

Maintenance Cleaning Services Include:

ALL AREAS

- ▣ Vacuum accessible floor areas
- ▣ Vacuum stairs
- ▣ Vacuum walk-in closet floors
- ▣ Vacuum ceramic, vinyl, laminate, & wood floors, and mop
- ▣ Shake throw rugs
- ▣ Empty trash
- ▣ Dust banisters, spindles & chair rail
- ▣ Dust & remove fingerprints on doors & switchplates
- ▣ Dust picture frames
- ▣ Dust lamps & lampshades
- ▣ Clean glass tables with glass cleaner
- ▣ Dust all knick-knacks
- ▣ Clean mirrors with glass cleaner
- ▣ Dust blinds & wash windowsills
- ▣ Clean picture glass, as needed
- ▣ Polish all furniture: tops, sides & legs

TOPS & BOTTOMS

*We alternate tops and bottoms.
Tops is removing cobwebs, dusting ceiling fans and cold air return vents.
Bottoms is dusting accessible baseboards and edging carpet.*

KITCHEN

- ▣ Clean backsplash
- ▣ Clean & disinfect counters
- ▣ Clean & disinfect small appliances
- ▣ Clean & disinfect stove: front, top, hood & drip pans; polish ceramic top
- ▣ Clean & disinfect exterior of refrigerator (all accessible areas)
- ▣ Clean & disinfect sink
- ▣ Clean & disinfect microwave in & out
- ▣ Clean & disinfect dishwasher front
- ▣ Spot clean cabinets
- ▣ Clean glass sliding doors inside

BATHROOM

- ▣ Clean & disinfect shower - walls, door, floor & shower tracks
- ▣ Clean & disinfect tub
- ▣ Clean & disinfect sinks & counters
- ▣ Clean & disinfect toilets
- ▣ Clean faucets, towel bars, etc.
- ▣ Hand wash floors
- ▣ Hand wash baseboards every visit
- ▣ Spot clean cabinets

Note: Window cleaning and dishes are not included.

Initial Cleaning

On the first visit, we spend extra time to do both tops and bottoms (see above), clean as much as we can and familiarize ourselves with your home. It's not our Deep Clean, but a starting point. The intent is progress and building a relationship with you!

Special services you can add to any cleaning:

- Add clean sheets to bed (if the bed is stripped and clean sheets are available)
- Vacuum exterior of upholstered furniture (loveseat, couch, chairs, etc.)
- Wash woodwork on one floor (interior of doors, baseboards, etc.)
- Clean the inside of an oven that is not self-cleaning
- Wash the inside of a refrigerator (if refrigerator is emptied before cleaners arrive)





Recurring Maintenance Clean FAQs

- **How many cleaners do you send?** - Our standard practice is to send a cleaning team of 2. However, depending on the day and schedule we may send only 1 cleaner (typically due to location schedule constraints that day or an employee that is sick and unable to work) or up to 3 cleaners (if we need extra help that day on a large route or if we have an employee in training). We will always do our best to remain flexible so that we can accommodate customer needs, cleaner needs, and the inevitable weather event.
- **Is it the same crew that cleans each time?** - Typically it will be the same crew, but as our schedule is in flux with new customers and new cleaners as we grow, as well as customer requests for reschedules, we are unable to guarantee the same cleaning team at every cleaning. All of our cleaners go through the same rigorous training program and are held to the same standards; all are more than capable of doing a great job cleaning for you!
- **Do I have to sign a contract?** - NO WAY! We need to earn your business at every cleaning, we take that responsibility seriously.
- **Do you do background checks?** - OF COURSE! Our cleaners are in YOUR home on a regular basis and it is OUR number one priority to hire and retain employees with the highest degree of integrity. This is absolutely table stakes for us.
- **Should we be home when you come to clean?** - This is absolutely up to you and your comfort level. The majority of the homes we clean are empty when we are there, but we often clean when people are home too and have no problem adjusting our cleaning process to accommodate whoever is in the home.
- **Do you use environmentally friendly cleaners?** - YES! We pride ourselves in being a socially and environmentally responsible company, and we mix our primary cleaning solutions ourselves to ensure they are safe and effective.
- **Do you use the same rags throughout the house?** - We have specific types of rags and various colors for all of the different surfaces in your home. The rags that are used on your floors will not be used on your countertops, the rags used in your bathroom will not be used in your kitchen, and once a rag starts to get dirty we'll bag it and grab a new one to ensure we are picking up as much dirt as possible.
- **How often do you clean and do you have a set schedule?** - We build our schedule out based on 3 different recurrences: weekly, bi-weekly, or monthly (every 4 weeks). We will work with you to determine the best day of the week, and every cleaning will be done on that same day at your desired recurrence. We can also try to meet your requests for time of day, morning or afternoon, however are unable to guarantee requests will be met each cleaning given the fluctuations in the schedule.
- **When you clean hard floors do you vacuum them, mop them, or both?** - We vacuum all hard floors and then either wash them by hand or mop them with a microfiber pad and floor cleaning solution. Bathroom floors are always done by hand. Other hard floors are mopped with the microfiber pad and any sticky spots are touched up by hand.
- **How long does it usually take to clean?** - This is dependent on home size, general level of dirt/dust, and recurrence. Our cleaners are paid based on commission and in part the quality score you give them, so they are incentivized to get in, do a great job, and get out so you can have your clean home back!



