

Strata Cleaning — Scope of Works Template

A working template your committee is welcome to adapt and attach to any cleaning contract — whoever you choose to work with. Fillable edition (v4).

How to use this template: the shaded boxes are editable and prefilled with examples — click into any box and type over the example with your building's details, then save a copy. Work through each area table, and adjust the frequency column to suit your building — frequency is the column that sets the price, so it deserves the most attention. If you'd like a hand, we're always happy to walk your building and draft it with you — call (02) 9518 8577 or email hello@trubrite.com.au.

1. Building details

Building name	Building name
Address	Street address, suburb, postcode
Owners corporation / plan no.	SP number
Building profile	e.g. 120 residential lots, 14 levels, 2 lifts, 2 basement levels, pool and gym
Contract period	Start date to End date , with 90 days termination notice
Contractor	Cleaning company name and ABN
Day-to-day contact	Name, phone, email
Scope prepared by / date	Name and date

2. Routine cleaning — area by area

Every common area is listed by name — if it isn't listed here, it isn't in scope. The frequencies below are sensible defaults for a mid-size residential building; please adjust them to your building's traffic and facilities.

2.1 Entry, foyer and lobby

Task	Frequency	Standard expected	Evidence
Sweep and mop hard floors; vacuum entry mats and carpeted areas	Daily	Free of litter, marks and streaks; mats flat and clean	Monthly QA inspection
Clean entry glass, doors and door furniture (both sides)	Daily	Glass smear-free; fingerprints removed	Monthly QA inspection
Dust and wipe furniture, sills, skirtings and ledges	Weekly	Dust-free to touch	Monthly QA inspection
Clean mailboxes, intercom and directory panels	Weekly	Fingerprints and marks removed	Monthly QA inspection
Spot-clean walls and switch plates	Weekly	No visible marks at eye level	Monthly QA inspection

2.2 Lifts

Task	Frequency	Standard expected	Evidence
Clean lift car floors, walls, mirrors and control panels	Daily	Smear-free; touchpoints sanitised	Monthly QA inspection
Vacuum and clean lift door tracks	Weekly	Tracks free of grit and debris	Monthly QA inspection

Task	Frequency	Standard expected	Evidence
Polish lift doors and frames (each level)	Weekly	Fingerprints removed, even finish	Monthly QA inspection

2.3 Corridors and common hallways

Task	Frequency	Standard expected	Evidence
Vacuum carpeted corridors (all levels)	2 × week	Free of litter and visible soil	Monthly QA inspection
Mop hard-floor corridors	Weekly	Free of marks and streaks	Monthly QA inspection
Spot-clean walls, doors and light switches	Weekly	No visible marks at eye level	Monthly QA inspection
Dust fire-hose reels, hydrants and signage	Monthly	Dust-free; signage legible	Monthly QA inspection
Remove cobwebs (ceilings, corners, fittings)	Monthly	None visible	Monthly QA inspection

2.4 Fire stairs

Task	Frequency	Standard expected	Evidence
Sweep all fire stairs, landings and handrails	Weekly	Free of litter and dust; rails clean to touch	Monthly QA inspection
Mop landings and treads	Monthly	Free of marks; slip-safe when dry	Monthly QA inspection
Report any stored goods or obstructions	Every visit	Escalated to building manager same day	Site attendance log

2.5 Car park and driveways

Machine sweeping and scrubbing may be delivered as a periodic service — see section 3.

Task	Frequency	Standard expected	Evidence
Litter pick throughout car park and ramps	Weekly	Free of litter and debris	Monthly QA inspection
Sweep pedestrian paths, lobbies and lift entries within car park	Weekly	Free of grit and dust	Monthly QA inspection
Spot-mop spills and remove hazards (report oil stains)	Every visit	Hazards actioned or reported same day	Site attendance log
Dust light fittings, pipes and drain grates within reach	Quarterly	Visible dust removed	Monthly QA inspection

2.6 Bin and compactor rooms

The bin collection days that coincide with public holidays or weekend duties incur additional fees.

Task	Frequency	Standard expected	Evidence
Sweep and mop bin room floors	2 × week	Free of spills and odour at the door	Monthly QA inspection
Wash bin lids and surrounds; deodorise	Weekly	No residue or odour	Monthly QA inspection
Present bins for collection and return (if in scope)	Mon & Thu	Bins out by 6 am, returned same day	Site attendance log
Full wash-down and disinfection of bin room and compactor surrounds	Monthly	Surfaces disinfected; drains clear of debris	Dated photos on completion

2.7 Amenities (pool surrounds, gym, common rooms, BBQ areas)

List each amenity your building actually has; delete the rest.

