



## Vacation Rental *Cleaning Contract*

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*MATTA Residential & Commercial Cleaning Services LLC is pleased to provide cleaning services for the vacation/short-term rental market locally. We believe that hiring us to provide this service can make owning a rental more profitable and manageable for you.*

*MATTA Residential & Commercial Cleaning Services LLC will guarantee all work performed to clients' specifications and our understanding. This agreement will remain valid for future service(s) within the parameters noted and for the address listed below only. A separate agreement must be signed for each property address. All existing damage and/or exceptions must be disclosed to **MATTA Residential & Commercial Cleaning Services LLC** prior to the first service date.*

**Rental Address:**

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**Property Contact(s):**

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**Phone:** \_\_\_\_\_ **After hours/Weekends**

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\$ \_\_\_\_\_ each  
\$ \_\_\_\_\_ visit/flat rate \$ \_\_\_\_\_ with laundry service

\$ \_\_\_\_\_ per hour for excessive cleaning (photos/reasons will be provided)

Payment shall be made  
by: \_\_\_\_\_ Credit Card\* (each)      Credit Card (monthly)      Invoice (monthly)

*\*Signed Credit Card Agreement  
must be on file*



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### *Standard Scope of Work*

<b>INSPECTION</b>	Any perceived excessive use or new damage will be photographed and reported upon entry.
<b>BEDROOMS</b>	Strip/remake all beds/clean bedrooms
<b>BATHS</b>	Clean/restock bathrooms (TP, soaps, shampoo, towels)
<b>COMMON AREAS</b>	Dusted, tidied, vacuumed/mopped
<b>KITCHEN</b>	Wipe down/clean all surface areas, empty DW, empty fridge excluding condiments, wipe out, if necessary, microwave oven interior
<b>TRASH</b>	Remove all household trash to property receptacles, reinsert bags if necessary
<b>LAUNDRY</b>	Soiled laundry will be moved to designated area, unless it has been agreed by both parties that laundry service is added to the contract.

Cleaning will be scheduled after check-out but before the next guest arrives and as our schedule allows. It may not always fall on the same day as a check out. Check outs that occur on Sundays will be scheduled for the next business day as our schedule and the next reservation allows. ***If the same day check out/in occurs on a Weekend, additional charges of \$75 will apply to arrange for employee availability.***

### ***Supplementary Services***      *(Additional charges apply)*

**LAUNDRY SERVICE** Laundry will be bagged in assigned bags and removed for laundering off site and returned at next appointment date. **\*\* Please see Laundry Terms and Conditions \*\***

**SUPPLY INVENTORY/SHOPPING** Keeping supplies stocked as necessary and added to invoice  
**\*A list of all the supplies required must be submitted\***



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### ***Requirements:***

- Please respect that we service a large client base. Each client is important to us. Last-minute schedule changes or other requirements cannot always be accommodated.
- We require an entire time allotment between guests (with same day check out/in).
- We must be advised, in advance, if an early check-in has been granted to a guest, and what time they are expected to arrive.
- No late check-outs or early check-ins for same day turnarounds.
- Extra fees will apply for Weekends same day turnarounds.
- A full set of keys/codes to the property including supply storage areas.
- Contact names and numbers in case of property emergencies
- Water main shut off valves and electrical box locations
- A list of all requirements for the property (i.e. 6 towels and washcloths and 4 spare rolls of TP in each bathroom, etc.)
- Using a shared Google Calendar with MATTA Residential & Commercial Cleaning Services LLC, with full access for all guest appointments to ensure accuracy of cleaning schedule
- Check in/out times for guests
- List of guest requirements for the house (pets/children allowed, smoking, maximum capacity, and so forth) so we may notify you of anything found outside those parameters.



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### ***Recommendations:***

- Have several sets of extra keys or codes to get into your property. Hide/keep them where they can be accessed by your guests or the cleaning service in the case of lost/misplaced keys or emergencies
- Be aware not all guests will respect your property. Things will be broken, stolen, misused, or thrown away. If there are items in your house that, if in the case of misuse or unfortunate act, you would be upset to lose, lock it up or remove it from the property. Accidents can and do happen.
- Charge guests a cleaning fee. This can help cover the costs of additional cleaning/replacement costs for damage without having to go through an insurance claim.
- Depending on the online rental sites used to advertise the property, you may want to consider a damage deposit.
- Make a “picture book” of what you want each room of the house to look like for guests.

### ***Pre-existing Damage List***

Please list below any damages or other items of note (i.e. dishwasher front is scratched, gate to back yard needs a special process, carpet in basement is stained, etc.) prior to first cleaning appointment

**Property Address:** \_\_\_\_\_

**Notes:**

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This agreement may be terminated by either party at any time provided all terms agreed upon are performed and paid for in full.

**Payment Terms are Net 7 from receipt of invoice (30th of the month), unless alternate arrangements have been approved by MATTA Residential & Commercial Cleaning Services, LLC.**

**MATTA Residential & Commercial Cleaning Services, LLC requires that a valid payment method, such as a credit/debit card, be kept on file in the case of an invalid or missing payment (Separate credit card agreement must be signed and will be kept on file.)**

**A \$35 late fee will be added to all invoices more than 14 days late.**

\*Invoices over 30 days late will be considered delinquent and sent to collections.

