



Move Out Cleaning Information Sheet

Thank you for choosing Uptown Maids Houston to do your move out cleaning! We are happy to help you with your move out cleaning needs and wanted to provide you with information to make your move out cleaning a great one!



We need the power to be on, regardless of if vacuuming is needed. This is so that our teams can see what they are cleaning, and have heating and air conditioning when necessary



We need the water to be on in all areas with running water. This helps our team do their deep cleanings without carrying water back and forth between rooms.



The home must be completely empty of all furniture, belongings, food, packing and cleaning supplies. Our teams do clean out the insides of cabinets, drawers, appliances, closets, and behind movable appliances.



Any items left behind are considered trash. If more than one trash bag's worth of items are left, heavy cleaning charges will be assessed.



Heavy cleaning charges occur when the home is not completely empty, trash or hazardous material is left behind (i.e. pet waste) and are charged in \$25 increments.



Our teams are trained to take pictures of all move out cleanings to document any items left behind and the condition of the space. If these pictures indicate anything that would result in a heavy cleaning charge, we will call to discuss extra charges before the cleaning is started.



If your home does not meet the any of the above criteria, the cleaning may need to be rescheduled to a different date (subject to availability)



Items not included in the move out cleaning are wall washing, any type of laundry, hazardous waste removal and clean up, and/or packing or organizing. If you think you have a task that may not be included in the move out cleaning, feel free to contact the office to discuss.

Please note - while we do our best to return your home to its move in cleanliness, we cannot guarantee landlords and property managers will refund your deposit or not impose any additional cleaning fees. We do ask that you do a final walk through with our cleaners to ensure your satisfaction. Cleanings not inspected the same day cannot be guaranteed due to the nature of move out cleanings.



Move Out Cleaning Process

We send teams of at least two cleaners with cleaning supplies to your home for every cleaning. Feel free to let us know if you have preferred products and home specific instructions, and we will provide notes and instructions to our team.

Dust and clean the blinds, ceiling fans, and air vents

The team can clean any ceiling fans that can be reached with their dusters. If you have higher than normal ceilings (taller than 12 feet) let us know and we can let you know if they are able to dust your ceiling fans.

Clean windows (inside) and windowsills

The team will clean the inside of your windows and windowsills after dusting the blinds. Let us know if you are interested in outside window cleaning (first floor only).

Floors and baseboards

The teams will sweep, mop, and Swiffer dry any hard-surfaced floors. In initial deep cleanings and move out cleanings, the baseboards are washed, and in recurring cleanings, they are dusted and washed when needed. All carpeted areas will be vacuumed

Bathroom area cleaning

The team will clean the toilets, sinks, bathtub, showers, and disinfect surfaces.

Kitchen Area Cleaning

Our team will clean the inside, outside, behind, and under all movable appliances. They will disinfect kitchen surfaces, and clean the inside and outside of the cabinets and drawers.,

Services that are not included at the flat rate and may require a special rate cleaning

- Human and/or animal waste removal and sanitation
- Removal of more than two garbage bags of trash

Satisfaction Policy

Should any detail(s) be missed, the client must notify the office the same business day of the cleaning with photos of the details missed. We do not offer refunds, but do offer a cleaning correction if the details missed are deemed to be included with the service purchased. If an inspection has been completed by the client and no details missed were noted, we are unable to correct future missed details noticed