Customer Service Policies

- **Who** - Marvelous Maids is a Professional Interior and Exterior Home Cleaning Company that is fully licensed and insured. Our employees wear Marvelous Maids shirts to identify themselves.
- **Equipment and Supplies** - We provide all the cleaning supplies and equipment needed. We have tested all cleaning products and we use only the safest and most effective. All of our home cleaning supplies are environmentally friendly so they are safe for your children and pets. OSHA requires that we have Safety Data Sheets for all products we use, hence we do not allow our cleaners to use our client's cleaning products. For liability purposes, we insist that we use all of our own supplies so we can be held accountable for their proper function.
- **Payment** - To be as efficient and convenient to our clients as possible, we ask that all recurring clients have a credit card on file with us so that we can charge for the proper amount after the cleaning is complete. If you prefer to by via check, we just ask that payment (with proper sales tax included) is left out for our cleaners the day of the cleaning. We do not accept cash.
- **Access** - If you will not be home at the time of service we ask that you provide access to the home. The best way to do this is with a garage code, lock box, or hiding a key onsite that our cleaners can lock in the home when they leave. Only if necessary will we take possession of a key for you, we prefer to reduce that risk as much as possible.
- **Reminders and Time Frames** - We email appointment reminders two days before every cleaning. If the email is not opened we will call the day before the appointment with a reminder. We provide an estimated beginning and end time for the cleaning, and expect our cleaners to arrive within an hour either side of that start time.
- **Soliciting Employees** - Our employees sign a legal document prohibiting them from cleaning for our customers outside of work. We thank you in advance for helping us by not asking them to clean on the side.
- **Breakage** - We try to be as careful as possible in your home. If an unfortunate circumstance were to occur and something gets broken we will reimburse you. Smaller items we ask you to replace and communicate the value to our customer service department with a picture of the receipt so we can deduct it from your next cleaning cost. Anything that requires repairs our customer service team will take care of for you.
- **Pets** - Our staff love pets and 99% of the time it is fine if you pet(s) are out while we clean. If, on the rare occasion, the team feels threatened when entering the home, we will call to see if you are available to help or if we need to reschedule the cleaning. We do ask our customers to clean up any "accidents" your pet may have prior to our arrival for sanitary reasons. For liability reasons we are unable to clean up after animal waste, including litter boxes.
- **Clutter** - In order for our interior cleaning staff to do the best possible job, we ask that you have your home picked up as much as possible prior to our arrival. If an area is heavily cluttered our staff will go around the items rather than moving each one. If a room (such as a child's room) is unable to be cleaned due to clutter, our staff will skip that room.
- **Furniture** - Due to worker's compensation insurance requirements, our staff is unable to move furniture other than chairs around a table, small ottomans, etc...
- **Reschedule** - Please keep in mind that if you have to reschedule a recurring home cleaning appointment, the next visit will be based on your original recurring cleaning date, not the reschedule date.