

WELCOME to CleanSource, LLC

We are delighted that you have chosen CleanSource for your cleaning needs.

We will do everything that we can to ensure we meet or exceed your expectations for quality service.

CleanSource is committed to providing you with the very best possible service. We sincerely appreciate your decision to become our client and will work very diligently to earn your trust. Please let us know if there is anything we can do to improve, enhance, or expand our services to better meet your needs.

We hold very true to our motto at CleanSource, **OUR QUALITY IS OUR CONTRACT!**

Enclosed you will find a customer information sheet, our customer policies, as well as our cleaning checklist, please note services are tailored around your specific needs so if there is something you want done that is not on the list please let us know and we will gladly add that to your profile, that is the same for something you do not want done. Please look over the information to familiarize yourself with our services. Please fill out the information sheet and have it ready for your next clean or email a copy back to me.

Should you require any further assistance, or have any questions, please call at any time.

Welcome
Samantha Brown, Owner
641-777-7645
www.mycleansource.net

Client Information Sheet

About You

Customer's Name: _____

Preferred Phone: _____

Secondary Contact: _____

Secondary Phone: _____

Address _____

_____ City: _____

Zip _____ Apt#: _____ Email Address: _____

How would you prefer to be contacted for holiday rescheduling changes, windows of time, etc?

Email _____

Phone _____

Possible other names on Checks Received (Needed for Accurate Posting of Check(s))

About the House

of bathrooms _____ # of bedrooms _____ # of stories _____ Flooring

Type: _____

Access to Home (Gate Code, Alarm Code and Location, Location of Hidden Key, Other Entering Instructions) _____

Location of Central Trash

Container _____

Additional Information

Animal Names, Types and Special

Instructions _____

Special Products Client Will Provide and Location of

Products _____

Special Instructions Regarding Closed

Doors _____

Do Not Touch

Items _____

Other

Instructions _____

Periodic Tasks

(FREE FOR WEEKLY AND BI-WEEKLY CLIENTS ONLY-Available for other clients at a small additional cost) – Performed one at each visit starting at second visit. Please choose and rank in the order you would like them performed

_____ Clean inside kitchen cabinets _____ Clean inside bathroom cabinets _____ Clean inside refrigerator _____ Wet wipe baseboards*
_____ Clean outside patio furniture _____ Clean inside windows (Max 4 windows)

*It takes two visits to complete the wet wiping of the baseboards

MAIL, EMAIL OR LEAVE FOR THE CLEANERS AT THEIR NEXT VISIT

POLICIES OF CleanSource

These policies are in place to help us deliver exceptional service to ALL of our clients every visit. Please read through them.

- ✓ **Phone/Office hours** - We are available by phone Monday – Saturday 7:30 – 8:30; if we do not answer, leave a message and we will call you back as soon as possible. In the case of an emergency or you need to cancel a service you may call or text at any time.
- ✓
- ✓ **Hours:** We are available for cleaning Monday – Friday between 7:00 AM – 7:00 PM, with our last clean of the day scheduled no later than 4:00pm. We do offer cleanings before and after parties any day of the week, but these need to be scheduled in advance for availability.
- ✓ **Holidays:** We observe New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas Day. When December 24th and 31st fall on a weekday (M-F), we will close at 12:00pm.
- ✓ **Cancellations:** Service reliability is extremely important. We will turn down business to not disrupt your regularly scheduled cleaning. Please show the same respect. We request that you give us a minimum of 24 hours advance notice (Monday clients must call before noon on the previous Friday) IF YOU NEED TO CANCEL OR RESCHEDULE YOUR APPOINTMENT FOR ANY REASON. Our business number, 641-777-7645, is available to you at all times. Failure to provide adequate notice could result in a \$40 late cancellation fee. We understand that circumstances arise that require a cancellation, but if a client has excessive cancellations, we reserve the right to cancel all future cleanings.
- ✓ **Access to your home:** We will make every effort to arrive at your house in a timely manner. Because of possible cancellations or prior cleans running longer than expected, we cannot guarantee a specific time. Our teams require timely access to your home to perform their job. We believe the best way to serve you is for you to issue us a house key. Your key is coded with a number, it is never associated with your street address, and is kept in a locked secure key box. If you do choose to meet the team for access to your home, we offer you one of two time slots (between 8:00 am – 12:00 pm or 11:00 am – 3:00 pm). Circumstances beyond our control such as traffic, weather, or team illness may affect our arrival time. Your flexibility and understanding in these situations are greatly appreciated. We will always do our best to keep you informed of any delays we may be experiencing.

- ✓ **Lock Outs:** If we arrive at your home and you forgot to leave the door open, leave a key or the team needs to leave without cleaning for any reason, you could be charged 50% of your regular cleaning cost. Our employees are paid by the hour and this fee is necessary to cover their costs. Most of our customers do entrust us with a key to their home, a responsibility we take very seriously.
- ✓ **Making payments:** All payments must be made the day of or before your scheduled cleaning. We accept Cash, Checks, PayPal, Venmo or Credit Cards. Any returned check will result in a \$30 service charge.
- ✓ **Syringes:** Should any member of your household require the use of syringes, please ensure that they are disposed of safely. Any secure container like a coffee can, could be used to store used syringes and/or needles prior to disposal. Any unexpected stab by an insecure needle can pose serious health concerns to our staff.
- ✓ Please dispose of bodily fluid hygiene products appropriately. Please wrap them up in paper/tissues and toss them in a lined canister for easy disposal. We wear gloves to protect ourselves, but we will not be picking up any that may be lying on the floor. (It's happened!)

