



# The Tidy Homes

Saving time for what's important.

## Regular House Cleaning Tasks

### *All areas of the house*

- Dust surfaces
- Dust and hand wipe furniture tops
- Dust baseboards, chair rails, and door panels
- Dust ceiling fans (within reach)
- Vacuum carpets
- Sweep/vacuum and damp mop floors
- Dust blinds, window sills, and lock ledges
- Dust furniture
- Dust pictures frames (within reach)
- Dust lamp and lamp shades
- Dust and clean mirrors
- Empty all trash

### *Bathrooms*

- Dust surfaces
- Dust blinds, window sills, and lock ledges
- Dust cabinets, door panels, and baseboards
- Clean and disinfect surfaces
- Spot clean cabinet fronts
- Clean and disinfect showers and tubs
- Clean and disinfect toilets inside and out
- Shine fixtures
- Sweep and damp mop floors
- Empty trash

### ***Kitchen***

- Dust surfaces
- Dust blinds, window sills, and lock ledges
- Dust chair rails, cabinets, and door panels
- Dust top of refrigerator (if accessible)
- Clean and disinfect countertops
- Spot clean cabinet fronts
- Clean and disinfect sink
- Clean and disinfect microwave inside and out
- Clean, disinfect, and shine outside of oven and top of range
- Clean, disinfect, and shine outside of dishwasher
- Clean, disinfect, and shine outside of refrigerator
- Clean and disinfect kitchen table
- Sweep and damp mop floors
- Empty trash

### ***Bedrooms***

- Dust surfaces
- Dust and hand wipe furniture tops
- Dust furniture
- Dust chair rails and door panels
- Dust blinds, window sills, and lock ledges
- Vacuum carpets
- Sweep and damp mop floors (if non-carpet)
- Empty trash

### ***Additional Services Upon Request (Will Be Additional Charge For Time)***

- Tidying
- Change bed sheets
- Make beds
- Laundry: wash, dry, fold
- Clean inside of oven
- Clean inside of refrigerator
- Clean inside cabinets
- Damp wipe baseboards and window sills
- Damp wipe door panels and frames
- Vacuum upholstered furniture
- Remove cobwebs
- Damp wipe kitchen and bathroom cabinets

### ***The Following Services are Not Currently Offered:***

Exterior window cleaning, Deep stain removal, Infestation, Mold removal, Insect removal, and Carpet cleaning.

## **Cleaning Time**

### ***Initial Cleanings***

The first initial cleaning most of the time takes longer than subsequent cleanings. This is often due to the need for a deeper cleaning, and learning the layout of the home. Especially if the home has not had regular cleanings in a while and grime has built up in areas (i.e. mold or mildew in the bathtub), then the first cleaning will take longer than maintenance cleanings.

### ***Additional Services***

Additional requests (made during scheduling ahead of time) will add time to the cleaning and will be an additional cost.

### ***Other***

- Please ensure an accessible garbage can or designated spot for bagged trash.
- Please supply a toilet brush for each toilet (inexpensive options are available at dollar stores).
- If you'd like us to swap out dirty kitchen and bathroom towels, just provide clean towels and indicate where to place the dirty ones.

## **Policies**

### ***Cancellation Policy***

Please provide as much notice as possible if the need to cancel your appointment arises. Cancellations made 24+ hours prior to your cleaning date will incur a 50% fee. Cancellations made less than 24 hours prior to your appointment will incur a 100% fee. (Sickness is an exception. See below for our Sick Policy.) Two or more unpaid cancellations within a six-month period will place your time slot up for review.

### ***Rescheduling***

If you have advanced notice and would prefer to keep your cleaning, we will do our best to reschedule your cleaning to another day in the case we have slots available. There is no guarantee of availability, dates, or times for rescheduled cleanings. If we are unable to reschedule your cleaning, it will qualify as a cancellation.

If we at The Tidy Homes are the ones in need of rescheduling and are unable to do so, there will be no charge for the canceled cleaning, and will instead offer 20% off your next cleaning.

### ***Sick Policy***

If you or your children get sick with a contagious illness (ie. the flu, pneumonia, chicken pox, etc.) please contact us and we will do our best to reschedule your cleaning. Even though we disinfect your house, it is possible that we might transport germs to the next house or become sick ourselves. And to be fair to all of our customers, we prefer to wait until you are well again.

On our end, we may call in sick as well to protect you and your family. If so, we will do our best to reschedule.

### ***Occasional Cleanings***

If you prefer to be off of the regular rotation to avoid a cancellation fee, you may choose to do so and contact us for one-at-a-time occasional cleanings. There is no guarantee of availability, dates, or times for occasional cleanings. Note that our schedule often fills up weeks in advance.

### ***Inclement Weather***

UP winters are always blustery, snowy, and icy and we are used to it. If we can make it to you, we will.

However, if the local authorities discourage being on the roads (dangerous conditions, lack of visibility, etc.) or we physically cannot get to you for some reason (i.e., unplowed roads), then we will reschedule if possible. If we cannot reschedule, this will not incur a cancellation fee and we will see you at your next scheduled appointment.

## ***Holidays***

We do not work on major holidays: Independence Day (July 4th), Easter, Thanksgiving, Christmas Eve, Christmas, New Year's Eve, or New Year's Day. Cleanings that fall on these holidays will be canceled or rescheduled at no charge. There is no cancellation fee for canceled cleanings that fall on Labor Day or Memorial Day.

## **Pets**

### ***Cleaning a Home With Pets***

Houses with pets may take longer to clean, especially if there is a lot of pet hair in the house - on furniture, carpet, etc.

Please provide a contained, safe and comfortable place for your household pets to be while your home is being serviced. We request this for your pet's safety and ours.

We do not clean pet enclosures, litter boxes, bird cages, or any other type of pet dwelling. We do not pick up pet feces, urine, or vomit. We do not spot clean carpets that have been soiled from pet accidents. Pet care is the pet owner's responsibility. It is not part of house cleaning.

## **Payment**

### ***Our Rate***

The starting rate for house cleaning is \$100 minimum per job. One-time cleanings are charged by the hour and recurring cleanings are charged a set rate per cleaning. The hourly rate for one-time cleanings is \$40 per hour for one cleaning lady or \$70 per hour for two cleaning ladies. Work is always done as fast and efficiently as possible, without being sloppy or cutting corners.

### ***Payment Options***

We accept cash, checks, or payments through Paypal or Venmo.

Paypal: linnaia123@gmail.com

Venmo: LinnaiaCrist

Write checks to: Linnaia Crist OR The Tidy homes.

### ***Payments Due***

Payments are due within 5 days after cleaning and always paid before a consecutive cleaning.

### ***Referral***

Refer a friend to receive 50% off your next cleaning when they sign up for recurring cleanings!

### **Satisfaction Guarantee**

We aim to please. If for any reason you are not 100% completely satisfied, please contact us immediately. If we are notified within 24 hours of service, we will be happy to reclean the unsatisfactory areas without charge.

Thank you for your business!