

Strive for a Five

CONTRACT TEMPLATE B

Scope of Works Schedule

Australian edition

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Laws differ between states, territories and countries, they change over time, and every cleaning business and every client is different. A template can't know your situation.

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Template B: Scope of Works Schedule

Attachment to the Short-Stay Cleaning Services Agreement between _____ (Host) and
_____ (Cleaner), for the property at _____.

Template notice. This is a template only. It is not legal advice. Edit freely so it matches the property and the price. Both parties are encouraged to get independent legal advice before signing.

1. The Strive for a Five standard

1.1 The goal of every turnover is a property that a guest would be happy to rate five stars for cleanliness. That means:

- **Looks clean:** no marks, dust, hair, smears or streaks you can see.
- **Smells clean:** fresh, not heavily perfumed. No lingering odours.
- **Feels clean:** surfaces dry, bedding crisp, floors free of grit.
- **Ready to stay:** everything restocked, in its place, and set up as the Host's photos show.
- **Safe:** no spills, hazards or broken items left unreported.

1.2 **The five-minute guest walk-through.** Before leaving, the Cleaner walks the property as a guest would: front door in, bed, bathroom, kitchen, back out. Anything that would make a guest wince gets fixed or reported.

1.3 If this Schedule and a verbal instruction differ, the parties will follow this Schedule until they both agree to change it in writing.

2. Per-room checklist

Tick the tasks that are included in the standard turnover fee. Cross out anything not included.

Room / area	Task	Included
Entry and hallways	Sweep and mop floors	☐
	Wipe door handles, light switches, mirror	☐
	Dust ledges, skirting and picture frames	☐
	Empty shoe racks, check for left items	☐
Living areas	Dust surfaces, TV and shelves	☐
	Vacuum floors, rugs and under cushions	☐
	Wipe tables, remote controls and switches	☐
	Plump cushions, fold throws, arrange as per photos	☐
	Check games, books and extras are complete	☐
Bedrooms	Strip beds; check mattress protectors for stains	☐
	Make beds with fresh linen, as per the Host's style guide	☐
	Dust surfaces, bedside tables and headboards	☐
	Wipe mirrors and wardrobe handles	☐

Room / area	Task	Included
	Check under beds and in drawers for guest items	☐
	Vacuum or mop floors	☐
Bathrooms and toilets	Clean and disinfect toilet (inside, outside, base)	☐
	Scrub shower, bath, screen and tiles	☐
	Clean basin, taps and mirror (streak-free)	☐
	Empty bins, wipe the lid and replace liner	☐
	Check for hair in drains and plugholes	☐
	Restock toilet paper, soap, towels	☐
	Mop floor	☐
Kitchen	Wash, dry and put away dishes; run dishwasher if used	☐
	Wipe benches, splashback, sink and taps	☐
	Clean the microwave, kettle and toaster	☐
	Wipe the stovetop and exterior of the oven	☐
	Clean the fridge shelves; discard guest leftovers	☐
	Empty bins, replace liners	☐
	Restock tea, coffee, sugar and welcome items	☐
	Sweep and mop floor	☐
Laundry	Wash, dry and fold linen and towels (if included)	☐
	Clean the lint filter	☐
	Wipe the machine exteriors and the sink	☐
Outdoor and entertaining areas	Sweep patio, balcony and entrance	☐
	Wipe outdoor furniture and BBQ top	☐
	Empty outdoor bins and ashtrays	☐
	Check for rubbish and bottles	☐
Final checks	Windows and doors locked	☐
	Heating or cooling set as per Host's instruction	☐
	Lights off except those requested on	☐
	Report sent to Host with photos	☐

3. Add-ons price list

Add-ons are only done when the Host has agreed (message or email is fine). Prices below are \$ _____ including GST ☐ excluding GST ☐.

Add-on	Price	Notes
Oven deep clean	\$_____	Per oven
Fridge deep clean	\$_____	Emptied and wiped
Inside windows	\$_____	Per window / flat rate
Window tracks and screens	\$_____	
Carpet spot-treat	\$_____	Per stain
Pet hair extra	\$_____	Per clean
Extra guest bed made	\$_____	Per bed
Laundry per load	\$_____	If not included
BBQ deep clean	\$_____	
Balcony or deck wash	\$_____	
Short-notice surcharge	\$_____	Under _____ hours' notice
Excess mess or rubbish removal	\$_____	Per hour / flat
Other: _____	\$_____	

4. Photo evidence

4.1 Photos protect both of you: the Host can see the clean was done, and the Cleaner can show the property's condition when they arrived and when they left.

4.2 For every clean, the Cleaner takes, saves and sends the following photos:

- **On arrival:** each room, as found, and any damage, mess or missing items.
- **On leaving:** each room, finished and ready for the guest. At minimum: each bed, each bathroom, the kitchen bench, the living area and the entry.
- **Anything unusual:** damage, stains, pests, spills, broken items, left-behind guest belongings.

4.3 Photos are sent to the Host by ☐ shared album ☐ message ☐ email ☐ app: _____ within _____ hours of finishing.

4.4 Photos are kept for _____ days and used only to confirm cleans, report problems and deal with disputes. They are not shared or posted elsewhere (see clause 14 of the main agreement).

4.5 The Cleaner avoids photographing guests, and avoids photographing personal documents or valuables beyond what's needed to report an issue.

5. Re-cleans and quality issues

5.1 If the Host finds something that doesn't meet this Schedule, they tell the Cleaner within _____ hours with a photo and the room. The Cleaner will fix it as soon as possible (see clause 13.4 of the main agreement).

5.2 If something was missed because it wasn't in this Schedule, it's an add-on, and the parties will update the Schedule.

6. Schedule details

- Services start date: ____ / ____ / _____
- Standard turnover fee: \$_____
- Cleaning time allowed (estimate): _____ hours
- Linen set per bed (sheets / pillowcases / towels): _____
- Special instructions (alarms, bins, pets, parking): _____

The Host signature: _____ Date: ____ / ____ / _____

The Cleaner signature: _____ Date: ____ / ____ / _____