POLICIES OF **CleanSource**, cont.

- ✓ **House Temperature:** So that we don't melt like the Wicked Witch of the West ☺, please set your AC to 75 prior to our arrival. We're happy to readjust the temperature per your written instructions when we leave.
- ✓ **Inclement Weather:** In event of poor weather conditions we may need to skip your cleaning service in order to keep our teams safe. We'll do our best to reschedule for the earliest available appointment.
- ✓ Due to insurance policies we are not permitted to step higher than our 2-step stool or lift heavy objects or furniture.
- ✓ To protect our cleaners and your privacy, please be sure that any confidential or potentially illegal documents or substances are put away before your scheduled cleaning.
- ✓ **Damage or Breakage:** We make every effort to take the greatest care while in your home, but we understand accidents happen. Identical replacement is always attempted but cannot be guaranteed. We request that all valuable, irreplaceable, collectible, or heirloom items (whether monetarily or sentimentally valued) be stored and/or not cleaned by our team. Damaged or broken items must be reported to the CleanSource within 48 hours of service. Note: CleanSource is not responsible for damage due to faulty and/or improper

installation of any item. All surfaces (e.g., marble, granite, etc.) are assumed sealed and ready to be cleaned without causing harm.

- ✓ **Your satisfaction is our #1 Priority**; therefore, we guarantee all of our cleaning services. Any necessary adjustments must be reported to our office within 24 hours of the cleaning date for resolution by one of our cleaning staff members.
- ✓ With our continued commitment to our clients, in providing a unique detailed cleaning service, we are excited to offer FREE rotational periodic tasks at each visit. Please look for the enclosed Customer Information Sheet and be sure to fill out the section on Periodic Tasks and return it to us. This free offer is for our weekly and bi-weekly clients only. These tasks are available for a small additional charge to those customers on a less frequency.

Cleaning Service Checklist

Below is a list of services to be performed at each routine cleaning

All Rooms

- ☐ Dusting
- ☐ Vacuuming of floors
- ☐ Hard floors steamed cleaned
- ☐ Cobwebs removed
- ☐ Wall hangings dusted
- ☐ Ceiling fan blades lightly dusted
- ☐ Waste baskets emptied
- ☐ Light dusting of blinds and window treatments
- ☐ Windowsills lightly dusted
- ☐ Baseboards and door frames lightly dusted

- ☐ Appliances wiped down and shined

Living Rooms/Family Rooms

- ☐ Windowsills and treatments lightly dusted
- ☐ Lamps and shades dusted
- ☐ Furniture dusted
- ☐ Wall hangings dusted
- ☐ Ceiling fan blades lightly dusted
- ☐ Floors vacuumed and mopped (if hard floors)

Bedrooms

- ☐ Furniture Dusted
- ☐ Mirrors Cleaned
- ☐ Beds made (linens changed if requested and sitting on bed)
- ☐ Wall hangings and pictures dusted
- ☐ Lamps and shades dusted
- ☐ Floors vacuumed

Bathrooms

- ☐ Tile and behind tub cleaned
- ☐ Toilet cleaned and disinfected
- ☐ Mirror and tile ledges cleaned
- ☐ Counter tops cleaned and disinfected
- ☐ Sink bowl cleaned and disinfected
- ☐ Light fixtures dusted
- ☐ All chrome shined
- ☐ Floors vacuumed and mopped

Kitchen

- ☐ Range hood and stove top cleaned
- ☐ Inside and outside of microwave cleaned
- ☐ Refrigerator front and top cleaned
- ☐ Back splash and counter tops cleaned and sanitized
- ☐ Sink cleaned and sanitized
- ☐ Floors vacuumed and cleaned
- ☐ Cabinets spot cleaned

Extra's/Add-on's (Free to weekly and Bi-weekly Clients on a rotational basis)

- ☐ Clean outside of Cabinets
- ☐ Detail Cleaning of blinds
- ☐ Sweep and Clean porches
- ☐ Wet wipe baseboards and Trim
- ☐ Vacuum Furniture
- ☐ Wet wipe windowsills and frames
- ☐ Wet wipe door facings and frames

Notes:

CleanSource Referral Program

We have a wonderful referral program! If you had a pleasurable experience with our service, we ask that you pass on the good news! Your referral is the biggest compliment we can receive. You will find a few business cards enclosed to share with your neighbors, family, and friends.

How the referral program works.

You tell your neighbors, friends, and family about your experience with us. Let them know if they hire us, to make sure they tell us you referred them.

Our Promise to you.

We promise to provide outstanding service. We know how much of a compliment it is for you to refer us to your family and friends. We will never break that trust and always provide 100% money-back guaranteed service.

What you get in return.

As a Thank You for your referral, you can choose from either a **15% off any Cleaning Service** OR a **\$25** visa gift card for every referral that signs up for recurring cleaning service. You will receive your Thank You gift after your referral has completed their **3rd** cleaning service.

Additional Bonus.

If you refer a neighbor who lives on your street and you both sign up for services on the same day and frequency, both you and your neighbor will receive **10%** off your services. How can we do this? Well, it takes time to drive from one neighborhood to another. By cleaning 2 houses on the same street we save time and you AND your neighbor save money!