

Standard Operating Procedures & Expectations

Standard Clean — Definition & Scope

A Standard Clean is a turnover clean performed between guest stays. It prepares the property for the next guest and includes the following work:

Floors & Surfaces

- All solid surfaces wiped down (counters, tables, nightstands, shelves, appliances, handles, light switches).
- Carpeted areas vacuumed thoroughly, including under accessible furniture where practical.
- All high-traffic solid surface areas spot mopped, particularly entryways, kitchens, and bathrooms. Any visible spills, tracked-in dirt, or soiling on hard flooring must be mopped regardless of location.

Bathrooms

- Toilets, sinks, tubs, and showers sanitized.
- Mirrors and glass cleaned.
- Floors swept and mopped.
- Shampoo, conditioner, and body wash dispensers refilled in every shower/tub.
- Hand soap refilled at every sink.
- Minimum two (2) rolls of toilet paper accessible in each bathroom.

Kitchen

- All visible surfaces wiped down.
- Sink cleaned and sanitized.
- Dishes washed, dried, and put away; dishwasher emptied if used.
- Stovetop and microwave interior/exterior wiped.
- Trash removed and liner replaced.
- Hand soap and dish soap refilled.
- Minimum two (2) rolls of paper towels accessible.

Bedrooms & Living Areas

- Linens stripped, washed, and replaced with clean sets (or swapped with clean inventory).
- Beds ready for the next guest.
- Surfaces dusted and wiped.
- Trash removed.

Consumables & Restocking

- All guest-facing consumables (toilet paper, paper towels, hand soap, shampoo, conditioner, body wash, dish soap) restocked.

Trash

- All interior trash removed from the property.
- Trash bin taken to the street/curb for pickup.

Linens & Laundry

- Linens may be washed on-site or taken off-site at the cleaner's discretion.

Maintenance Reporting

- Any maintenance issues discovered during cleaning (leaks, damaged furniture, appliance malfunctions, broken fixtures, etc.) must be photographed and reported ASAP so we can try and get them dealt with before the next guest if possible.

Smoke Detectors & Safety

- If any smoke detector is observed to be missing, damaged, or tampered with, the cleaner must report this immediately with photos. Spare detectors will be kept on-site or with the cleaner for immediate replacement.

Lost & Found

- Items left behind by guests should be placed in the owner's closet if one exists. Otherwise items should be hidden as securely as possible.
- Report lost items to the owner so guests can be contacted. When a guest requests retrieval, the owner will coordinate access directly with the guest.
- If the guest has already returned home and the guest really wants the item back (high value, sentimental, etc...) we will ask you to give us a price they can pay to have you run the item to the post office (plus postage).

Deep Clean

Deep Cleans are performed on a recurring schedule separate from turnover cleans. Deep Cleans include everything in a Standard Clean plus:

- Baseboards wiped down.
- Interior of appliances cleaned (oven, microwave, refrigerator, dishwasher).
- Ceiling fan blades and vents dusted.
- Detailed grout and tile cleaning in bathrooms and kitchens.
- Inside of cabinets and drawers spot-checked and wiped as needed.
- Windows and window sills cleaned (interior).
- Door lock batteries replaced on the scheduled interval.
- HVAC filters replaced on the scheduled interval.
- Smoke detectors verified as present and functional in all required locations per fire code (typically each bedroom, hallways outside sleeping areas, and on every level). Any missing or damaged units reported so we can get them replaced.

Periodic Maintenance Items

- Door lock batteries, HVAC filters, and smoke detector checks are performed on a set schedule rather than reactively. The schedule for each property will be listed in the Payment Addendum. This is intended to prevent guest-facing failures (dead locks, dirty filters, missing detectors).

Periodic Maintenance

Every 3 months we will need to replace certain items within the home to avoid failures and guest issues:

- HVAC Filters
- Door Lock Batteries - This includes any owners closet locks
- Smoke Detector Batteries - For properties that don't have 10 year battery units, the batteries will need to be replaced.

Supply Management

Supplies will be shipped directly to the cleaner's home address, in most cases, and the cleaner is responsible for distributing and maintaining inventory across their assigned properties. In the Winchester / Dechard area we have a shared supply garage that we will periodically deliver supplies to directly as time allows.

Cleaner Responsibilities

- Notify the owner when supplies at any property are running low, with enough lead time to order and ship replacements before they run out.
- Distribute shipped supplies to each property as needed during regularly scheduled cleans.
- Maintain minimum on-site inventory at each property of: toilet paper, paper towels, hand soap, dish soap, shampoo, conditioner, body wash, trash bags, and standard cleaning supplies.

