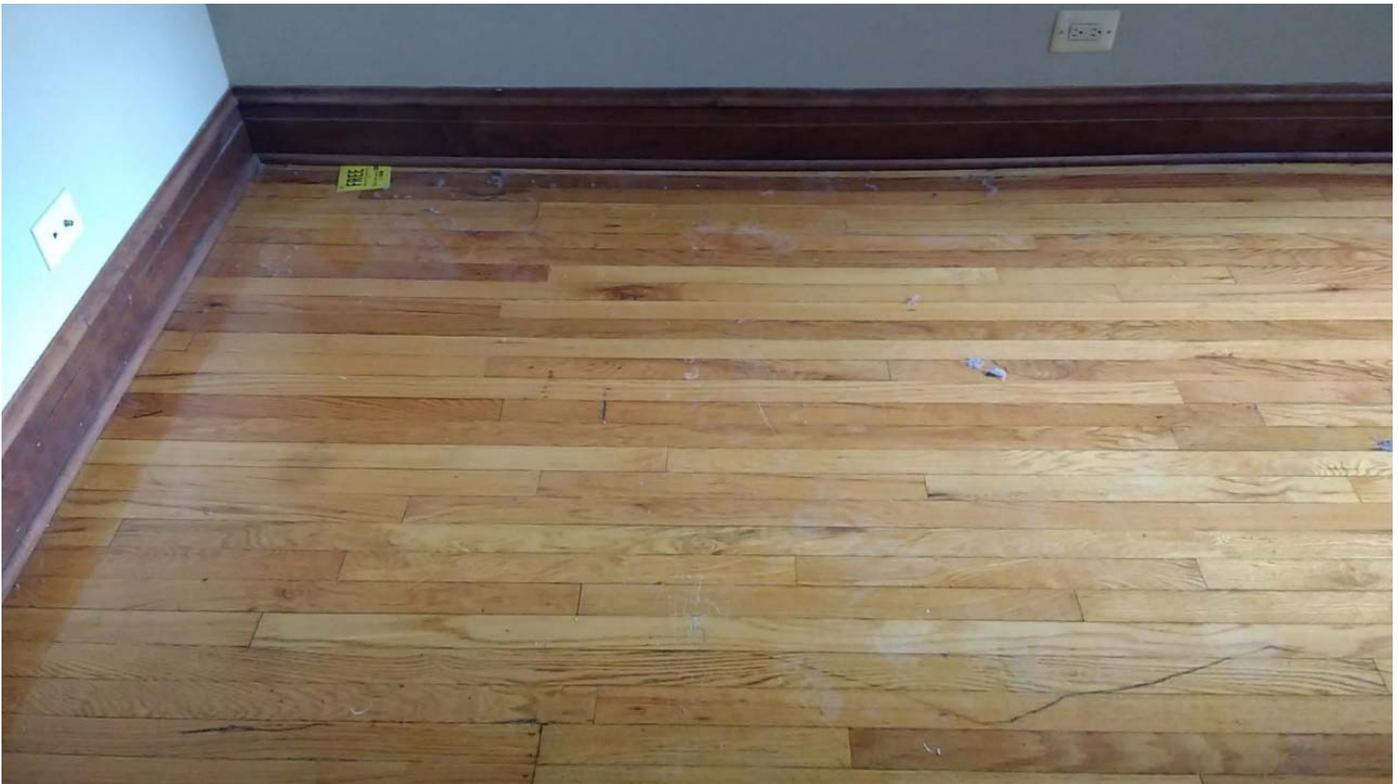
And a lot of people will clean the toilet bowl, but many tenants will fail to get down around the base of their toilet. Be sure to clean the base of the toilet, and the floor around and behind the toilet. Notice the residue in the corners of the porcelain, and along the plastic cap that covers the floor bolt. This incurred cleaning charges.



This ceiling fan below, on the left, needs to be dusted. A lot of people do not dust their ceiling fans. Ceiling fans can easily be \$20 each to clean. In general, a lot of easy dusting is missed. The door molding below on the right – and the wall base molding below that -- are common examples. If you do not wipe down all of the horizontal surfaces in your apartment you could be looking at another \$40-80 in cleaning charges.



Sweeping is often overlooked like in the picture below. Upon first glance, it doesn't look bad, but they did not sweep, and there are easily identifiable dustballs. A single room might result in \$10 in sweeping charges. Sweeping an entire apartment can add up to \$50-60.



Finally, if you covered the ceiling fan in tin foil,  
We would ask that you kindly remove it, or of course there will be a charge.



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Thank you for reviewing this document.

We really want to emphasize the need to clean your apartment.

We don't *\*want\** to charge cleaning fees, we *\*want\** to prepare an apartment quickly for the next tenants. We have a lot of newly-leased apartments to prepare every month. Cleaning is time consuming and our labour rates are not competitive with regular cleaning companies. That is one reason our cleaning charges are relatively high. If you are *\*already\** a really clean person, you will probably need 4-6 hours to clean the apartment properly. If you are not a clean person (*And if you have to ask...*) you should be planning 2-3 DAYS on heavy, deep, focused, intense cleaning.

A few points to reiterate:

- appliances should look NEW – inside and out.
- There should be no hair any where in apartment, especially in bathroom.
- All horizontal surfaces should be dusted.

*If you have concerns about your ability to tackle the cleaning as part of your moving process, please look into a cleaning company asap.*