



Cleaning Guidelines

The following guidelines were established to help ensure our available properties are clean and properly maintained. Upon vacating the premises, tenants are asked to use these guidelines to return the property in good and clean condition, ready for immediate occupancy. Using these guidelines will help ensure the maximum return of your security deposit; however, no guarantee or promises shall be made as the return of the security deposit is also subject to damage, rent and late fees, if applicable.

Outside

The lawn should be freshly mowed and edged, shrubs trimmed, weeds pulled and all sprinklers should be operational, if equipped. The lawn should not have dead spots, or be infected with pests or disease. All trash should be removed from the premises.

Inside – all areas

Dust and clean all ceiling fans, lighting fixtures, woodwork, shelves and baseboards. Remove cobwebs. Vacuum all carpets. Clean all floors. Wipe clean light switches, window sills, blinds and shutters. Clean front door and entrance area.

Kitchen

Clean all appliances, counters, cabinets, cabinet doors, hardware, inside drawers and cabinets. Clean, scrub and sanitize sinks and faucet. Clean and sanitize countertops and backsplashes. Clean the range/stove top, dishwasher and refrigerator, including top, inside and out. Turn ice maker to OFF position. Clean microwave oven inside and out. If equipped, set oven to self-clean mode, then wipe clean once cycle is completed. For ovens without a self-cleaning mode, use a professional oven cleaning product following the directions carefully. Wash floor. Empty and clean wastebasket.

Bathrooms

Clean, scrub and sanitize showers, bathtubs, sinks and faucets. Clean and sanitize vanities, backsplashes and toilets. Clean mirrors. Clean shower enclosures and glass partitions, including hard water deposits. Polish fixtures. Clean cabinets, drawers and medicine cabinets inside and out. Wash floors and tile walls. Deodorize. Common courtesy would be to leave a roll of toilet paper.

Plus

- Properly fill nail/screw holes, repair any wall damage, touch-up paint as required. Do not use toothpaste or paint over un-sanded surfaces.
- A/C filters should be clean. Disposable filters are designed to be replaced every 30 days, pleated filters last up to 90 days. Mesh filters should be cleaned as needed.
- Clean dryer vent every six months to a reduce risk of fire.
- Remove all debris from house and garage. Sweep or blow out the garage.
- Carpets should be professionally cleaned by a licensed professional. An odor neutralizer or bacteria/enzyme digester should be used in areas where pets were kept. A pre-treatment should be used on all stains.
- Clean sliding door windows, inside and out, as well as door tracks.
- Return all keys, remotes, passes, etc. to Davidson Property Management.

I have read and received a copy of the **Cleaning Guidelines** and **Cleaning Tips and Helpful Suggestions**.

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Cleaning Tips and Helpful Suggestions

Wood floors

Vacuum and dust mop regularly to prevent dirt from building up and damaging the surface. Any wood floor can be cleaned with a quarter-cup of apple cider vinegar mixed with a gallon of warm water or dilute Murphy Oil Soap Original Formula in a bucket according to the directions. Use a clean, well-rung-out mop. Wipe up any excess water with a soft, dry cloth. For added convenience, use Murphy Oil Soap Squirt & Mop, no mixing or diluting necessary. Wood floors are best cleaned on your hands and knees because you should only clean a small area at a time and then dry it and move on. Never get wood floors too wet or allow them to dry naturally. Finished wood floors often can be cleaned just with water.

Pergo floors

The manufacturers of Pergo recommend damp mopping at least once a week and sweeping or vacuuming with an attachment more often if you are concerned about scratches. Do not use soaps or detergents because they may leave a film, dulling the floor. Difficult spots like nail polish, markers, tar and cigarette burns can be removed with acetone or nail polish remover. Pergo floors must never be waxed, polished, sanded or refinished.

Ceramic tile floors

Sweep and mop to keep floors clean and shiny. Mop floors with clear water or just a dash of liquid dish soap, changing the water when it gets cloudy. Too much soap or dirty water will make floors dull or sticky. Don't use scrub pads on ceramic tile floors or you might scratch them. For best results, clean by hand, cleaning and drying a small area at a time.

Marble, granite and cultured Marble

If polished marble or granite is protected with a floor finish, the finish must be buffed or burnished to keep the surface protected and looking good. Because marble and granite are sensitive and porous, they need to be cleaned with a neutral cleaner solution and then polished dry. Scratched and dull surfaces can be revived with a marble restorer (available from janitorial supply stores).

Cultured marble and certain types of granite are stronger than real marble and stone. Clean with a spray bottle filled with all-purpose or disinfectant cleaner and a soft cloth. Always keep the area wet while working. Never use powdered cleansers, steel wool, metal scrapers or colored scrub pads on cultured marble or granite. If the surface is worn and looks dull after cleaning, a polishing compound may bring back the glow. A little appliance wax, car wax or silicone sealer will also help fill fine scratches and restore the shine.

