

# **CLEANING SERVICE**

**The cleaning and upkeep of your commune/student house is the responsibility of the occupants**

Where a Cleaning Service is included in your agreement:

- This is for the general upkeep of the commune/student house and not to clean up after you.
- The cleaning staff will not wash your dishes and pots, it is your responsibility to wash these when they have been used, not after 3 days!
- The cleaning staff will clean all communal areas, bathrooms, toilets etc.
- The cleaning staff will only enter your room when you are present and only to vacuum the carpets or wash the floors.
- The cleaning staff will not do your washing, make your bed or iron your clothes.

**The residents of all accommodation are responsible for the cleaning and upkeep of the property.**

- Keep your general surroundings in a neat and tidy condition;
- Wash your dishes, utensils and pots after use;
- Leave the bathroom and toilet in a state that you would want to use it;
- Put your garbage in the garbage bin;
- Keep all living spaces and public places free of garbage.

**Where cleaning service is included in your agreement with us:**

- All student houses/communes should have a roster of days of the week and times when the cleaning will be done.
- Cleaning staff are responsible for the cleaning of all public areas, bathrooms, laundry rooms, kitchens, corridors etc. and a radius of three meters around the commune/student house.
- Cleaning staff work from 08:00 – 16:00, Monday to Friday, but not on public holidays.
- Cleaning staff may not be requested to do any private work during official working hours, not even if they are paid for such services.

## **Cleaning Products**

All residents must contribute to general cleaning products, where Private Accommodation have to supply these products it will be charged to the residents' account:

- Dishwashing Liquid
- Dish swabs
- Handy Andy & General purpose cleaner
- Black refuse bags
- Light bulb etc.

## **Bedrooms**

- The occupant is responsible for the cleanliness of the bedroom
- Cleaners is not allowed to enter any bedroom without the supervision of the occupant
- Cleaners will only wash the floor or vacuum the carpets
- The cleaners is not there to make your bed or pick up your clothes from the floor or empty the garbage from your room
- Windows are washed on the inside only during the December holidays

### **Bathrooms**

Wash bathtub, scrub showers, clean mirrors, wash floors and toilet

### **Kitchens**

- Cleaning staff is responsible for the cleaning of work surfaces, floors, walls, windows, sinks and garbage bins.
- Cleaning staff will not clean your private property
- No dishes, utensils, cutlery & crockery or pots & pans will be washed

### **Communal Areas**

- Vacuum carpets/wash floors, wipe light switches and curtain rails
- Wipe and sweep windowsills, foyer corridors, steps etc.
- Clean dustbins
- Clean drain areas
- Clean courtyard

### **Carpets and Curtains**

- Curtains are cleaned and washed during the December holidays
- All carpets is cleaned at the end of an lease agreement by private contractors
- If carpets need to be cleaned more than once a year as a result of the tenant's activities, it will be for his own account.

### **Refuse Removal**

Ensure that all household refuse are ready for collection on your specific day and placed in the bins and the bins placed outside the property on the sidewalk.

- The Tshwane Metro reserves the right to determine the type of service, the minimum numbers of containers and the frequency of service;
- Only containers provided by the municipality and marked as such shall be serviced by the municipality;
- Specific days are allocated for refuse removal in the different suburbs. These days remain the same irrespective of public holidays. The only day on which no refuse is removed is 25 December and the suburbs scheduled for refuse removal on that day forfeit that week's refuse removal;
- Black refuse bins are for domestic/dry waste and are lifted once a week.
- Refuse removal starts at 07:00 in residential areas

### **Removal Day:**


***Monday:***

Riviera, Rietondale, Queenswood, Kilnerpark, Villeira and Waverley

***Wednesday:***

Hatfield, Hillcrest, Mucleneuk, Brooklyn, Waterkloof, Colbyn, Menlopark, Colbyn, Sunnyside and Arcadia.

If you do not see your suburb in the above list you can get your removal day on the following link for 2013:

 [Waste Removal Schedule](#)

Regular inspections are done by our Cleaning Department, records in this regard are available from our offices.

Any enquiries regarding our Cleaning Service can be addressed to our offices.

Contact telephone number 012 362 5112.