

## End of tenancy cleaning checklist (NZ)

The standard the law sets is 'reasonably clean and reasonably tidy', and no cleaner than the property was at the start of the tenancy. This list is what that means room by room.

Property \_\_\_\_\_ Date \_\_\_\_\_  
Tenant or agent \_\_\_\_\_ Cleaned by \_\_\_\_\_

| AREA                  | WHAT GETS DONE                                                                                                                                                                                                                    | DONE | NOTE / PHOTO |
|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|--------------|
| Kitchen               | Oven, hobs and rangehood degreased inside and out; fridge and freezer emptied, defrosted, wiped; cupboards and drawers emptied and wiped inside; benches, splashback, sink and taps; dishwasher filter; floor washed to the edges |      |              |
| Bathrooms and toilets | Shower glass, tiles and grout descaled; toilet inside, outside, base and behind; vanity, mirror, taps; extractor fan cover; floors                                                                                                |      |              |
| Bedrooms and living   | Walls spot-cleaned (marks, scuffs), skirting, switches, door handles, inside wardrobes, window sills and tracks, blinds dusted, carpets vacuumed to edges or cleaned where the tenancy agreement requires                         |      |              |
| Windows               | Inside glass and frames all rooms; outside glass where reachable from the ground                                                                                                                                                  |      |              |
| Laundry               | Tub, taps, washing machine area, dryer filter, cupboards, floor                                                                                                                                                                   |      |              |
| Whole house           | Light fittings and fans dusted, cobwebs, heat pump filters, smoke alarm covers wiped (not removed), rubbish and recycling removed, bins cleaned                                                                                   |      |              |
| Outside               | Garage swept and emptied, lawns mown and edges done, gardens weeded, paths swept, outdoor areas free of rubbish, letterbox cleared                                                                                                |      |              |
| Handover              | Keys, remotes and manuals left as instructed; all lights off, windows locked, photos of every room taken on leaving                                                                                                               |      |              |

Residential Tenancies Act 1986, s 40(1)(e): at the end of a tenancy the tenant must leave the premises reasonably clean and reasonably tidy and remove all rubbish. Fair wear and tear is not the tenant's cost. The ingoing inspection report and photos set the benchmark; clean to that, photograph everything on leaving, and lodge the bond refund with both signatures. Checked on [tenancy.govt.nz](https://tenancy.govt.nz) and [legislation.govt.nz](https://legislation.govt.nz) 9 October 2026.

Cleaner signature \_\_\_\_\_ Tenant / agent signature \_\_\_\_\_

## Short-stay and Airbnb turnover checklist

Between guests the property has to match the listing photos, not just be clean. Same order every time, photos at the end.

Property \_\_\_\_\_ Date \_\_\_\_\_  
Check-out / next check-in \_\_\_\_\_ Cleaner \_\_\_\_\_

| AREA                     | WHAT GETS DONE                                                                                                                                                       | DONE | NOTE / PHOTO |
|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|--------------|
| Entry and living         | Floors, surfaces, cushions straightened, remotes and chargers in place, welcome information visible, Wi-Fi card present                                              |      |              |
| Kitchen                  | Dishwasher emptied, benches and sink, fridge emptied of guest items and wiped, oven and microwave inside, bins emptied and relined, consumables restocked (see list) |      |              |
| Bedrooms                 | Linen stripped and replaced, mattress protector checked, beds made to the photo standard, under beds checked, wardrobe hangers counted                               |      |              |
| Bathrooms                | Full clean, towels replaced (count: ____), toiletries restocked, hair removed from drains, toilet paper 2 spare rolls, mirror streak-free                            |      |              |
| Laundry and linen        | Used linen bagged and labelled, machine run if on-site laundry, linen cupboard count matches the sheet                                                               |      |              |
| Outside                  | Deck or balcony swept, outdoor furniture wiped, BBQ cleaned if used, bins out on the right day                                                                       |      |              |
| Damage and lost property | Anything broken, stained or missing photographed and reported to the host before leaving; guest items set aside and reported                                         |      |              |
| Final                    | Walk every room against the listing photos; heat pump to the set temperature; lights off; lockbox code reset if required; completion photos sent to the host         |      |              |

### Consumables restock (set your par levels)

| ITEM                                 | PAR | LEFT | ITEM                   | PAR | LEFT |
|--------------------------------------|-----|------|------------------------|-----|------|
| Toilet paper (rolls)                 |     |      | Dishwasher tablets     |     |      |
| Hand soap / shampoo / body wash      |     |      | Dish liquid and cloths |     |      |
| Coffee, tea, sugar, milk (long life) |     |      | Bin liners             |     |      |
| Paper towels                         |     |      | Salt, pepper, oil      |     |      |

## Commercial and office cleaning checklist

Daily, weekly, monthly and quarterly tasks on one page, so the client knows what 'a clean' includes and the team knows what Thursday means.

SiteWeek commencing

Client contactTeam

| FREQUENCY   | TASKS                                                                                                                                                                                                                                                             | MON | TUE | WED | THU | FRI |
|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|-----|-----|-----|-----|
| Daily       | Empty bins and replace liners; wipe desks on request and all shared surfaces; kitchen benches, sink, dishwasher; bathrooms full clean and consumables; vacuum high-traffic areas; mop hard floors in kitchen and bathrooms; entrance glass; lock up and alarm set |     |     |     |     |     |
| Weekly      | Vacuum all carpet to the edges; mop all hard floors; dust ledges, sills, skirting and furniture; sanitise phones, keyboards on request, door handles and light switches; clean fridge exterior and microwave inside; empty and wipe recycling                     |     |     |     |     |     |
| Monthly     | Fridge interior (notify tenants first); high dusting and vents; spot-clean walls and doors; internal glass partitions; chairs and upholstery vacuumed; skirting washed                                                                                            |     |     |     |     |     |
| Quarterly   | Carpets steam-cleaned (or as agreed); windows inside and out; blinds; light fittings; deep clean of kitchen cupboards; supply cupboard stocktake                                                                                                                  |     |     |     |     |     |
| Every visit | Report anything broken, leaking or unsafe the same day; sign the site log with time in and out                                                                                                                                                                    |     |     |     |     |     |

Scope is this list and nothing else; extras (post-event clean, carpet spills, builders' dust) are quoted before they are done. Keyholding and alarm codes are recorded on the intake form, not on this sheet. Across 12,570 publicly posted reviews of NZ cleaning, garden and pest control businesses, going beyond the scope is praised in about a third of positive cleaning reviews, and poor workmanship is a top complaint theme in negative ones (about 4%). A written list is what makes 'beyond' visible and 'poor' arguable.

Supervisor check (signature, date)Client sign-off (signature, date)