



# End of Tenancy **Carpet Cleaning**

A Guide For Tenants

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### Your Contract

Tenancy contracts commonly specify in writing that a **good quality** carpet cleaning company must be used.

**30% of tenants' deposits are deducted** on behalf of landlords by The DPS. (the government agency who hold your deposit)

38% of those deposits which are deducted, are done so specifically because **further cleaning was necessary**. (source: DPS Feb 11')

If you take the risk of using the cheapest possible cleaner you can find, you risk having your deposit deducted for the carpets to be **re-cleaned**.

### Why Not Use The Cheapest?

The reasons why using the cheapest cleaner can result in you losing your deposit is because:

- They use budget chemicals which just like **cheap washing up liquid**, do not do a good job of cleaning
- Their technicians are poorly trained
- Their pricing means they have to **rush through each job**. Simply put, you will not get a thorough clean... a clean good enough to get your deposit back.

### Hidden Extras & VAT

Make sure you don't get caught out by budget cleaners who:

- Don't tell you in writing how much area they will clean for the agreed price, only to **increase** the price on the day when you have no choice
- Hide the VAT which they charge by putting in small print "excludes VAT". Companies which do that are hiding the fact that there's **20% to be added** to their prices

You should always insist on a **written quote** before you make a booking.

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We price **very** competitively and we will work extremely hard to make sure that you **get your deposit back**

- National Carpet Cleaners Association - Accredited
- Woollsafe - Approved (essential if you have wool carpets)
- Checkatrade - Approved
- 100% Money Back Guarantee
- Triple Certified Technicians
- £2,000,000.00 Insurance

- ✓ We **will** clean your carpets better than anyone else
- ✓ We **won't** accidentally shrink or bleach your landlord's carpets
- ✓ Our **£15,000.00** van-mounted cleaning machine will be at the heart of making sure you get your deposit back

Published feedback on Checkatrade.com....

Made an excellent job and cleaning a very stained and dirty carpet.  
**Pamela Payne - Southampton**

Excellent service, value for money and the carpet is sparkling clean..Wow!  
**Jill Pedley - Southampton**

All work was done to a very high level. Was given a very reasonable quote for the work done and have suggested to friends and will definitely use again.  
**Alex Vassilakis - Winchester**

Fantastic service, prompt quote which was accurate, staff polite and friendly and eager to go that extra mile, would highly recommend.  
**Claire O'Neill - Southampton**