No-wax/linoleum floors

Vacuum or sweep regularly to maintain the finish. Then damp mop with plain water or add just a drop of liquid dish soap. If the floor has some tough spots to clean, use a white, nylon-backed scrub sponge. This will keep soil from wearing away the surface.

Carpet

To remove pet hair from carpet, use a vacuum with a good beater brush or brush roll. Plain vacuums don't generate enough lift to remove all the pet hair from the floor. Another option - especially at the edges where pet hair tends to collect and vacuums have a hard time reaching - is a "pet sponge." These sponges, which are used dry, are available at pet supply stores. All carpets should be professionally cleaned by a licensed professional and an odor neutralizer or bacteria/enzyme digester should be used in areas where pets were kept. A pre-treatment should be used on all stains. Portable carpet cleaning machines do not clean the carpet sufficiently or extract the water thoroughly which is why we require "professional" carpet cleaning. Upon request, we are happy to recommend service providers who have an excellent reputation and provide superior service.

Candle wax removal from carpet or upholstery

To remove the wax from carpet or upholstery, you will need a plain brown paper bag and a steam iron. Paper grocery bags work well. 1. Cut open a brown paper bag so it lays flat. 2. Lay the brown paper bag on the affected carpet with any printing away from the carpet. 3. Set the steam iron on a moderate setting, and allow it to warm up. 4. Once warmed up, place the steam iron on top of the brown paper bag over the wax spot. Move the iron back and forth over the wax spot. The iron should never come in direct contact with the carpet, only the paper bag. As the wax warms up it will begin to absorb into the paper bag. 5. When a dark spot appears on the bag, move a dry area of the bag over the wax spot and continue to move the steam iron over the area. 6. When no further wax absorbs into the bag, you have removed the wax.

Pet stain and liquid spill removal from carpets

First, blot up any liquid by putting clean towels or absorbent rags over the spot and stepping on them. Start with gentle pressure and increase it up to putting your full weight down. Change to fresh rags or towels, until no more liquid comes up. Do not rub harshly or apply heat to carpet.

For fresh stains, apply a bacteria/enzyme digester from a pet store, following the directions - it's the only way to deal effectively with both the stain and the odor. Bacteria/enzyme digesters work slowly, so leave the solution on as long as the directions say. Urine has probably penetrated into the carpet and pad, so use enough solution to reach as far down as the stain. Apply the solution, put plastic over it, and step on the spot several times until the area is well saturated. Then, leave the plastic on the whole time the digester is working to make sure the spot doesn't dry out.

Old or dry stains are hard - sometimes even impossible - to remove, but try the bacteria/enzyme digester. If it's a popular accident site, the bacteria may produce enough ammonia in the course of breaking down the stains to create a super-alkaline situation that interferes with its own action. In this case, you may need to neutralize the spot after the digester has been working for about four hours. To neutralize the stain, mix a solution of one cup of vinegar to a gallon of warm water. Rinse the area with this solution and apply a fresh batch of bacteria/enzyme solution.

If the stain or odor remains, call a professional deodorizing specialist. A complete cure will probably involve cleaning the entire carpet by extraction and replacing the pad underneath, if not replacing the carpet.

Mini-blinds

Wiping mini-blinds with a damp fabric softener sheet helps eliminate static that causes dust to stick.

Soap scum in tubs and showers

Since preventing soap scum build-up is a lot easier than cleaning it, squeegee water off shower walls and doors after every use or wipe them down with a towel. For tile walls or frosted shower doors, apply a light coating of lemon oil periodically to help prevent build-up. For porcelain tubs, apply a light coat of boat or car wax to the sides (never the bottom) of the tub.

If it's too late for prevention, use a degreasing agent and lots of elbow grease. Get a good alkaline soap scum remover at a janitorial supply store or dissolve a handful of automatic dishwasher detergent in a bucket of warm water. Cover the affected area completely and let your cleaning solution soak for at least 15 minutes. Do it right after a shower when the walls are still wet. After soaking, use a stiff scrub brush or a white, nylon-backed scrub sponge to clean the walls. You may need to soak and scrub a couple of times to get rid of all the build-up, then rinse well with clear water.

