

Capability statement

Airbnb and short stay turnover cleaning

Guest-ready. Every time.

We handle the full turnover between guests for Airbnb, Stayz and short stay properties across Adelaide: cleaning, presentation, linen and a final check, so your property is ready before the next check-in. We work to your check-out and check-in window, including early mornings and weekends.

Social Traders
certified social enterprise

$20 million
public liability insurance

Employed team
police checked, no subcontractors

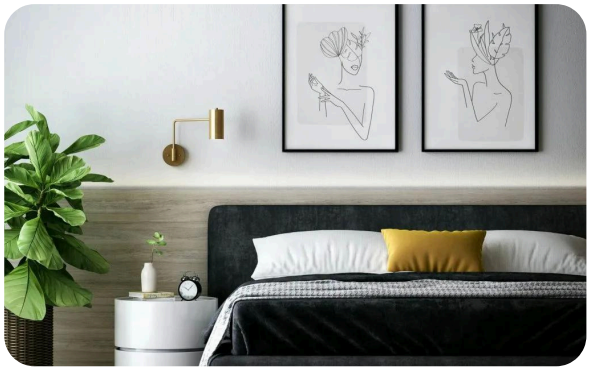
Adelaide owned
office and depot in Hackney

08 7083 8722 admin@filoservices.com.au filoservices.com.au

35+	$20M	35	1 day
staff employed directly by us	public liability insurance	Airbnb and short stay properties we look after	usual turnaround for a quote

Who we work with

- Airbnb and Stayz hosts
- Short stay property managers
- Serviced apartments
- Holiday homes
- Hosts with multiple properties



What's included

- Vacuuming and mopping all floors
- Bathrooms cleaned and sanitised
- Beds made with fresh linen
- Used towels replaced (when provided)
- Property presentation checked for guest readiness
- Kitchen surfaces and appliance exteriors cleaned
- Dusting of furniture and surfaces
- Linen washed (yours or ours)
- Bins emptied and relined
- Final inspection before we leave

Where we work

Greater Adelaide, about 40 km from the city

- City and inner suburbs
- Western suburbs and beaches
- Northern suburbs to Gawler and Two Wells
- Eastern suburbs and the Hills to Mount Barker
- Southern suburbs to McLaren Vale

You deal with the owners

When you work with Filo Cleano you deal directly with the owners, Mirra and Jacob. No call centre and no scheduler you've never met. If something needs attention, you know exactly who to call, and we'll get back to you the same day.

Visible, accountable cleaning

Every job runs through Filo Care, our own job management app.

Clock in and out
Every visit is time-stamped in Filo Care

Photos
Before and after photos when you need them

Job report
A report after each clean, viewable online

Why short stay hosts choose Filo Cleano

A report after every clean

Photos and a written report after each turnover. If something needs your attention, such as a breakage, low supplies or maintenance, we tell you before your guest arrives.

A checklist for your property

We build a checklist for your layout and your standards, not a generic template, and follow it every visit.

Same-day turnovers

Turnovers between a same-day check-out and check-in are included at the standard rate. We plan around your calendar.

Supplies top-up

We can restock guest supplies such as toiletries, tea, coffee and paper products, with an inventory count each visit.

Linen service

Use your own linen or ours. We can wash it or supply fresh sets.

The same reliable team

Employed, inducted and accountable to us, so you get consistent quality, not a different face every visit.

> I'd been through five different cleaners in six months. No-shows, inconsistent cleans, a guest complaint that cost me a five-star review. A friend recommended Filo Cleano and the difference was immediate. Same team, same standard, every single time. I wish I'd found them sooner.
>
> ★★★★★ Airbnb host, Adelaide

> You can tell Mirra actually cares. She remembered details about my property I'd only mentioned once, followed up after the first clean to make sure I was happy, and when I had a difficult guest leave a mess she handled it without me having to explain anything twice. She just gets it.
>
> ★★★★★ Short stay host, Adelaide

Our team

- More than 35 staff, all employed directly under the Cleaning Services Award
- Police checked, inducted and trained to the same standard
- No gig platforms and no subcontractors, so you see familiar faces

Equipment and products

- Commercial-grade vacuums, mops and microfibre, brought to every job
- pH-neutral, low-irritant products with a Safety Data Sheet for each
- Nothing for you to buy, store or manage

Credentials and compliance

$20 million public liability insurance
Held by Filo Cleano Services Pty Ltd. Certificates of currency available on request.

Workers compensation
Every employee is covered through ReturnToWorkSA.

Cleaning Services Award 2020 (MA000022)
All cleaners are employed under the Award. No subcontractors.

Police checked team
Every team member holds a current police check.

WHS policy
In line with the Work Health and Safety Act 2012 (SA).

Chemical handling policy
Safety Data Sheets kept for every product we use.

Risk management framework
Consistent with ISO 31000.

Modern Slavery Act 2018 (Cth)
Our employment model is built to meet its principles.

Trusted by organisations like

A local social enterprise

Founded by Mirra Bengua, a Filipino migrant, and Jacob Habner, a South Australian local, to create stable, fairly paid work. Every dollar you spend goes into Award wages and training, and we report on our social outcomes every year.

Kapwa shared identity and respect

Pakikisama working well together

Bayanihan working together for the common good

Getting started

1

Tell us about your site

Email, call or use our online form. Let us know the type and size of the space, how often you need us and anything specific.

2

We visit and confirm the scope

Our management team is happy to meet you on site, walk through the space and make sure we understand what you need.

3

Get a clear, fixed quote

You'll have a written quote, usually within one business day, with the scope set out so there are no surprises.

Let's talk

08 7083 8722 or text 0423 243 537

admin@filoservices.com.au

filoservices.com.au

Mon to Fri 8:00 am to 7:00 pm, Sat 10:00 am to 7:00 pm

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