NSF payments will be charged an additional \$50 fee per decline (up to 2) and are subject to collections. All costs incurred to collect delinquent invoices will be added to the balance, up to and including necessary attorney's fees and court costs.

Any damage (except as noted above) ***MUST*** be reported to management within 24 hours of service date(s) and prior to the next guest taking occupancy. **MATTA Residential & Commercial Cleaning Services LLC will not be liable for any damages incurred by renters/guests. Cumulative damages will not be considered for any claim whatsoever.**

Our insurance policy is available upon request.

MATTA Residential & Commercial Cleaning Services LLC reserves the right to change the provisions of this contract without notice. Continued employment constitutes consent to future changes to this contract.

***I understand and agree to the terms of this contract.***

Signed: \_\_\_\_\_ Date: \_\_\_\_\_



## Vacation Rental

### *Laundry Terms and Conditions*

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**MATTA Residential & Commercial Cleaning Services LLC** can provide, for additional cost, laundry service for your vacation rental. This includes **only** bed\*\*, bath, and kitchen linens (Sheets, duvet covers/shams, Afghans/throws/extra blankets, bath towels/washcloths/washable rugs\*, kitchen towels/rags, washable rugs\*)

**\*\*Polyester filled comforters are excluded.**

**\*Washable rugs are cotton or other water/machine washable fiber and NOT rubber backed**

**Procedure:** At each visit, if the guests have not already done so, we will strip each bed down to the mattress pad. We will examine the mattress pad and duvet covers/shams for stains or other signs of soil and remove them if necessary or as required by the owner/manager. All other laundry in the home on the floor or otherwise piled, will be considered dirty and bagged up and removed for washing off-site.\*\*

**\*\*We will not stay on the property to do or finish laundry unless it is already included in the contract agreement for the additional fee specified.**

It is **required** that, at minimum, two sets of ALL linens (sheets, duvets/covers, pillows, towels, hand towels, wash cloths) be purchased so that one set is removed for laundering while the other is used by the current guests.

1. All laundry, regardless of color or fiber content will be washed in cold water with unscented earth friendly detergent. Sheets and towels will be dried with woolen static dryer balls. No scented detergents, fabric softeners, or dryer sheets will be used.
2. Stains such as food, blood, grass, dirt, or of unknown origin will be treated (if found) with additional detergent, bleach, and/or peroxide. We suggest you have the guests alert you or us with that information so that it may be addressed properly.
3. Laundry is folded and packed in the assigned laundry bag(s) and returned for use on the next cleaning visit.

*This method allows the property to be ready and available for the next guest as soon as possible.*



## Vacation Rental

### *Laundry Pricing*

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**Laundry Pricing:**

1-3 bedroom 1-2 bathrooms	\$20 per wash/dry
4-6 bedrooms/3-5 bathrooms	\$25 per wash/dry
Additional/Excessive/Expedited	\$5 per bag

\*All laundry is handled with care. Frequent washing can cause above average wear and tear. MATTA Residential & Commercial Cleaning Services LLC will not be held liable for any damage or loss incurred to any linens during the laundering process or as may have occurred with guest use. All damaged linens will be reported when noted and handled as instructed.

\_\_\_ I have read and understand the MATTA Residential & Commercial Cleaning Services LLC **Laundry Contract** and agree to the procedure above.



## Vacation Rental *Information Sheet*

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My experience in the hospitality industry, and now in the vacation rental business, has proven that people can and will use the linens for all sorts of tasks like washing their vehicle or dog, cleaning up vomit or spaghetti sauce (without rinsing), or makeup after a wedding. Despite a washing machine being available at most properties, guests will generally leave it for whomever is doing the cleaning after they're gone. So, I offer the following recommendations to make your rental experience go as smoothly as possible.

### Our Recommendations:

- Buy **good quality** sheets and towels. These will endure the worst of guests and the repeated laundering. IKEA has, in our opinion, the best quality for a very good price
- Consider different colors/patterns for each sized bed.
- Same colored sheets should be labeled (in a corner) for size
- Be prepared to buy more linens during the busy season
- Buy extra pillowcases. Have at least 2 additional pillowcases per bed available for backup.
- Buy **DARK** colored towels. We do not use industrial chemicals to wash/bleach the laundry, and dark colors conceal stains left by dirt, grease, or make-up.  
*\*You can always buy white towels, and we can most definitely do our best to get the stains out if dark colors are not to your liking.*
- Have a locked closet/cabinet/area large enough to hold extra linens, soaps and supplies.
- **DO NOT** have the guests "start the laundry". It is common practice that guests strip the beds and deposit the used linens in a designated location in the house. Laundry left in washers and dryers can be missed and may mold or mildew.
- **Do HAVE** guests leave a note to advise you, or the cleaning people of unusual laundry concerns so that it may be addressed properly. Bodies sometime do gross things unexpectedly.
- Buy duvets with duvet covers. Comforters with fiberfill don't launder well and end up lumpy and unattractive. Duvet covers are far easier to maintain or replace if necessary.