



Policies and Procedures

Thank you for allowing Neat Freaks Housekeeping to give you a custom estimate for cleaning your home. We are looking forward to giving you the best quality in housecleaning and customer service. We understand that everyone's needs and expectations are unique and important, and that is why every home receives a custom estimate. Here is what you can expect from us:

Our Standards: Whether it comes to efficiency or a relentless attention to detail, we pride ourselves on having the highest standards in the business. Every single one of our cleaners is trained to use our unique and exclusive cleaning process. Not only does this make them the best around, but it ensures that you get the job done right every time.

Your Estimate: In order for us to provide you with the most accurate estimate possible, we will need to know as much as possible about what you expect of us, including exactly what you want us to do and how often. Once we have that information, we will create a custom cleaning plan for you and base our estimate on the amount of hours required and the frequency of our visits.

Communication: Great relationships require great communication. We ask all of our clients to please:

1. Reply to phone calls and/or electronic messages at your earliest possible convenience. The best way to do so is to call (303) 840-5379. If we are not available, just leave a message and someone will get back to you shortly.
2. If you have a last minute cancellation or change, please call the office or email if after hours.
3. If the needs of your cleaning change (tasks, arrival times, product usage, etc) change, notify the office prior to the staff's arrival so that your detailed instructions may be updated.
4. We generally respond within 1 day to voice messages, SMS messages and emails immediately. If you have not heard from us within 30 minutes, please assume that we have not received your message and try again.
5. Notify us as early as possible with regards to changes or cancellations. Extraordinary requests, such as baseboards or refrigerator detailing, require additional time and will only be accommodated if we have sufficient notice to adjust the schedule for that day. Smaller changes may be requested in writing and left in an obvious location of your home. We will do our best to accommodate your request, schedule permitting. Your note is permission to charge you for the extra time. Those charges will be on your next invoice.
6. Email us at feedback@neatfreakshousekeeping.com in the unlikely event that you are unsatisfied with our work. We document all your comments in our software as well as on your personal checklist to ensure that a mistake will not happen again. If you are unsatisfied, we will make it right.
7. SMS text messaging and emails are our preferred methods of contact, however if you would like to call, please do so only during the following hours:
Monday – Friday: 7am to 4pm

Scheduling: Generally, cleaning schedules start at 9:00am and end by 3:00pm. We try to schedule enough people to complete your house in two hours or less. If a particular arrival time is important to you, please request a "first" or "second" time slot as these tend to be the most predictable. Subject to availability, we can also offer you a before or after lunchtime arrival slot.

Exceptions: We are happy to set up regular service, but we reserve the right to suspend or reschedule a service appointment:

1. If your cleaning lands on the following holidays: **New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Thursday, and Christmas Day** we will reschedule for another day during that same week. The following days we have limited shifts available: Thanksgiving Friday, Christmas Eve, and December 26.
2. In the event of snow and ice. We follow the advice of the Douglas County School System. If they are delayed or closed, so are we. Watch Channel 4 News and check with the office starting at 7am to find out if your service is affected. If possible and subject to availability, we try to anticipate closures and



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reschedule for an earlier day. In the event of snow or ice which does not lead to a closure, we always appreciate a shoveled and salted path to your door.

Cancellations:

Travel: Our fees are based on regular service schedules. If your travel plans are going to interrupt your service schedule, please let us know in advance so that we can compensate you by providing extra service prior to your trip or after you get home. Keep in mind, that in the past, we have discovered a flooded basement, a broken patio door, and a furnace pilot light extinguished while cleaning for clients that are on vacation.

Sick: In the event that a member of your household is sick, please inform us as soon as possible and allow us to reschedule your service. We prefer that you wait 24 hours after the disappearance of symptoms before asking us to return. If you would like, let us know and we will disinfect, strip beds and, weather permitting, open windows in addition to our regular service.

