

Residential Cleaning Guide Book

A JOURNEY THROUGH THE CLEAN HOME



This guide was designed to give you a clear picture of what's included in our residential cleaning service, what falls outside of a standard clean, and how you can get the very best from your booking.

www.alvservices.co.uk

Step 1: Decide What Your Home Needs

Sometimes a regular cleaning isn't enough. If your home hasn't had a thorough clean in a while, or certain areas are showing signs of built-up dirt, it might be time for a deep clean.

Signs Your Home Might Need a Deep Clean

- Bathroom tiles or grout look discolored or have stubborn stains.
- Kitchen surfaces or appliances have grease build-up that regular cleaning doesn't remove.
- Dust is accumulating in corners, behind furniture, or hard-to-reach areas.
- Floors or carpets feel dingy despite regular vacuuming.
- You're moving into a new home or preparing to leave one.

SIGN YOUR HOME NEEDS DEEP CLEANING FIRST



Here's how we work



We Assess Your Home

We'll assess at the first session and prioritise the most important tasks within your allocated time.

We bring our cleaning kit

(multi-surface, kitchen, bathroom products + cloths).

We will need you to provide a mop, bucket, and hoover for the visits.

You can customize your task list

Many clients choose to rotate focus areas—for example, one visit we focus more on bedrooms, the next on living areas or bathrooms. This way, every part of your home gets consistent attention over time.

What's Included In Our Residential Cleaning Service:

General Areas (All Rooms)

- Dusting surfaces, shelves, furniture, picture frames, and décor
- Wiping accessible surfaces (tables, countertops, light switches, skirting boards)
- Vacuuming carpets, rugs, and floors
- Mopping hard floors
- Emptying bins and replacing liners (if provided)
- Tidying items (toys, cushions, blankets)
- Removing cobwebs (reachable areas)



Living Room & Bedrooms

- Dust all furniture (tables, dressers, nightstands, TV units)
- Vacuum and mop floors, including under/around furniture (as accessible)
- Make beds (and change bed linens if fresh bedding is left out)
- Wipe down wardrobes, drawers (outside only), and accessible surfaces
- Dust lampshades, picture frames, and window sills
- Clean mirrors, glass, and TV screens (light dust only, no deep electronic cleaning)
- Tidy items (books, toys, blankets, cushions)



Kitchen

- Wipe down countertops, worktops, and splashbacks
- Clean sink, taps, and draining board
- Wipe exterior of appliances (fridge, oven, dishwasher, microwave, toaster, kettle)
- Clean hob/stovetop (light grease removal only)
- Wipe cupboard doors (exteriors only)
- Empty bins and replace liners (if provided)
- Vacuum and mop kitchen floors
- Wipe the dining table and chairs
- Clean small kitchen items



Bathrooms

- Clean and disinfect sinks, taps, and countertops
- Scrub and disinfect toilets (inside and out, base and flush handle)
- Wipe mirrors and glass surfaces
- Clean showers, bathtubs, and tiles (light maintenance clean only)
- Wipe the exterior of bathroom cabinets
- Clean soap dishes, toothbrush holders, and accessories (if accessible)
- Empty bins and replace liners
- Vacuum and mop bathroom floors



Optional Add-ons (by request, if time allows)

- Spot cleaning light marks on walls
- Ironing (small quantity)
- Cleaning internal windows (frames)
- Quick laundry folding
- Quick dishwashing or loading/unloading dishwasher
- Wiping patio doors or balcony glass inside
- Blinds cleaning (quick wipe)



Paid Add-ons

- Oven Cleaning (inside & out, full degrease)
- Fridge/Freezer Cleaning (interior deep clean)
- Carpet Cleaning (professional shampoo/extraction)
- Upholstery Cleaning (sofas, armchairs, dining chairs, mattresses)



What's **NOT** Included in Regular Cleaning:

These can be booked as extras or are part of deep cleaning services

- ✗ Inside ovens, fridges, freezers, or microwaves
- ✗ Inside kitchen cupboards or wardrobes
- ✗ Inside washing machines or dishwashers
- ✗ Carpet & rug shampooing/extraction
- ✗ Upholstery & mattress deep cleaning
- ✗ Steam cleaning or stain removal

Heavy-Duty Work

- ✗ Removal of heavy grease, limescale, or mold
- ✗ Post-renovation / after-builder dust and debris
- ✗ Decluttering or heavy organization of messy spaces
- ✗ Lifting/moving heavy furniture or appliances
- ✗ Cleaning areas not safely reachable without ladders (e.g., ceilings, exterior windows)

Other Exclusions

- ✗ Outdoor cleaning (gardens, patios,) unless specifically booked
- ✗ Laundry, ironing, or dishwashing (unless agreed as add-on)
- ✗ Wall washing / painting touch-ups
- ✗ Pest control or hazardous waste removal
- ✗ Biohazard or trauma cleaning

Client Guidelines for Regular Cleaning Visits

To make sure your cleaning service runs smoothly and effectively, we kindly ask you to follow these simple guidelines:

Before Each Visit

- **Access:** Please ensure cleaners can enter the property (key, code, or someone needs to be home).
- **Surfaces:** Tidy away personal belongings, dishes, and clutter so we can focus on cleaning, not organizing.
- **Pets:** Secure pets in a safe area if they might be nervous or disruptive during cleaning.
- **Safety:** Inform us of any broken items, loose fittings, or areas that need special care.



