



Gawthorne Exterior Cleaning

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Servicing Mandurah, Rockingham, Perth, and all surrounding metropolitan and regional suburbs

ABN- 47 894 404 170

Contact Number - 0438 512 645

Email- info@gawthorneexteriorcleaning.com

Service Area: Residential, Commercial & Strata Properties

Insurance: The contractor holds current Public Liability Insurance and operates in accordance with applicable Work Health & Safety (WHS) requirements.

CLIENT DETAILS

Agency / Strata / Client Name: _____

Leasing Consultant: _____

Contact Number: _____

Email: _____

AUTHORISATION TO PROCEED

The client confirms they are authorised to approve works on behalf of the property owner, strata corporation, or managing agency and accepts responsibility for payment and site access arrangements.



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SCOPE OF SERVICES & PRICING SCHEDULE

All pricing is indicative starting rates and may vary depending on property size, condition, access, and scope of works.

House Soft Washing

Low-pressure chemical soft wash treatment of exterior surfaces including walls, eaves, and fascias to remove mould, mildew, cobwebs, and organic staining while protecting surface integrity.

Starting from: \$350

Driveway Pressure Cleaning

Professional high-pressure surface cleaning of driveways to remove built-up dirt, oil stains, mould, algae, and general surface contamination. Restores appearance and improves surface safety.

Starting from: \$90

Patio & Hard Surface Cleaning

Specialised pressure cleaning of patios, pathways, outdoor entertaining areas, and hard surfaces. Designed to remove grime, organic growth, and slip hazards while restoring surface finish.

Starting from: \$55

Roof Cleaning

Soft wash roof treatment designed to safely remove moss, lichen, mould, and built-up environmental staining without damaging roofing materials. Enhances appearance and extends roof lifespan.

Starting from: \$200



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Gutter Cleaning

Complete removal of leaves, debris, and blockages from gutters and downpipes to maintain proper drainage and reduce risk of water damage. Includes visual inspection of flow where accessible.

Starting from: \$75

Solar Panel Cleaning

Professional cleaning of solar panels using appropriate non-abrasive methods to remove dust, dirt, and residue buildup, supporting optimal system efficiency and output performance.

Price: \$20 per panel

Exterior Window Cleaning

Streak-free exterior glass cleaning for residential and commercial properties, improving visibility and presentation.

Price: \$10 per window

Bin Cleaning & Sanitisation

Hygienic cleaning and deodorising of residential bins.

- 1 bin: \$20
- 2 bins: \$55
- 3 bins: \$75



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TERMS & CONDITIONS OF SERVICE

For Real Estate, Property Management & Strata Clients

These Terms & Conditions apply to all services provided by Gawthorne Exterior Cleaning unless otherwise agreed in writing.

Pricing & Variations

- All pricing is indicative and subject to site conditions, access, property size, and surface condition.
- Where additional labour, materials, or time is required due to unforeseen circumstances, the client (property manager/owner/strata) authorises reasonable variation charges.
- Variations will be communicated where practicable but are not subject to delay where urgent completion is required.
- A 5% discount may be applied to bundled or multi-service works at contractor discretion.
- Quotations are valid for 14 days unless otherwise stated in writing.
- The contractor shall not be liable for delays or inability to perform services resulting from weather events, equipment failure, supplier delays, government restrictions, emergencies, or circumstances beyond reasonable control.

Payment Terms

- Payment is due within 7 Days of completion of works unless otherwise agreed via written contract
- For commercial, strata, or real estate accounts, invoices are payable within 7-14 days of issue unless otherwise agreed.
- The contractor reserves the right to charge late payment fees and recover all debt recovery costs incurred.
- Pricing Adjustments & Discounts
- The contractor reserves the right to update pricing at any time. A minimum of 4 weeks' written notice will be provided for any pricing changes.
- Any services that have been formally quoted and accepted in writing prior to the effective date of the price adjustment will be honoured at the agreed rate.
- Where services are not accepted within the notice period, updated pricing will apply.



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Scope of Works

- All services are limited strictly to the scope described in the quotation, work order, or service schedule.
- Any variation, additional work, or unforeseen condition will be treated as a variation and may incur additional charges.
- The contractor is not obligated to perform works outside the agreed scope

Access & Authority to Proceed

- The instructing party warrants they have full authority to approve works on the property.
- The contractor will not be responsible for disputes arising from lack of authority between owners, tenants, agents, or strata committees.
- The client must ensure unrestricted access to all work areas, utilities (water and power), and safe site conditions.
- The client must provide access to water and power unless otherwise agreed.
- Failure to provide access may result in a call-out fee or rescheduling charges.
- The client is responsible for ensuring all windows, doors, electrical outlets, external power points, and sensitive areas are securely closed, protected, or isolated prior to commencement of works.
- The client must remove or protect vehicles, outdoor furniture, decorations, plants, valuables, and fragile items from work areas.
- The contractor accepts no liability for damage, water ingress, or contamination resulting from failure to adequately prepare the site.
- The client authorises the contractor to use on-site water and electrical services as reasonably required to complete the works.
- The contractor accepts no responsibility for interruptions, low pressure, utility limitations, or defects associated with the property's water or electrical systems.

Pets & Occupants

- The client is responsible for ensuring pets, children, tenants, and occupants remain clear of work areas during service operations.
- The contractor accepts no responsibility for injury, disturbance, or incidents resulting from failure to adequately secure pets or occupants during works.



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Rainwater Tank Isolation

- The client is responsible for disconnecting or isolating any rainwater tanks, pumps, filtration systems, or water collection systems prior to commencement of works where applicable.
- The contractor accepts no liability for contamination, staining, odour, or damage relating to rainwater systems not properly isolated by the client.

