

Hi,

We had a very unpleasant situation when we were moving out of the rental property after 9 years of renting. In short, the landlords decided to make everything possible to return the house condition to the pristine - way above the state which it was before we moved in.

We almost went into Tribunal.

After a lot back and forth and some humiliating re-cleaning carried out by the professional cleaners that we used originally, we decided that the legislation on this topic is very loose.

In short, there's no standards of quality set in the law which leaves landlords to their interpretation of "reasonably clean".

And the mirroring problem here is the standards of quality of so-called "professional cleaners".

What we propose to do is the following:

For landlords:

- Define what they can expect to be cleaned and what cannot. For example: YES for windows, interior, balcony, fixtures, appliances; NO for exterior walls, roof, non-livable storage room, garage, etc.
- Define stricter rules on how agents can claim bonds. In our example agent managed to claim bond without providing any explanation to the Rental Bond Official body.
- Define better strategies of mitigating the disputes. Right now there is a bias towards landlord's opinion and it's nearly impossible to dispute their thinking by the tenants.

For any business claiming they are professional cleaners and operating in "moving out/end of lease clean" category:

- Require official training and certification by the government controlled body, so businesses cannot simply pretend that they do clean up to the standard
- Predefine the list of expected areas of the house/unit which must be cleaned, and which must not be cleaned UNLESS stated in the contract and agreed between tenant and landlord upon signing it. The professional cleaners must guarantee the minimal cleaning according to this list. Landlords must be aware of it too.
- Work out a way to remove/punish illegitimate businesses by introducing a software or cloud service which facilitates the cleaning request, completion, proof of work and the results, and payment. Eliminate payment by cash, eliminate any hand-written receipts or verbal agreements.

We hope this all makes sense. We normally don't like tying up the screws, but in this case stricter regulation will actually serve better to fix the expectations on both sides and eliminate unwanted consequences.