Spontaneous cancellations: All cancellations require at least 24 hour notice. If you fail to provide at least 24 hour notice you will be billed for 50% of the cost of the cancelled service. This fee may be waived if you cancel before 8:00am on the day of scheduled service and:

1. If you reschedule the cancelled service to a day that is within two business days of the scheduled date; or
2. If we determine, in our sole discretion, that the circumstances of the cancellation made it impossible for you to give us the required 24 hour notice, such as flu or strep.

If you fail to cancel service prior to our arrival for your scheduled service, you will be billed for the entire cost of the cancelled service, regardless of the reason for cancellation.

Unintentional cancellations: If we arrive to clean your home on your scheduled day and we are unable to clean your house due to a situation such as a locked door or a hostile pet, you will be billed for the entire cost of that service. Prior to leaving, we will attempt to contact you twice over a period of fifteen minutes using the phone number you provide. If we are unable to reach you, we will leave and you will be charged. In the event that we reach you and are required to wait for your return, you will not be credited for time lost and any additional time spent will be billed at a rate of \$45 per man-hour. We are bonded and insured and we are willing to hold your house key(s) and/or alarm codes to prevent accidental lockouts.

Large job cancellations: Cancellations for jobs which have been quoted at \$240.00 or more require at least 14 days notice. If you fail to provide at least 14 days notice, you will be billed for 25% of the quoted cost of the job. This fee may be waived if you:

1. If you reschedule the cancelled service to a day that is within two business days of the scheduled date; or
2. If we determine, in our sole discretion, that the circumstances of the cancellation made it impossible for you to give us the required 14 day notice.

Unexpected irregularities: Credits will not be issued for regularly scheduled tasks which we are unable to perform due to abnormal conditions, such as a clogged drain or a blown fuse, without prior approval. Please notify us in advance if you are planning on repairs or renovations so that we can adjust your service accordingly.

Termination of Cleaning Relationship: Service agreements may be cancelled at any time and for any reason, but cancellations which occur after the 5th day of any month will not go into effect until the following month, and your amount due will not be prorated regardless of whether service is rendered during that month. If we are in possession of your key(s), it/they will be returned within seven days. If one cleaning notice has not been given, you will be charged \$15 processing fee to return key, (does not apply to garage code clients). Our preference is to leave it inside your home. We have to take several extra precautions to ensure guaranteed delivery if we return via USPS. Any records containing your alarm codes and credit card numbers will be destroyed within 24 hours.



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Bid Process: We strive to ensure the accuracy and reliability of our estimates but in some cases, this is not always possible. The following situations may result in fees which are above or below our estimate:

1. All first time jobs are billed on an hourly basis and all jobs within the first month of service may be subject to additional fees. We will discuss this with you, if necessary, at the time of your estimate.
2. Changes to your cleaning plan, such as adding a room, requesting additional services or an abnormal degree of messiness, may result in increased service time which will be billed at a rate of \$45 per man-hour.
3. If your cleaning appointment varies from our original plan, your fees will be adjusted. For instance, if you are originally scheduled for a biweekly service and convert to monthly, your fees will be increased. If you are a monthly client and convert to biweekly, your fees will decrease.

Preparing your home: Please help us do the best job possible by ensuring that the following tasks are preformed prior to our arrival:

1. Empty your kitchen sink.
2. Ensure that toys, dirty clothes/coats/shoes are picked up and put away.
3. If you would like us to change you sheets, please place clean sheets on the bed where you would like them placed, or, if your clean sheets are in the washer/dryer, leave us a note explaining which sheets go on which bed.
4. If you want trash bags replaced place extra bags in the bottom of your trash can beneath the bag which is in use.

Generally speaking, if the task involves picking something up or putting it away, please ensure this is done prior to our arrival.

Billing: Service is paid within the current month. You will receive an electronic invoice at the end of each month detailing your *future* dates of cleaning, fees for the month and any fees for extra tasks. Please note your scheduled cleaning dates on your calendar so that your home can be ready for us. We do not accept checks or cash. All accounts are set up on an automatic credit card billing system. Credit cards are run in batches on Thursdays according to the first letter of your last name. Letters A-G 1st Thursday; H-M 2nd Thursday; N-T 3rd Thursday; U-Z date specific: 25th of the month. The entire invoice balance is charged on your Thursday. All fees must be collected prior to the end of the business month. We do make exceptions to the billing system; just communicate your needs to us.

