

Customer Service = Resolution



Safeguard
Properties

Kitchens

Kitchens are the most heavily used area in the home; they can become very untidy and worn. Kitchens require great attention and should never be taken lightly.

The kitchen is by far one of the major selling points of the home. This means they must be kept clean, sanitary and up to Safeguard expectations..



Kitchens require various types of cleaners for all the different surfaces.



Cleaning issues such as dirty counters and cabinets will be something you will encounter many times. Pre-soaking them is the best way to combat this issue.

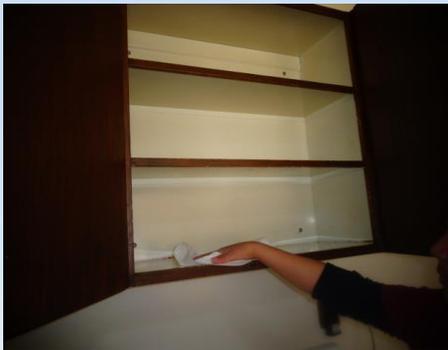


Dust pans, mop buckets, dusters and brooms are also needed.



Kitchens have many areas to clean. Be sure to check all corners of the kitchen thoroughly.

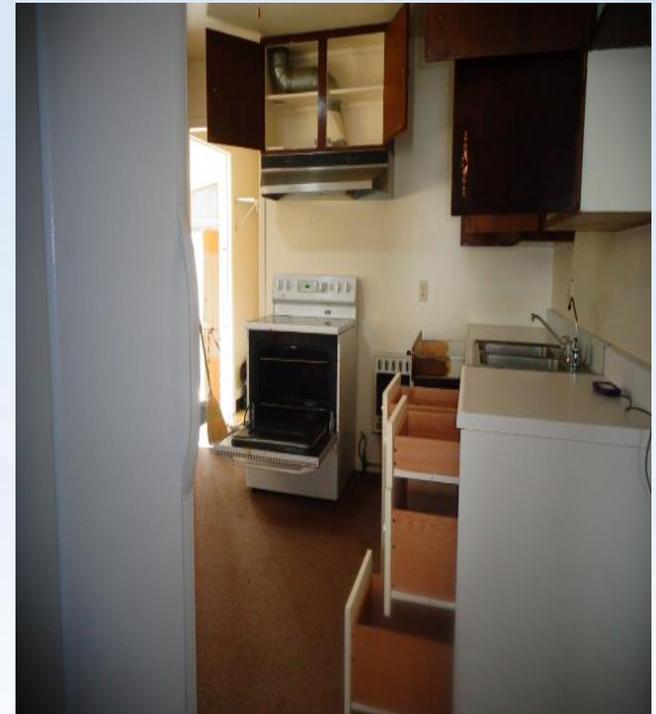
The first step to kitchen cleaning is to begin by starting at the top then work your way down from the ceiling towards the floor. This ensures that no corners or areas are dirty. Do not forget to clean all kitchen blinds, window interiors, and light fixtures.



Begin by checking all cabinets, shelves and window sills for debris. Move all debris on to the floor. Remember to start from the top and work towards the bottom. Don't forget to clean the top of the cabinets and clean out kitchen sink tilt-out trays if applicable.



After cleaning cabinets up top, move your way down to the drawers and lower cabinets. Clean inside, front, and above the cabinets and drawers.



The kitchen is a room with a lot of debris. It's important to make sure that all cabinets, drawers, appliances, and shelves are cleared out. If an item is not attached, it needs to be removed.



Remove debris from refrigerators, freezers, dishwashers, ovens, microwaves, oven bottom pan drawers, and the kitchen sink; drains need to be clear of debris and food particles.



Items such as a paper towel holder, stereos, and can openers are considered debris and must be removed. Instruction booklets which pertain to the property and garage door openers should be kept in one drawer.



Dirty appliances and greasy walls are both areas that require a pre soak. Use a high quality sponge and scrub brush to help with these tasks. A good idea is to soak the appliances and walls at the start of your kitchen cleaning and come back to it. Once all debris is out and everything has been soaking, begin to clean. A best practice is to let the item soak for a minimum of 30 minutes.



For example, this is a heavily stained refrigerator in need of a long pre-soak.



An example of an oven that has been pre-soaked, awaiting to be cleaned. Some cook tops open and are required to be cleaned if they do, un-cleanable drip pans need to be replaced.



Refrigerator after pre-soak and clean. *Remember to clean all sides of the appliances in addition to the interior.



Oven after pre-soak and clean.

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Many stove tops open for convenient access to areas that will catch a lot of food particles and grease. Make sure you check all stove tops to insure that if they do open, you are cleaning them thoroughly.



There are a large number of safety hazard items that you will come across on your initial and reoccurring clean of the kitchen. Safety hazards vary by clients, so make sure to always read your work order before addressing hazards. The following are some of the most commonly missed safety hazard items.



Cap
kitchen
water lines.



Capped
wires.



Each light fixture
needs a working
light bulb.



Cap all gas
lines.



Secure loose kitchen counters.



Secure loose kitchen cabinets.



Tape down floor trip hazards including curling linoleum curling floor.



Replace batteries in chirping smoke detectors.

Once you have removed all kitchen debris, cleaned all the appliances (top, bottom, sides, underneath) addressed all safety hazards, reported all damages be sure you perform a QC of your work. Also place a dated sign-in sheet in the kitchen and make sure that the sink has a dated air fresheners with matching dates to the sign-in sheet.

The last step you will perform is to sweep and mop the floors. You want to make sure that nobody steps on the floors after you mop to insure that the property is at it's best as you lock the door on your way out.



Clean floors.



Dated air
freshener.

QC Checklist

INTERIOR

Yes No NA Kitchen

- Are the sign in sheet and air freshener present and dated.
[date: ___/___/___]
- Are floors mopped or vacuumed

Completely clean interior and exterior of all listed items below, ensuring that all dust, dirt and debris particles have been removed. Verify that all are white glove clean by sweeping your hand in and across: (answer NA if any of the below are missing)

- Stove
- Microwave
- Dishwasher
- Refrigerator
- Countertops
- Cabinets
- Drawers
- Ceiling fans
- Window sills
- Vents
- Baseboards
- Light Fixtures
- Sinks
- Vents

Are the following streak free, free of grease and free of fingerprints?

- Refrigerator
- Stove, Oven
- Oven hood/vent
- Microwave
- Were all interior windows cleaned?
- Were walls wiped down?
- Were appliances pulled out and swept behind?
- Are gas caps installed and tight
- Are light bulbs present in every socket?
- Are switch plate covers installed
- Are all hooks and/or nails are removed from walls?

- The QCC is a tool to help ensure your crews have addressed all areas of the property.
- FQC will be checking for accuracy during your onsite meetings.
- Mark NA if the line item doesn't apply – this can be helpful to report missing appliances on your updates.
- Will assist you in tracking deficiency trends per crew.