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How to Clean

1. General Rules

Quality Standards

This document describes the main criteria for quality basic cleaning in Hands App. Detailed descriptions of cleaning each area of the apartment can be found in the corresponding sections.

Dry Cleaning:

After dry cleaning the floor and textile coverings (carpets, soft furniture), there should be no trash, sand, dust, lint, hair, animal fur, and fibers from napkins in the accessible area and under small items.

Wet Cleaning:

After wet cleaning of hard surfaces, both open and under furniture, there should be no trash, sand, dust, lint, hair, animal fur, and fibers from napkins. Surfaces should be free of stains, streaks, sticky or greasy residue, cloudy films, loss of shine, and slipperiness after drying. Surfaces should be wiped dry.

Sanitary Ware Cleaning:

After cleaning, sanitary ware should be free of visible dirt, water and urine stone, soap scum, grease film, and rust.

Cleaning Glass and Mirror Surfaces:

After cleaning, glass surfaces should be free of streaks, stains, and residues from dirt and cleaning agents, dust accumulation, and lint from napkins.

Clothes and Shoes:



All clothes should be neatly folded in a stack or hung on the back of a chair or armchair. Outerwear should be neatly hung on a hanger in the hallway. Shoes in the hallway should be neatly arranged in pairs.

Items:

All items, belongings, and children's toys should be in their places after cleaning, neatly folded or arranged. Be sure to dust under the items and the items themselves. If curtains were tucked for convenience during cleaning, do not forget to straighten them at the end.

Bedding:

Before cleaning, ask the client if the bedding needs to be changed. If necessary, request a set of clean bedding. Be sure to remove dirty bedding before putting on the clean set. Put on clean bedding wearing white nylon gloves. If the client does not require a change of bedding, neatly make the bed.

Dishwashing:

Wash all dirty dishes left by the client. There should be no food residues, greasy films, or cleaning agents on the washed dishes. Dry the dishes where the client specifies. If the additional service "inside the oven" is provided, wash the pans and other dishes inside the oven if they are dirty.

Trash:

All trash bags in the apartment's trash bins should be replaced with new ones. At the end of the cleaning, take out the trash to the garbage chute or outdoor container. Also, clean the client's vacuum cleaner by emptying the trash into a bag in the hallway.

Cleaning Agents:

Use only the cleaning agents provided by Hands App. It is prohibited to pour agents into other containers or bring your own. Do not ask the client for agents as your agents are specially designed for maintenance cleaning. You may ask for special cleaning agents for marble surfaces in the bathroom or kitchen if the client has them.

After cleaning various hard surfaces, the following are acceptable:

- Irremovable defects identified before the start of cleaning, such as burns from chemical agents. Inform the client and the company about this.