Task	Frequency	Standard expected	Evidence
Clean gym floors, mirrors and wipe equipment touchpoints	3 × week	Equipment streak- and odour-free	Monthly QA inspection
Sweep and mop pool surrounds; clean furniture	Weekly	Surfaces clean; furniture arranged	Monthly QA inspection
Clean common/dining room floors and surfaces	Weekly	Ready for resident bookings	Monthly QA inspection
Clean and degrease BBQ areas and benches	Weekly	Grease-free; safe to use	Monthly QA inspection
Clean amenity bathrooms; replenish consumables	3 × week	Sanitised; consumables stocked	Monthly QA inspection

2.8 External areas

Task	Frequency	Standard expected	Evidence
Sweep building perimeter paths and entry forecourt	2 × week	Free of litter and leaf build-up	Monthly QA inspection
Empty external bins and ashtrays (if present)	2 × week	Not overflowing; surrounds clean	Monthly QA inspection
Remove cobwebs from external fittings within reach	Monthly	None visible at entry level	Monthly QA inspection
Report graffiti, damage or dumped rubbish	Every visit	Escalated to building manager same day	Site attendance log

3. Periodic works

Periodic works are the tasks that arrive as disputes when they're left as verbal extras. Each one is listed here with its own frequency, and is either priced into the contract or clearly excluded — please complete the scheduled months and Included/Excluded columns for each row.

Periodic task	Frequency	Scheduled month(s)	Included?
Carpet steam cleaning — corridors and lobby	6-monthly	March, September	Included ☐
Machine sweep and scrub of car park decks	Quarterly	Mar, Jun, Sep, Dec	Included ☐
Pressure cleaning — forecourt, entry and ramps	6-monthly	March, September	Included ☐
High glass and atrium glazing (within safe reach)	Quarterly	Mar, Jun, Sep, Dec	Included ☐
Light fittings and high dusting	6-monthly	March, September	Included ☐
Strip and seal / buff hard floors	Annually	January	Included ☐
Windows — external (specialist access)	Annually	January	Included ☐

4. Exclusions

Naming what's excluded protects both sides — nobody discovers it mid-contract. Unless separately quoted, this scope excludes:

- Private lots, balconies and anything inside residents' apartments
- Work above safe reach height (above 3.5 m / requiring elevated work platforms or abseil access)
- Biohazard, sharps and trauma cleaning (available as a separately quoted specialised service)

- Graffiti removal (reported same day; quoted separately on request)
- Garden and landscaping work, and pool water treatment
- Waste removal beyond bin presentation (e.g. bulky goods, e-waste)

5. Standards, evidence and quality checks

1. Inspections — the contractor's QA manager inspects the site monthly against this scope, using a documented checklist or auditing app.
2. Reporting — inspection results go to the building manager or committee each month, alongside the attendance log.
3. Issues — any complaint or failed inspection item has a named owner and a fix-by date, and is tracked until it's closed.
4. Staffing — cleaners are directly employed ☐ (ask — it matters for training, supervision and continuity), police-checked where required, and inducted to the site.
5. Insurance — the contractor holds public liability of at least \$20 million and workers compensation, with certificates of currency supplied annually.

6. Consumables

Small money, constant argument — write it down once. Unless agreed otherwise: the contractor supplies cleaning chemicals and equipment; the owners corporation supplies bin liners, hand soap, paper products , replenished by the cleaner as part of routine visits.

7. Agreement

This scope of works forms part of the cleaning contract between the parties named in section 1. Changes to areas, tasks or frequencies are agreed in writing and attached as a revision.

For the owners corporation	For the cleaning contractor
Name: Full name	Name: Full name
Signature: _____	Signature: _____
Date: DD / MM / YYYY	Date: DD / MM / YYYY

Template prepared by Tru Brite Cleaning Services — proudly servicing the Sydney strata community since 1992. You're welcome to use and adapt this document with any contractor. If you'd like us to price your building against your scope, or draft one with you after a site walk, we'd be very happy to help: (02) 9518 8577 · hello@trubrite.com.au · trubrite.com.au