

# CLEANING CHECKLIST

**DO NOT** email, mail or fax - **leave at the cleaning location**

Client \_\_\_\_\_

Phone Number \_\_\_\_\_

# where you can be reached during cleaning

## You are scheduled for:

**General Cleaning** of \_\_\_\_\_ hours

Outside surfaces only. Under/behind small items but not inside anything (except microwave)

**Detailed Cleaning** of \_\_\_\_\_ hours.

Thorough and will take more time than General Cleaning

**Detailed cleaning** includes **Move In/Out Cleaning**

NOTE: We are not responsible for refund of deposits

**You are scheduled for regular cleaning**

## You authorized the cleaner to:

**Charge you** if it takes an additional \_\_\_\_\_ hrs

**Call you at the # above**, if extra time is needed

**\*LIMIT CLEAN to \_\_\_\_\_ hours with no extra time**

*\*When this box is checked, you are limiting the amount of time we can clean, and your satisfaction is NOT guaranteed*

**CHECK** the box on the items you want cleaned.

Any items you do not check will not be cleaned.

Left of the box, **NUMBER PRIORITIES** from 1-10 or more.

Items that are checked but have no priority number will be left until last and completed if there is enough time scheduled.

**WE HAVE ESTIMATED** the amount of time to clean your house based on the information you gave us. Your cleaning may take more or less time depending on the condition of your house and your list of priorities. We cannot guarantee the cleaning will be done in the estimated (approximate) time.

**YOUR SATISFACTION** is guaranteed if you agree to pay for enough time for the cleaner to do a quality job and you are clear in your directions by numbering priority items.

**WE DON'T DO:** outside windows, extensive wall washing, strip & re-wax floors, wet wash mini-blinds, shampoo carpets, climb high ladders, turn on self-cleaning ovens, clean up animal or human feces, blood or vomit (no litter box). No babysitting or running errands. We provide no polishes such as furniture, floor, silverware, etc. unless provided by client & usage agreed upon by cleaner.

**EXCEPTIONALLY DIRTY CHARGE:** If your cleaning is found to be exceptionally dirty, and we choose to do the cleaning, there will be additional time needed and an increase in the hourly charge. Before cleaning starts, you will be given a choice to continue or cancel the cleaning. We reserve the right to refuse service based on condition or personal safety.

**PARKING:** Must be provided or paid for by client.

Check here if INSTRUCTIONS are written on the back

## Included in General and Detailed Cleaning:

### Kitchen:

- \_\_\_\_\_  Clean outside of cabinets
- \_\_\_\_\_  Clean outside and top of stove (incl drip pans)
- \_\_\_\_\_  Clean outside refrigerator
- \_\_\_\_\_  Clean inside and outside microwave
- \_\_\_\_\_  Clean outside dishwasher

### Bathrooms:

- \_\_\_\_\_  Clean outside of cabinets
- \_\_\_\_\_  Clean mirrors
- \_\_\_\_\_  Sanitize and clean toilets inside and out
- \_\_\_\_\_  Clean and sanitize floors
- \_\_\_\_\_  Scrub bathtubs, showers, shower walls & doors
- \_\_\_\_\_  Sanitize all surfaces

### All Rooms:

- \_\_\_\_\_  Wash floors
- \_\_\_\_\_  Vacuum carpets
- \_\_\_\_\_  Dust all surface
- \_\_\_\_\_  Polish furniture (*client must provide polish*)
- \_\_\_\_\_  Remove cobwebs
- \_\_\_\_\_  Spot clean walls
- \_\_\_\_\_  Clean woodwork/doors/baseboards
- \_\_\_\_\_  Clean light switches covers/outlet covers
- \_\_\_\_\_  Dust/vacuum blinds (*washing not included*)
- \_\_\_\_\_  Clean outside of washer and dryer
- \_\_\_\_\_  Clean/dust windowsills

## Included only in Detailed Cleaning:

- \_\_\_\_\_  Clean inside refrigerator
- \_\_\_\_\_  Clean inside dishwasher
- \_\_\_\_\_  Clean inside of washer and dryer
- \_\_\_\_\_  Clean oven (***Self-cleaning ovens must be turned on at least one day before or they will not be cleaned***)
- \_\_\_\_\_  Clean inside of all cabinets/medicine cabinet
- \_\_\_\_\_  Wipe out all empty closets/built-ins
- \_\_\_\_\_  Clean under appliances  
*We do not assume responsibility for damage to floors if appliances are not on rollers or difficult to move.*
- \_\_\_\_\_  Clean around windows/sliding glass door tracks
- \_\_\_\_\_  Clean light fixtures
- \_\_\_\_\_  Clean out fireplace
- \_\_\_\_\_  Wash reachable inside windows

**WHEN CLEANING IS COMPLETED**, sign below to indicate you understand our written policies and you have walked through the house and are satisfied with the cleaning work:

*Cleaner to have client sign here when checklist is completed*

**Add additional cleaning instructions here:**

## **READ POLICIES REGARDING YOUR CLEANING:**

**Cancellation and Lock Out:** There is a charge of \$50.00 if you give less than 48 hours notice of cancellation, a key is not left out as arranged, or you are not there at the time you arranged to let the cleaner in.

**Complaints:** If you are not satisfied with your cleaning and you agreed to additional time, you must call the office within 48 hours of job completion so that we can promptly take care of the situation. We do not guarantee you a satisfactory resolution if your complaint is received after that time.

**REMEMBER:** If you did not agree to extra time, we **DO NOT** guarantee you will be happy with the cleaning.

**Payment:** We prefer checks but also accept Visa, MasterCard, or Discover credit and debit cards. If you forget to leave a check, your credit card will be charged if a check is not received in the mail 5 days after your cleaning. **Payment is due on the day of service.**

**Charge:** We charge by the hour and the hourly rate is per cleaner.

**Team of Two:** If a team of two is scheduled to clean, you will be charged double the hourly rate. The cleaning time will be reduced by ½ so the charge will be the same as if one person cleaned.

(Example: 2 cleaner for 2 hours = **4 total** cleaning hours **OR** 1 cleaner for 4 hours = **4 total** cleaning hours)

**Estimated Time:** When you called to schedule cleaning, you were given an “**estimated**” (**approximate**) time. This is an educated guess made after getting information from you about the size and usage of your property. This is not a firm bid and your cleaning may take more or less time than was estimated.

**Additional Time:** It is important that you let us know if you will pay for additional time. When you are not willing to pay for additional time, we do not guarantee that you will be satisfied with your cleaning.

**Refunds:** If the cleaning takes less than the time estimated, and you have paid by check, we will send you a refund of anything over the minimum time.

**Parking:** If you do not have free parking available, you are responsible for paying for your cleaners parking.

**Reminder call:** The cleaner is instructed to call all brand new clients 2 days before their cleaning. If you do not receive this call or message from the cleaner, please call the office the day before your cleaning.

**Arrival Time:** We work very hard to schedule cleaning times that are convenient for our clients. If you are going to be home during the clean or want to meet your cleaner, we will give you a start time. Please be aware that it has become more and more difficult in the Puget Sound area because of traffic congestion for our cleaners to be on time. We ask that you give the cleaner a 30-minute window of time from the start time we quoted you, before you call the office.

**Tips:** A tip to your cleaner is not mandatory but is appreciated for work done well.