Owner Responsibilities

- Order and ship supplies to the cleaner upon notification of low inventory.
- Provide an initial standard stock of supplies for each property and for the cleaner's working inventory.
- Maintain a small spare inventory of smoke detectors for immediate replacement.

Payment Terms

Rates

- Cleaning rates vary by property based on size, number of bathrooms, and complexity. Per-property rates are defined in the Payment Addendum to this agreement.

Invoicing

- An invoice must be submitted for each clean.
- Each invoice must include: the property address, the date of service, and the amount due.

Payment Method & Timing

- Payment will be made via same-day ACH.
- To qualify for same-day processing, invoices must be submitted no later than 5:00 PM Central Time on the business day prior to the desired payment date.
- Invoices submitted after that cutoff will be processed on the next business day.
- Payment will be scheduled for the day of the clean assuming the invoice was submitted on time.

Additional Compensation for Excessive Mess

- If a property is left in significantly worse (bodily fluids, ruined linens, pet mess, etc...) condition than a Standard Clean anticipates, the cleaner may request additional compensation.
- Requests must include clear before-photos documenting the condition of the property upon arrival.
- Without photographic evidence, no additional compensation will be paid. This is a firm requirement because the owner must submit the same evidence to Airbnb in order to recover costs from the guest.
- The cleaner should notify the owner before beginning additional work, so the scope and additional amount can be confirmed.

6. Quality Standards & Rework

If a guest reports a cleanliness issue with clear evidence that the issue was within the scope of a Standard Clean:

- We will do our best to work with the guest and see if they would accept a touch-up for the issue so we don't have to issue any refund.
- If a full or partial refund of the cleaning fee is required the cleaner will be expected to refund that same amount to the owner.
- The cleaner will return to the property to bring it up to standard at no additional charge.

This applies only to issues that fall within the agreed Standard Clean scope. Maintenance issues, guest damage, and items outside the cleaner's scope of work are not subject to refund.

Scheduling, Cancellations & Coverage

Notice of Cleanings

- Cleaners will receive advance notice of bookings and scheduled cleans as soon as reservations are confirmed. We currently use "Turno Cleaners" for this (available in Android and Apple app stores).

Cancellations

- If a booking is canceled and a scheduled clean is no longer needed, the owner will notify the cleaner as soon as possible.

Cleaner Unavailability

- If the cleaner will be out of town, sick, or otherwise unavailable, they must give the owner as much notice as possible.
- If the cleaner is arranging their own coverage, contact information for the covering person must be provided to the owner in advance.
- If the cleaner cannot arrange coverage for their absence, the owner must be notified promptly so a temporary replacement can be found.

Access & Security

- All properties use keypad/smart lock entry. Access codes will be provided to the assigned cleaner.
- If you have someone working for you and they leave on bad terms, notify us immediately so we can work with you to change codes.
- If you want/need to use the Wifi the password is “welcomehome” and the network name will be the street address or similar.

Communication Protocols

- Day-to-day communication (cleaning schedules, supply requests, maintenance reports, photos) will be conducted via Telegram (available via the Android and Apple app stores) between cleaner and owner. We use this vs texting so that we can ensure we see your messages even when we don't have cell service.
- Invoices should be emailed to tr-rentals@ap.mercury.com they need to either have the invoice details directly in the email or have a PDF attached.
- All photos related to maintenance issues, excessive mess claims, or missing/damaged items should be sent with enough context (property, location in property, date) to be usable as documentation with Airbnb if needed.

Termination

Either party may end this arrangement with a minimum of two (2) weeks' written notice, except in cases of egregious breach (theft, repeated serious quality failures, safety issues, etc.), in which case immediate termination may be appropriate.

- If the cleaner decides to stop servicing properties, two weeks' notice allows the owner time to find a permanent replacement.
- If the owner decides to end the engagement, two weeks' notice will be provided except

in the cases noted above.

- Outstanding invoices for completed work will be paid in full on the standard payment schedule regardless of the reason for termination.

12. Amendments

This document is the general agreement that applies to all properties. Per-property details (rates, deep clean frequency, periodic maintenance schedules, supply minimums) are maintained in the Payment Addendum, which may be updated from time to time by mutual agreement without requiring changes to this document.

Acknowledgment

By signing below, both parties acknowledge they have read, understood, and agreed to the terms in this document.

Cleaner Name: _____

Signature: _____ Date: _____

Owner Name: _____

Signature: _____ Date: _____