Permits, Council Requirements & Additional Charges

- The contractor will take reasonable steps to ensure compliance with any relevant permits, approvals, or local council requirements necessary to carry out the works.
- Where specific approvals, site information, or permissions are required from the client, the client agrees to provide accurate and complete information prior to commencement.
- The contractor will not be held liable for delays or additional costs resulting from incomplete, incorrect, or withheld information provided by the client or third parties.
- Pricing may vary depending on location, access, council regulations, and site-specific requirements. Additional charges may apply where conditions differ between service areas.
- Public holidays, after-hours work, or urgent service requests may incur additional fees, which will be advised prior to commencement where possible.

Surface Condition, Pre-Existing Damage & Risk Disclosure

- The contractor accepts no responsibility for pre-existing damage, structural defects, deterioration, or prior surface failure.
- This includes (but is not limited to): loose paint, oxidised coatings, aged roofing materials, cracked render, degraded mortar, stains that have been embedded into surface, or brittle surfaces.
- High-pressure and chemical cleaning may expose pre-existing conditions that were not visible prior to work.
- The client acknowledges these risks and authorises works on that basis
- No guarantee is provided for complete stain removal, particularly for oil, rust, or deeply embedded contaminants.



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Water Ingress

- Due to the nature of pressure cleaning and soft washing services, water intrusion may occur through pre-existing gaps, failed seals, vents, cracks, doors, windows, flashings, or structural defects.
- The contractor accepts no liability for internal water ingress or related damage resulting from defective seals, building deterioration, poor waterproofing, or pre-existing property conditions.

Roof Work, Height Safety & Environmental Conditions

- Roof and elevated works are subject to weather, safety, and site conditions.
- The contractor reserves the right to delay, modify, or cease works where conditions are deemed unsafe or non-compliant with workplace safety requirements.
- Compliance with applicable **WHS (Work Health & Safety) legislation** is mandatory and overrides scheduling requirements.

Chemicals, Cleaning Methods & Material Compatibility

- Professional-grade cleaning agents and pressure systems may be used as required.
- The contractor accepts no liability for adverse reactions to pre-existing coatings, sealants, low-quality paint systems, or incompatible materials.
- Selection of method is at the contractor's professional discretion based on safety and surface suitability
- Water runoff, debris, and cleaning residue may flow into surrounding drainage areas during cleaning operations.
- The contractor will take reasonable care to manage runoff; however, the contractor is not liable for staining, overflow, drainage limitations, or effects caused by pre-existing drainage issues, blocked systems, or site conditions outside the contractor's control.

Plants & Landscaping

- While reasonable care will be taken to protect surrounding landscaping and vegetation, the contractor is not liable for plant stress, browning, chemical sensitivity, or environmental reactions caused by pre-existing plant condition, weather, soil condition, or chemical exposure associated with standard cleaning operations.



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Liability & Indemnity

- The contractor maintains appropriate **public liability insurance** as required under Australian commercial standards.
- To the maximum extent permitted by law, liability is limited strictly to the value of the services supplied.
- The contractor is not liable for indirect, consequential, or financial losses including (but not limited to) loss of rent, tenant disruption, property devaluation, or business interruption.
- The client indemnifies the contractor against any claims arising from incorrect instructions, withheld information, or lack of authority to proceed.

Compliance & Site Safety

- The client is responsible for ensuring the site complies with all relevant safety requirements prior to commencement.
- The contractor may refuse or cease work where compliance risks are identified.
- Any delays caused by unsafe or non-compliant conditions may incur additional charges

Cancellations, Postponements & Weather

- Cancellations within 24 hours of scheduled works may incur a call-out fee.
- Weather delays, safety concerns, or access restrictions may result in rescheduling without penalty.
- The contractor is not liable for delays outside its control

Defects, Complaints & Rectification

- Any concerns must be reported within **48 hours of completion**.
- The contractor reserves the right to inspect and determine whether rectification is required.
- No refunds are issued once work has been completed and accepted, except where required by law



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Photography & Property Records

- The contractor may capture before-and-after images for compliance, quality assurance, and marketing purposes.
- No identifying tenant or sensitive property information will be disclosed
- Clients may request in writing that images of their property not be used for marketing purposes prior to commencement of works.
- Pre-existing damage, defects, staining, deterioration, or structural concerns may be photographed and documented prior to commencement of works for liability and quality assurance purposes.

Acceptance by Email/Text

- Acceptance of quotations, work orders, estimates, or approval provided by email, SMS, electronic signature, or written confirmation constitutes acceptance of these Terms & Conditions.

Client Acceptance of Existing Conditions

- The client acknowledges that exterior cleaning may reveal existing wear, fading, oxidation, colour variation, repairs, patching, or prior surface damage that was not clearly visible before cleaning commenced.



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WORK ORDER / JOB NOTES

- Special Instructions:
- Known Surface Issues / Risks:
- Pre-Existing Damage Noted:
- Access Notes:
- Contact numbers
- Property Address:
- Primary Contact:
- Water / Power Access Confirmed:

yes/no

- Before Photos Taken:

yes/no

Entire Agreement

These Terms & Conditions, together with the service schedule or quotation, constitute the entire agreement between the parties and override all prior discussions or informal arrangements

Nothing in this agreement excludes or limits rights under the Australian Consumer Law.



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ACCEPTANCE

By signing below, the client acknowledges and agrees to:

- **The Scope of Services**
- **Pricing Schedule**
- **Terms & Conditions**

Client Name: _____

Authorised for Works to Commence

Signature:

This document constitutes a legally binding agreement upon signature.

Date: _____

Agency/Company: _____

Company Address _____

PO Number (if applicable): _____