Hard water spots

Hard-water deposits are alkaline, so an acid-based cleaner is the best way to clean them. Phosphoric acid works well and is safe for most surfaces. Grocery store cleansers with phosphoric acid contain 4 percent to 6 percent acid. You can purchase lime scale removers at janitorial supply stores that contain 8 percent to 12 percent acid to get the job done faster. A higher concentration of acid is safe on most household surfaces as long as you rinse the surface to remove all traces of the acid after the cleaning is complete. Let the acid sit for a few minutes after you apply it to let it work. Tough hard-water deposits may take more than one application. Scrub the applied areas with a white, nylon-backed scrub sponge. Make sure you read any manufacturer's warnings before applying phosphoric acid solutions to surfaces in your home.

Toilet bowl ring removal

The earlier you attack this problem, the easier it will be to remove the ring. A thorough cleaning with a commercial acid-based bowl cleaner may do the trick. If the bowl cleaner doesn't work, try using a green, nylon-backed scrub sponge along with the acid. For an old ring, use a pumice stone. Wet the stone with the water in the bowl and rub it on the ring. Keep the stone wet the entire time you're scrubbing. Pumice stones should only be used on vitreous china toilets - never on colored, enamel or plastic fixtures.

Painted wall cleaning

The type and quality of paint greatly affects how you clean a wall and how easily dirt comes off. Generally, there are two types of interior paint finishes:

1. General-purpose enamels

Most often found on interior walls, especially kitchen and bathroom walls, this surface is stain-resistant and can handle moderate scrubbing. Do not use abrasive substances or colored scrub pads, which can scratch the finish. Use a neutral cleaning solution and a white, nylon-backed scrub sponge. Only use heavy-duty cleaners or abrasive cleansers when you're willing to take your chances on ruining the paint. If you have latex enamel paints, avoid leaving them wet for more than a minute or so. Oil-based enamels are more water-resistant. Keep in mind that gloss enamels are the most durable and washable, followed by semi-glosses and then satin and egg shell finishes.

2. Latex flat

The most common household paint, flat latex is not as washable as enamels. Heavy-duty cleaners or hard scrubbing can remove the paint along with any dirt. Use mild detergents and gentle scrubbing, and don't let any solution sit on the surface for more than a minute. Light colored flat latex paints touch up and blend easier than satin and egg shell finishes. For best results, use a damp sponge brush, squeezing out all the excess water, and lightly touch up the repaired areas brushing out the edges to blend.

To clean crayon marks off most painted wall surfaces, spray WD-40 on the crayon marks. Wipe with a soft cloth in a circular motion. Repeat if necessary. Test the wall in an inconspicuous area first.

Spot removal from dishwasher

Brown, red or black deposits may be caused by iron or manganese in the water. To remove, start the empty dishwasher on the rinse and hold cycle; while the machine is filling, open the door and add 1/2 cup rust remover from a janitorial supply store to the water; then allow the cycle to finish.

Kitchen cabinets

Most cabinets are factory manufactured and finished and even wood cabinets have enough varnish or other protective coating so that you can use a cleaning solution. The oil slick that builds up on cabinets - especially around the handles - is a combination of kitchen grease, food smears, skin oil and hand lotion transferred to the cabinet. All-purpose cleaners aren't equal to the challenge.

If your cabinets are plastic laminate (Formica or other plastic), metal, painted metal or glass, you can wash them all over with a strong alkaline cleaner, which is available at a janitorial supply store. Or use a heavy-duty cleaner from the supermarket. Mix according to directions and apply the solution with a sponge. Let it sit a minute or two, then take a white, nylon-backed sponge and scrub wherever necessary. Remove the grimy suds from the sponge by squeezing it into the sink or a slop bucket, never back into your cleaning solution. Then rinse with a damp cloth and wipe dry with a terry cleaning cloth to remove any last traces of scum and leave the cupboards clean and glowing. Never use acids or powdered cleansers on cabinets.

On wooden cabinets, take a gentler approach. To get off stubborn dirt, wash around all handles and any other grease zones first with hand dishwashing detergent. Then wash the entire cabinet, including the handle areas, with an oil soap solution. Just wipe lightly with the solution and buff dry immediately with a terry cleaning cloth. Always wipe dry with any grain or pattern.

Stainless Steel

WD-40 is an excellent cleaner and polish for all stainless steel appliances. WD-40 is an excellent lubricant, cleaner and protector and can also be used to clean and protect the bottom of shower doors, remove crayon marks from walls and wall paper, and remove stubborn body oils and shampoo residue from bath mats. Spray WD-40 down drain throats to remove scum, and use on grout to remove grime.

Before following any of the cleaning information, methods, advice or suggestions above, always test a small area that is less visible first. Also, you should consult the manufacturer's care instructions and warnings before trying any of the above. Due to the general nature of the advice in this material, neither Davidson Property Management, nor its broker or individual agents assumes any responsibility or accepts liability for any loss, damage or injury, which may be incurred as a result of any action inspired by information, advice or suggestions through this material.