



## Initial Deep Cleaning and Recurring Cleanings

Thank you for your interest in our cleaning services! We send teams of at least two cleaners with cleaning supplies to your home for every cleaning. Feel free to let us know if you have preferred products and home specific instructions, and we will provide notes and instructions to our team.

### Complementary Linens and Towel Service

Our team will take the bed sheets off the master bedroom bed and put them into the washing machine. Because cleaning times and machine times vary, the sheets may not be finished washing or drying before the team is done with the cleaning. The team will make the bed if clean sheets are left. Please know that due to time constraints, only the master bedroom sheets may be washed. Feel free to let us know if you do not want your sheets cleaned or if you have machine specific instructions. We do offer custom rates available for those who need multiple beds serviced.

### Take out the trash and replace the bags

Our team are happy to take out trash bags and empty bathroom containers. Should you need extra trash taken out, please let the office know so we can work on a custom quote and service to fit your needs.

### Brush and vacuum sofas with attachment

Please let us know if you have any sensitive fabrics that cannot be brushed or vacuumed

### Dust the blinds, ceiling fans, and furniture

The team can clean any ceiling fans that can be reached with their dusters. If you have higher than normal ceilings (taller than 10 feet) let us know and we can let you know if they are able to dust your ceiling fans.

### Clean windows (inside) and windowsills

The team will clean the inside of your windows and windowsills after dusting the blinds. Let us know if you are interested in outside window cleaning (first floor only). Any windows requiring a ladder will not be able to be cleaned.

### Sweep floors and baseboards

The teams will sweep, mop, and Swiffer dry any hard-surfaced floors. In initial deep cleanings and move out cleanings, the baseboards are washed, and in recurring cleanings, they are dusted and washed when needed. All carpeted areas will be vacuumed

### Bathroom area cleaning

The team will clean the toilets, sinks, bathtub, showers, disinfect surfaces, and put away any items left out. Towels will be put in the wash with the sheets upon request.

### Kitchen Area Cleaning

Our team will load the dishwasher if it is empty and run it if it is full and hand wash up to 10 items that cannot go in the dishwasher. They will disinfect kitchen surfaces, clean the inside of the microwave, wipe down outside of the cabinets, and wipe down appliances with stainless steel cleaner if needed

## Special Cleaning Requests

We do offer cleaning services with custom quotes for special cleaning requests. These include after-party clean ups, post-construction and renovation clean ups, vacant move in/move out cleanings, real estate picture cleanings, touch up cleanings, and office cleanings. Feel free to let us know about any of your cleaning needs and we are happy to help!

### Services that are not included and may require a special rate cleaning

- Human and/or animal waste removal and sanitation (this includes diapers, crib/child accidents, etc.)
- Folding and putting away laundry/ironing (call for custom quote)
- Mattress cover cleaning
- Inside of the oven or refrigerator (can be added for \$15 each)
- Return air vent, bathroom fan, or light fixture dusting
- Hard water stain removal

### Satisfaction Policy

Should any detail(s) be missed, the client must notify the office the same business day of the cleaning with photos of the details missed. We do not offer refunds, but do offer a cleaning correction if the details missed are deemed to be included with the service purchased. If an inspection has been completed by the client and no details missed were noted, we are unable to correct future missed details noticed