

# Maids By Melissa Cleaning Policies

## Cleaning Frequency

The price of cleaning a client's home is based on how much time, on the average, it should take to clean the home. If, for instance a weekly client needs to skip one week, this should not greatly extend the time on the next cleaning, and therefore we do not typically need to charge more on the next visit to the home. However, should that same client go on vacation for 2 or more weeks, then it is quite possible our cleaning time may increase or even double (even an empty home collects dust on furniture and hard water stains in toilets). Further, should a twice-monthly client skip one cleaning, then that client has not had cleaning staff in their home for a month, the cleaning time will most certainly increase on the next visit. Often clients with once monthly cleaning, feel it is fine to schedule cleaning, for instance, the first week of April, and then again at the end of May. Our once-monthly service is based on an every four weeks schedule, in order to keep the same crew on the same day of the week for the client. When we clean at the beginning of one month and the end of another for our once monthly clients, the time will most likely double. In any of the above cases we may need to charge by the hour in order to prevent losing money on the clean. In order for our clients to understand what, if any, extra costs may be incurred, it is best for clients to discuss any increase in cleaning time and cost with our scheduling department when re-scheduling or canceling a regularly scheduled clean.

## First Time Clean/Occasional Clean

Depending on the initial level of grime and clutter, a first-time cleaning can take 1.50-2.0 (half again to double the time) as long as subsequent cleanings. For example, it takes longer to clean a tub or shower that has a lot of build up than a tub that's been cleaned frequently. Because of this, we may need to charge a slightly higher rate for the first cleaning, one-time cleanings, or cleanings that are requested only occasionally (5 weeks or more between cleanings).

## Fees

Our fee is based on the time that it takes to clean your home. Several factors that effect this time include:

- General size of home, number of bathrooms, floors, bedrooms
- Lifestyle: minimalist to clutter prone (more time is taken to work around clutter)
- Activity within home; number of adults, children and pets
- Client expectation: custom cleaning requirements vs. the normal routine
- Frequency of clean: weekly, biweekly, monthly, occasional
- Presence of numerous knick-knacks that need individual dusting

Once these factors are analyzed, we can estimate an average time to clean your home and a flat fee is determined. This flat fee may change if additional services are added.

## **Special Requests**

We need to be informed of special requests at least 24 hours in advance of your appointment to guarantee such requests being completed. These services increase the amount of time that we will need to be in a client's home. This added time would affect each home that is scheduled. Therefore, the day's schedule will need to be adjusted accordingly in advance, so as not to disrupt the arrival time at other client's homes. The services below will be difficult if not impossible to complete unless requested in advance. Further, clients should be aware that their price is based on a specific time bracket. Adding such things as listed below, may add more time, which would increase the cost. In order to not add more time, and more cost, we are happy to prioritize with our clients a "to do" list. This way if the pre-set time does not allow us to finish the list, some areas that are of lesser importance to a client will not be done in order for our crew to complete some specialty cleaning that the client feels is of higher importance.

### **Examples of Special Request Cleaning:**

- Wash baseboards and woodwork (instead of dusting them)
- Vacuuming furniture
- Windows (inside and outside require on-site estimate)
- Carpet Cleaning
- Washing walls
- Cleaning inside of refrigerator and/or oven
- Cleaning inside/outside of cabinets and drawers

## **Scheduling**

### **Arrival Time;**

Each of our cleaning crews has approximately 4-6 jobs scheduled each day. When we call to confirm a client's appointment we will give an ETA that is as accurate as we can possibly make it (e.g. between 10am and 11am). For instance, traffic accident on Highway 71 can greatly impact the accuracy of our arrival time if house "A" is in Oak Hill and house "B" is in Lakeway. We do make every attempt to arrive very close to our scheduled time, but some things are out of our control. We ask for all our clients understanding if we are running behind. If a client has a critical timing issue, we ask that they let us know, and we will do our best to try to accommodate it, and keep that client posted should an arrival time issue arise.

### **Rescheduling A Clients Normal Cleaning Day;**

We keep a very organized schedule, i.e. we are in certain areas on certain days, etc. However, we are always willing to work with our customers should one need a cleaning on a different day occasionally. If a client is a bi-weekly customer and needs to cancel one week and wants to be cleaned the next week (off schedule), we will usually be able to accommodate. However, we ask for as much notice as possible, so as not to inconvenience our other clients while trying to keep all clients with the same cleaning crew, even for a temporary schedule change. We may also ask a client to return to their normal cleaning schedule by having their house cleaned an extra time in order to keep our weeks "balanced."

## **Cancellations/Lock Outs**

A 24-hour advance notice is required when canceling an appointment (2 business days is preferred). A lock out (when our crew cannot access the home due to a key not left out, or a client not opening the door, or turning the crew away) is considered a cancellation. A cancellation fee of \$25 will be charged if 24-hour notice is not given. There are two reasons for this policy:

- This fee is charged due to the difficulty of scheduling another appointment with such short notice.
- It is an inconvenience to our other clients if we must call them and ask that they change their scheduled cleaning time.

Note: When the above-mentioned events occur, we may be unable on short notice, to send our crew on to the next house until their normally scheduled time. Therefore due to a lockout or last minute cancellation we may end up paying our crew to sit somewhere and wait until they are due at the next house. \$25 is the least we would pay out to a crew when such events happen. Prior to this policy it was not uncommon to have one lockout or last minute cancellation per day, per crew. Having three crews currently cleaning for us, that's an average of \$75 per day going out of pocket, without reimbursement. Thus, the obvious need for a firm policy.

## **Payment**

Payment is due upon completion of cleaning. If you will not be home during a cleaning, please make arrangements to leave a check. If you are home during the cleaning please have your check ready and on the kitchen counter or table when the crew arrives. That way if you are on the phone or in the middle of something, they won't have to interrupt you when they are done with your home. Also, for instance, you won't have to walk over the kitchen floor that was just washed to get your checkbook and the crew will be able to leave when finished without any delay.

## **Returned Check Fee**

Should a check from a client, for whatever reason, be returned from the bank for non-sufficient funds, that client must remit payment for the returned check, plus a \$25 returned check fee immediately.

## **Satisfaction Guarantee**

Since cleaning is a very personalized and subjective service, we cannot offer refunds to customers. However, we want you to be 100% satisfied that is why we offer a 24-hour guarantee. If you are dissatisfied with your cleaning service for any reason, please contact us within 24 hours of your cleaning and we will return within 24 - 48 hours to re-clean the area/areas you are dissatisfied with at no additional cost to you. Further, if you happen to be home when our crew completes their job, please feel free look everything over and inform them, or call the company manager or owner so we can inform our crew of any possible oversights. Our crew will attend to any problems immediately.

**Thank You!**

As the owner, I want to personally thank you for considering our company to care for your cleaning needs. We look forward to serving you. Feel free to call me anytime at 512 698-8449 with any questions you may have in regard to cleaning your home.

Sincerely, Melissa Mckinnon, owner of Maids By Melissa