RESIDENT RESOURCE

Exterior Cleaning FAQ

Quick answers to common questions about scheduled exterior cleaning at your apartment community.

COMMUNITY: [COMMUNITY NAME] **SERVICE DATE(S):** [DATE / DATE RANGE]

Why is the community being cleaned?
Professional exterior cleaning helps management maintain the appearance and cleanliness of buildings and common areas. Your community has scheduled Livingston Pro Wash to perform the areas identified by property management.

Do I need to leave my apartment?
Usually, no. Residents can generally remain inside their homes. Please keep away from active work areas and follow any property-specific instructions provided by management.

What should I do before cleaning begins?
Close and securely lock windows and exterior doors. Remove or secure balcony, patio, breezeway, or landing items when instructed. Move vehicles if requested and keep children and pets away from work areas.

Will my balcony or patio be cleaned?
Only if it is included in the approved project scope. Property management will advise whether your balcony or patio is included and whether belongings must be removed beforehand.

What happens if I leave belongings outside?
Items left in scheduled cleaning areas may prevent portions of the area from being cleaned. Livingston Pro Wash personnel should not be expected to move resident-owned furniture, grills, plants, bicycles, decorations, or other personal belongings unless specifically arranged through management.

Do I need to move my vehicle?
Only when requested by property management. If vehicle relocation is necessary, management should provide the affected area and deadline. Vehicles remaining in an active work area may prevent portions of the scheduled work from being completed.

Are the cleaning areas safe to walk through?
Do not enter active cleaning zones. Hoses, equipment, cleaning solutions, wet surfaces, cones, signs, and temporary barriers may be present. Use extra caution around recently cleaned surfaces until they have adequately dried.

What about my pets and children?
Please keep children and pets away from active work areas, equipment, hoses, cleaning solutions, and recently cleaned surfaces. Follow temporary restrictions established by management or the cleaning crew.

What if I have a leaking window or damaged exterior door?
Notify property management before service if you know of damaged seals, gaps, loose weather stripping, damaged windows, doors, or other conditions that could allow water intrusion.

Who should I contact with a question or concern?
For scheduling, resident access, vehicles, balconies, property-specific instructions, or post-service concerns, please contact your property management team. Avoid approaching crew members while they are actively operating equipment.

IMPORTANT SAFETY REMINDER
Please do not walk through active cleaning areas. Follow all signs, cones, barriers, and instructions from property management or the cleaning crew. Recently cleaned surfaces may remain wet and slippery for a period after service.

Questions? Contact your property management office: **[PHONE NUMBER]** | **[EMAIL ADDRESS]**

Cleaning schedules may change due to weather, property conditions, equipment requirements, or other circumstances. Property management will communicate significant changes when appropriate.