Client Guidelines for Regular Cleaning Visits

During the Visit

- **Time Allocation:** Cleaners will prioritize your agreed task list within the booked hours.
- **Task List:** If you'd like to change or rotate focus areas, please let us know in advance.
- **Supplies:** If you provide cleaning products/equipment, ensure they are available and in working order. (Otherwise, we can bring our own.)

Note: If you have special surfaces such as wood, marble, or other delicate materials that require specific cleaning products, these need to be provided by you, as we do not supply them.

- **Respect:** Our team is trained, insured, and professional—please treat them with respect as they care for your home. We kindly ask that you do not supervise or follow the cleaners while they work, as this can be intimidating. Feel free to inspect the results once finished.

Client Guidelines for Regular Cleaning Visits

After the visit

- **Review Work:** Walk through your home at the end to check tasks.
- **Report Issues:** Notify us promptly if any damage occurs during cleaning (pre-existing or accidental).

Safety & Security

Keys/Access Codes

If held by cleaners, these are kept safe and confidential.

Liability

We are insured, but not responsible for pre-existing damage or normal wear-and-tear.

We also do:

End Of Tenancy/Move-in/out

Spotless cleaning for move-ins or move-outs, meeting rental standards.



Deep Cleaning

Thorough cleaning of hidden dirt and tough stains for a truly fresh home.



After Builder Cleaning

Removes dust, debris, and construction mess after renovations.



Commercial Cleaning

Professional cleaning for offices and business spaces to keep them hygienic and welcoming.



Why Choose Us?



Experienced & Professional

With over 13 years in the business, we know how to make your home or workplace truly shine.

Reliable & Flexible

We work around your schedule and focus on what matters most to you, every time.



High-Quality Cleaning

We pay attention to the little things, so your space feels fresh, comfortable, and cared for.

Safe & Insured

Our fully trained, background-checked team treats your home with respect and care, giving you complete peace of mind.



Friendly Customer Service

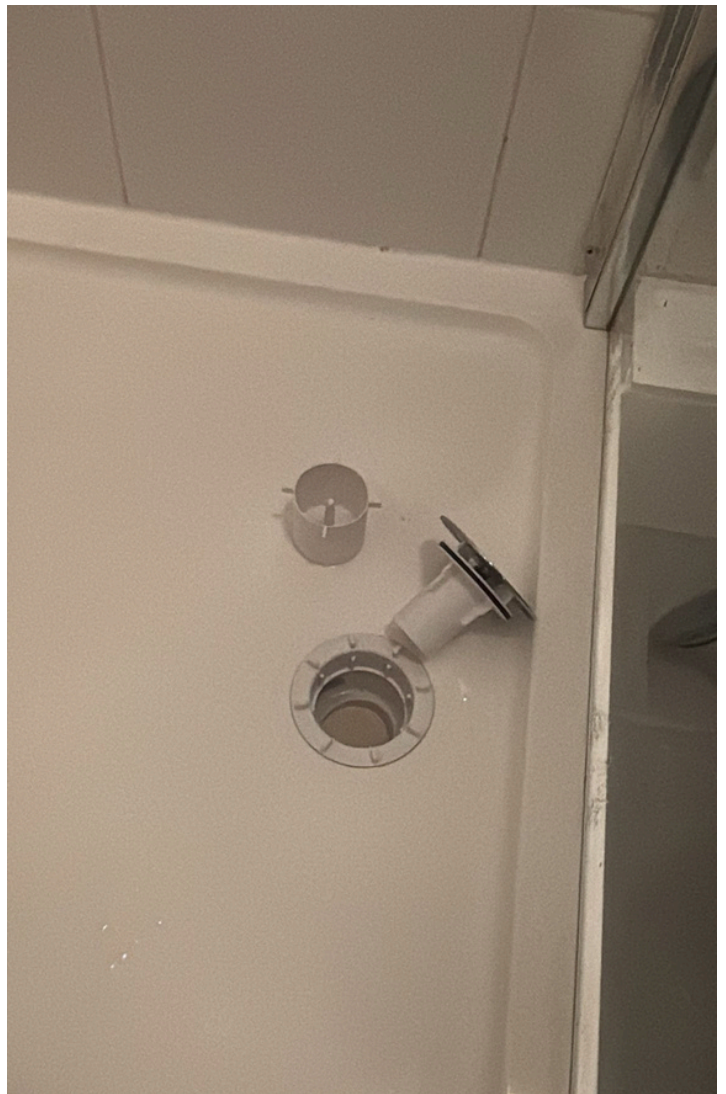
We're always here to listen, answer questions, and make sure your experience is smooth and stress-free.