Prices and fees: We base our estimate on the nature and frequency of your work schedule according to the following fee schedule:

1. Hourly: \$45 per MAN-HOUR. Ideal for predetermined, rotating tasks. Ideal for weekly jobs with a set time limit and a rotation of tasks. 3 man-hours minimum
2. Package/Job Price: \$135.00 minimum on any home with a living area over 1600 square feet. Homes with a living area under 1600 square feet are not subject to a minimum. Most of our clients opt for this pricing arrangement. Ideal for the same job, every occasion.
3. A la carte services are billed at our hourly rate. If an a la carte service is added to your regularly scheduled cleaning, there is no minimum fee. This is deal for a basement or bathroom that needs occasional cleaning.
4. If the average cost of gasoline in Douglass County meets or exceeds \$3.00 per gallon, then a monthly fuel surcharge of \$3.50 will be added to your invoice.
5. If you skip a cleaning and reschedule later than 3 days, we will need extra time to complete the same job. It is usually minimal such as \$15-20. The longer the duration is between appointments, the more time we need. If you are skipping your biweekly cleaning and keeping the next, it will be billed as though it is a monthly visit which could be as much as \$40 more.

All pricing and fees are subject to change. You will be notified of any change prior to it taking effect.



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All of us here at Neat Freaks Housekeeping appreciate your business. If you have any questions about our policies and procedures, please don't hesitate to call or email. We look forward to servicing you and giving you more time to spend with your family, friends and hobbies!

FREQUENTLY ASKED QUESTIONS

- ❖ **Do you move furniture?** We can occasionally move smaller items of furniture such as, coffee tables and rockers. We will not move larger items, such as couches, loveseats, beds and dressers. If you would like us to move something, please call ahead and let us know. We will do our best to accommodate you.
- ❖ **What should I do about my dogs?** If we don't know your dogs yet, please help us get to know them. We don't want to surprise them and we don't want avoidable accidents. So please make sure they are either kenneled, outside, in the basement or at doggie daycare until they get to know us. If your dog is acting hostile towards the cleaning team, they will leave and a makeup clean will need to be scheduled. An extra trip charge will be assessed. We understand that occasional accidents happen after you leave, we will clean up an occasional accident, but we will not be responsible for clearing all the land mines on our cleaning day.
- ❖ **Can we be home when you clean?** Yes, but here are our requests and expectations:
 - If you are home working, let us know so that we can plan around your workday.
 - We only clean items/rooms one time and we do not re-clean rooms if they get dirty after we clean them. Our estimates are based on a cleaning routine, so if you are home, and our routine is interrupted and the visit takes longer, your fees may be adjusted.
 - If you are having company, please let your guests know when we are coming.
 - Plan on us starting with the kitchen and/or master bedroom. These generally take the longest to clean.
 - Please ensure that young children either leave during the cleaning process or make sure they are not near our equipment or cleaning supplies. This is not only for their safety; it helps us to work faster. We are happy to schedule appointments around nap times.
 - It nearly always takes us longer to clean when your home is occupied. In that event, we may have to adjust the fees to compensate for the extra time. Please let us know in advance if you plan on being home. If necessary, we will bring extra people to finish the job in less than 1.5 hours.
 - Please also realize that if your nanny and children occupy the home after our cleaning and before you arrive home, that your home may not be perfectly spotless by the time you see it. If you have questions regarding whether or not a task got completed, please feel free to contact us.
- ❖ **What don't you do?**
 - Windows, except patio doors (when weather and dogs permits)
 - Highchairs
 - Baby gates
 - Litter boxes
 - The interior and/or contents of curios or hutches
 - The interior of toaster ovens
 - Heavily cluttered areas
 - Gather/wash of dirty dishes
 - Rearrange furniture
 - Place sheets on bunk beds
 - Tidy in general: for example, we do not pick up clothing or toys.