ACE CORE CLEANING	RESIDENTIAL CLEANING
STANDARD OPERATING PROCEDURE	Cleaner standards • Service procedures • Quality expectations

This SOP outlines the standard procedures for residential cleaning assignments completed by Ace Core Cleaning. Cleaners are expected to follow the assigned scope of work, complete the required tasks carefully and report any concerns to management.

1. BEFORE STARTING THE ASSIGNMENT

- Review the job details, agreed scope of work, property instructions and any client-specific notes before beginning.
- Arrive at the agreed time and use only the approved access instructions.
- Confirm that you have the supplies and equipment needed for the assigned work.
- If access is unavailable, instructions are unclear or the property condition differs significantly from the job details, contact Ace Core management.

2. GENERAL CLEANING STANDARDS

- Work systematically and clean from higher surfaces toward lower surfaces.
- Use suitable cloths and products for each surface; avoid using products that may damage finishes.
- Clean visible dirt, dust, fingerprints, hair and debris from the areas included in the assignment.
- Do not skip tasks listed on the assigned checklist.
- Keep cleaning tools and supplies organized and avoid cross-contamination between bathrooms, kitchens and other areas.
- Leave the property neat and presentable when the assigned work is complete.

3. ROOM-BY-ROOM PROCEDURES

Kitchen

- Clean and disinfect agreed countertops, sinks, taps and frequently touched surfaces.
- Wipe exterior surfaces of appliances, cabinet fronts and handles where included in the scope.
- Clean the stovetop and exterior of the microwave; clean inside appliances only when included in the assignment.
- Remove garbage and replace liners when provided or included in the service.

Bathrooms

- Clean and disinfect toilets, sinks, taps, counters, showers and tubs included in the scope.
- Clean mirrors and visible marks from fixtures and surfaces.
- Remove hair, soap residue and visible buildup; leave floors clean and dry where practical.

Bedrooms

- Dust accessible surfaces, furniture and fixtures included in the scope.
- Make beds or change linens only when included in the assignment or instructions.
- Vacuum or mop floors as appropriate and remove visible debris.

Living Areas & Common Spaces

- Dust accessible furniture, shelves and surfaces included in the scope.
- Wipe high-touch points such as handles and switches where appropriate.
- Straighten cushions and tidy the area without moving or rearranging personal belongings unnecessarily.
- Vacuum carpets and rugs; sweep or mop hard floors as appropriate.

4. FLOORS, GARBAGE & FINAL TIDY

- Vacuum, sweep or mop floors according to the surface type and agreed scope.
- Pay attention to corners, edges and visible debris.
- Empty bins and replace garbage liners when included and supplies are available.
- Return moved items to their original locations unless the client has provided different instructions.

5. CLIENT PROPERTY & PERSONAL BELONGINGS

- Treat the property, furnishings, appliances and personal belongings with care.
- Do not use, remove, discard or relocate client belongings unless instructed or necessary to complete the agreed service.
- Do not open private storage areas, drawers or cabinets unless the assignment requires it.
- Keep keys, access codes and property information confidential.

6. ADDITIONAL WORK & SCOPE CHANGES

The agreed compensation covers the originally approved scope of work. If the client requests extra tasks, or the property requires work outside the agreed scope:

- Pause and contact Ace Core management before proceeding with work that may require additional compensation or a change to the assignment.
- Describe the requested work and provide photos or details when helpful.
- Wait for written management approval before performing chargeable additional work.
- Do not independently change the agreed price or negotiate extra charges directly with the client.

7. DAMAGE, SAFETY & PROPERTY CONCERNS

- Report damage, broken items, leaks, pest concerns, unsafe conditions or maintenance issues to Ace Core management promptly.
- Take a clear close-up photo and a wider photo showing the location of the issue, where safe and appropriate.
- Do not attempt repairs or use unfamiliar chemicals or equipment.
- Stop work in an area where there is an immediate safety risk and contact management for instructions.

8. FINAL QUALITY CHECK

- Review each room against the assigned checklist before leaving.
- Confirm that agreed surfaces, fixtures and floors have been cleaned.
- Check that garbage has been handled and the property is left neat.
- Return access items and secure the property according to the instructions.
- Submit any required completion confirmation, photos or notes.

9. CLEANER COMPLETION CHECK

BEFORE LEAVING
☐ All tasks on the assigned checklist completed
☐ Kitchen and bathrooms checked
☐ Bedrooms and living areas checked

☐ Floors and garbage handled as agreed
☐ Client property and belongings left secure
☐ Damage or maintenance concerns reported
☐ Required photos and completion notes submitted

IMPORTANT – SCOPE & APPROVAL
Complete the work that was agreed for the assignment. Any additional work expected to result in extra compensation or a change to the scope must be approved in writing by Ace Core management before proceeding. The applicable subcontractor agreement and written assignment terms govern.