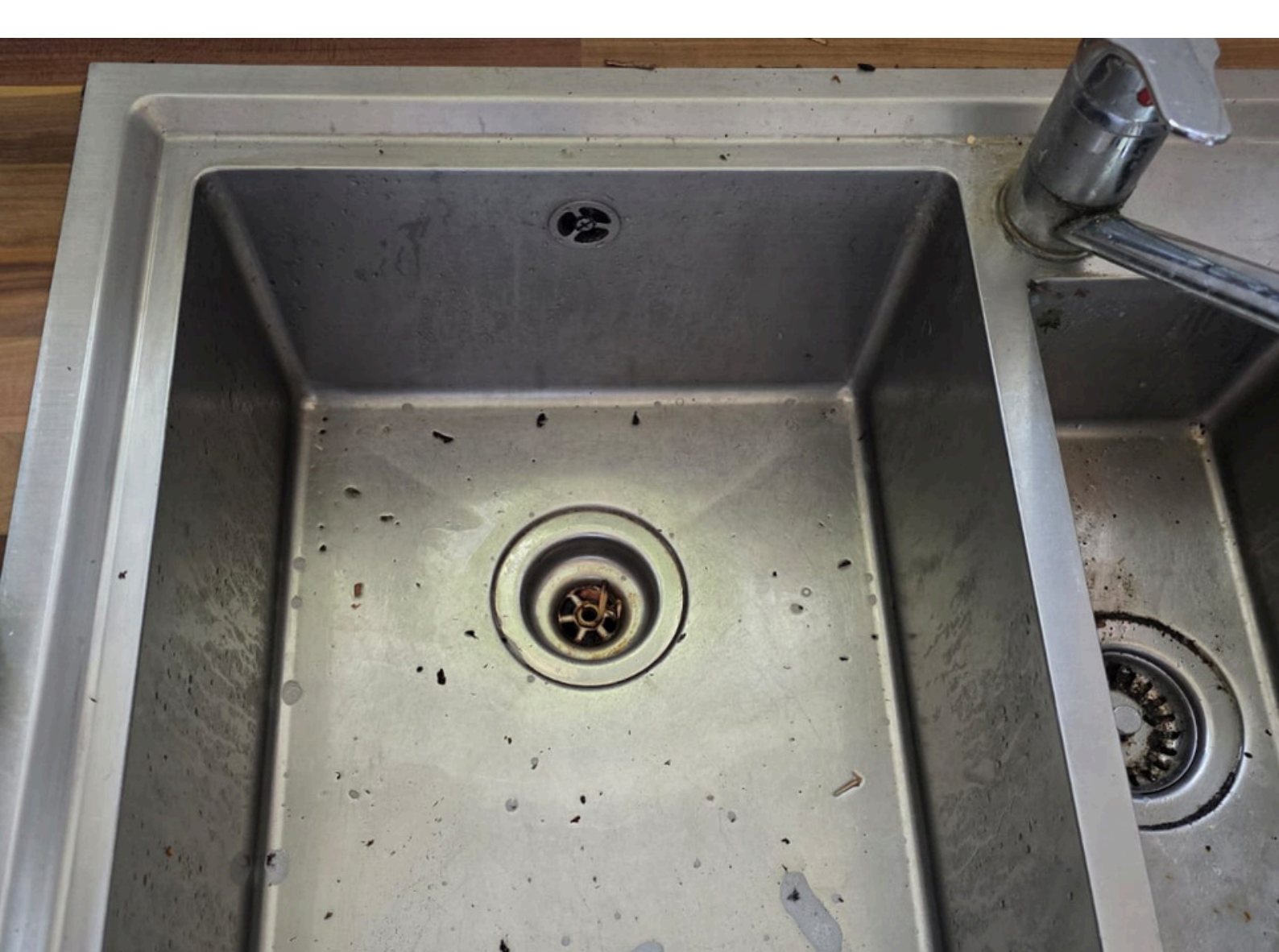


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What We've Done for Our Clients









Can't wait to make your home shine—let's book a visit that works for you!

Thank
You!

Contact Information:

☎ 0203 648 1343

✉ info@alvservices.co.uk

🌐 www.alvservices.co.uk

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