

Sparkling Cobwebs Domestic and Carpet Cleaning Services

Method Statement

Rooms in General

Micro fibre cloth or duster on skirting boards, walls and ceilings to remove dust and cobwebs.

Stains and marks reduced or eliminated on painted walls with detergent solution or stronger solution if suitable.

Permanent wall and ceiling fixtures dusted and wiped with low moisture detergent solution.

All other wood work such as door frames, window frames, doors, stair wood work cleaned with detergent solution or stronger alkaline solution should grease and grime be present on the surfaces. Any mould around wooden surfaces would be bleach treated to effectively reduce return in the short term.

Mirrors and glass will be dusted and polished to remove finger prints and smears. Light switches and wall plugs will be polished using a low or zero moisture processes.

Wooden and tiled floors vacuumed or dust brushed to remove loose surface particulate matter and then washed with a bleach based solution. Embedded dirt in tile grout can be addressed with a strong alkaline cleaning solution if the client requires this process but it would attract extra cost.

Carpets to be vacuumed with an upright roller brush vacuum cleaner if the carpets have light soiling to 25% of the carpet fibre. Any staining that would be required by the client to be removed, or any rinse extraction carpet cleaning for heavy soiling would be at additional cost and discussed with the clients before any work was undertaken.

Furniture present in the property at the time of the clean, where possible, can be moved and the surfaces behind and under it have the same processes as the surfaces around it. Furniture that is too heavy or deemed at risk of damage by movement will be detailed to the client verbally or in writing if required.

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Built in wardrobes will undergo the same processes as a normal room would. Wall mounted furniture such as cupboards etc. will be cleaned using a suitable surface cleaner and shelves and doors will be wiped for dust and smears.

Any door frames with recesses in the frame will be cleaned of dirt and mould where possible. This usually applies to uPVC door frames.

Radiators washed down using mild detergent solution and dusted behind. Pipes and valves wiped down to remove dust and grime.

Any damage noticed at the time of the clean will be documented in photographic format.

No additional work will be undertaken without consent of the client by Sparkling Cobwebs.

The exterior of the house including frames, glass and fixtures are not included within the scope of this Method Statement.

Kitchens and Bathrooms

Ceilings, walls and skirting boards will be subject to the same process as general rooms.

Floors will be dust brushed and cleaned with suitable process (vacuum or washing)

Tiles will be washed with a bleach based solution and glass surfaces with an appropriate cleaning solution. Special attention will be given to the shower door. Mould will be bleach treated and removed as much as possible without compromising the integrity of any sealants or grouting. Extensive heavy soiling on grout would have to be discussed with the client as this would involve additional costing.

Wall fixtures such as cupboards and mirrors would attract the same processes as fixtures in a normal room.

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Taps etc. including chrome and gold fixtures would be cleaned using a bleach based detergent or a high shine solution. Mild scaling is treated using a suitable de-scaler.

All porcelain and other similar surfaces are cleaned with a suitable non-abrasive solution and porcelain surfaces such as lavatory, sinks and baths will be bleach treated before the non-abrasive solutions are used.

Toilets cleaned and disinfected, including the base, under the seat and behind the toilet.

All accessible surfaces of white goods to be wiped down using a bleach based solution. If there is any risk of damage to any surrounding fixtures, surfaces or attachments by pulling the appliance out then there will not be any cleaning behind the appliance. This is at the discretion Sparkling Cobwebs.

Inside of fridge, if present, to be cleaned using a disinfectant.

Oven, if present, cleaned using a strong de-greasing chemical. (Oven clean attracts an additional costing).

Woodwork and Surfaces – specifics.

Wallpaper – heavy stains on wall paper are risky to address as wall paper and water usually do not mix but an extremely low moisture process can be attempted to reduce the soiling.

Emulsion – emulsion painted walls can be washed using a low moisture process if there is light soiling. With heavy soiling there is a risk that the stain will transfer to non-infected areas which can result in the need to redecorate.

Finished paintwork – there are no known issues to us on finished paintwork. Soiling on bannister rails, hand rails and staircase newels can be effectively addressed using an off the shelf degreasing agent.

Floors – Specifics.

Wooden floors – sealed parquet floors are cleaned with low moisture processes such as dust removal followed by conventional mopping. Un-sealed wooden floors can only dry treated such as vacuum or dust mop.

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Tiled floors – for ceramic and porcelain tiles, dust removal by dust brush or vacuum followed by low moisture cleaning. For soiled tiles, a rotary burnishing machine is available with an appropriate chemical solution and burnishing pad, depending on the condition of the floor. This process is outside the scope of this method statement as it would attract extra costing, but this service is available on the client's request. Speciality floors such as marble or granite do not take a seal or a polish. They are scrubbed with a neutral pH detergent cleaner and then burnished with a shine enhancer but this would involve extra cost. If the condition is too far gone it will require specialist expertise to renovate the tiles. Again, this involves extra costing.

Carpets – carpets are vacuumed extensively using a roller brush upright and the edges are vacuumed using an appropriate hand attachment. Where soiling by way of foot traffic or draught marking under doors has occurred, a more extensive cleaning method will be required which would be discussed with the client before any work was undertaken. Damage to colour by UV light is irreversible. It is also pointless to clean a heavily worn carpet as it will not improve the appearance. Shading can be as simple as the carpet pile lying the wrong way. Stain removal and carpet cleaning, other than by vacuuming, are outside the scope of this method statement and would need discussing with the client before any further work was undertaken.

General – specifics.

Sparkling Cobwebs much prefers to carry out a survey of the property as opposed to give a fixed quote, even though we do offer this service. With a survey, the client can be assured that work undertaken has been offered by the client, and considered and accepted by Sparkling Cobwebs thereby forming the contract.

This method statement is what the client can expect to be done as a minimum and ensures piece of mind. Any additional issues noticed whilst carrying out the survey can be discussed and satisfactory resolutions agreed or not depending on the outcome.

Sparkling Cobwebs will go through a checklist of activities and sign off the work. A copy of this will be given to the client so they can reference it in the

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unlikely of an issue, and Sparkling Cobwebs will rectify the issue free of charge should it be deemed to be at fault.