STANDARD OPERATING PROCEDURE

Move-Out Cleaning SOP

Document no.	SOP-CLN-011
Revision	1.0
Owner	Site Supervisor
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To turn over a vacated unit to a move-in ready standard, covering areas and appliances that daily or periodic cleaning does not normally include.

2. Scope

Applies to contract cleaning crews cleaning a fully vacated apartment, office or rental unit between occupants. Occupied-space deep cleaning is covered by a separate SOP.

Definitions

Move-out clean	A full clean of a vacated unit, including appliance and cabinet interiors, before the next occupant takes possession.
Turnover checklist	The room-by-room list of move-out clean tasks used to confirm the unit is ready for the next occupant.
Walkthrough	A final inspection of the completed unit with the property manager or client before keys are handed over.

3. Responsibilities

Cleaning Technician	Cleans the vacated unit room by room against the turnover checklist and flags damage found during the clean.
Site Supervisor	Schedules the move-out clean, inspects the finished unit, and coordinates the client walkthrough.
Property Manager	Confirms the unit is fully vacated before cleaning starts and signs off on the completed turnover.

RACI matrix

Activity	Cleaning Technician	Site Supervisor	Property Manager
Confirm the unit is vacated and accessible	I	R	A
Clean the unit against the turnover checklist	R	A	I
Report pre-existing damage	R	A	I
Sign off the completed turnover	-	R	A

R = Responsible, A = Accountable, C = Consulted, I = Informed

4. Materials and PPE

Materials, tools and systems

- Turnover checklist
- Degreaser for oven and stovetop
- Appliance and cabinet cleaning cloths
- Glass cleaner
- Vacuum and mop
- Trash bags for leftover items
- Before and after photo log

Personal protective equipment

- Disposable gloves
- Non-slip closed shoes

5. Procedure

Step	Task	Owner	Done
5.1	**Confirm the unit is vacated** Confirm with the property manager that the unit is fully vacated, keys are available, and utilities such as water and power are on before the crew arrives. **Checkpoint:** The unit is confirmed empty and utilities are on before cleaning starts.	Site Supervisor	☐
5.2	**Photograph the unit's condition** Walk the unit and photograph existing damage, stains or wear before cleaning begins, room by room.	Cleaning Technician	☐
5.3	**Remove leftover items and trash** Collect and bag any items or trash left behind by the previous occupant, and confirm with the property manager before disposing of anything that looks valuable.	Cleaning Technician	☐
5.4	**Clean inside cabinets and closets** Wipe down the inside and outside of all cabinets, drawers and closets, removing shelf liner debris and dust from corners.	Cleaning Technician	☐
5.5	**Deep clean the kitchen appliances** Clean inside and outside the oven, stovetop, microwave and refrigerator, using degreaser on baked-on residue and wiping down all shelves and drawers. **Warning:** Ventilate the kitchen when using oven degreaser, and follow the manufacturer's instructions for dwell time.	Cleaning Technician	☐
5.6	**Clean bathroom fixtures thoroughly** Deep clean toilets, tubs, showers, sinks and grout lines, removing soap scum and mineral buildup and disinfecting all surfaces.	Cleaning Technician	☐
5.7	**Clean windows, tracks and blinds** Clean interior window glass, wipe down window tracks and sills, and dust or wipe blinds and window coverings.	Cleaning Technician	☐
5.8	**Wipe walls, switches and vents** Spot clean walls for marks, wipe light switches and outlet covers, and dust or wipe air vent covers throughout the unit.	Cleaning Technician	☐

Step	Task	Owner	Done
5.9	**Vacuum and mop all floors** Vacuum carpeted rooms and closets, then sweep and mop all hard flooring, finishing with the room farthest from the exit. **Checkpoint:** Every room, including closets, is vacuumed or mopped before the final walkthrough.	Cleaning Technician	☐
5.10	**Check fixtures and report damage** Test light fixtures, faucets and cabinet hardware, and log anything broken or not working in the turnover report with the room and description.	Cleaning Technician	☐
5.11	**Take after photos** Photograph each completed room in the same order as the before photos so before and after condition can be compared.	Cleaning Technician	☐
5.12	**Conduct the final walkthrough** Walk the unit with the property manager against the turnover checklist, address any items that do not pass, and obtain sign-off before handing over keys. **Checkpoint:** The property manager signs off on the turnover checklist before keys are released.	Site Supervisor	☐

6. Quality checks

- Every item on the turnover checklist is completed and signed off.
- Appliance and cabinet interiors are free of grease, crumbs and residue.
- Bathroom fixtures and grout show no soap scum or mineral buildup.
- Before and after photos are on file for every completed unit.

7. Records

- Turnover checklist, signed by property manager
- Before and after photo log
- Damage and fixture reports
- Leftover item disposal log

8. KPIs

- Percentage of units passing the walkthrough on first inspection
- Average time to complete a move-out clean
- Number of damage reports per turnover
- Client sign-off turnaround time

9. Common mistakes

- Skipping the inside of appliances because they look clean from outside.
- Disposing of leftover items without confirming with the property manager first.
- Missing closets and storage areas during vacuuming.
- Not taking before photos and having no record for a damage dispute.

10. Revision history

Revision	Date	Description	Reviewed by
1.0	September 15, 2026	Initial release	Alexa Uskova

Approval

Prepared by	Approved by	Date

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