

# Nature Maid HOUSECLEANING

Natural, Non-Toxic, Eco-Safe



## Guide to Services

Our goal is to leave you with a *truly clean home*, one that is free of dirt and germs, and also free of chemical residues and artificial fragrances. Natural cleaning products are very effective! By using only natural cleaning products in your home you will reduce your exposure to toxins, and reduce your contribution to environmental pollution.

## Customized Cleaning

We offer occasional, weekly, bi-weekly, or monthly service that is tailored to meet your needs. At the time of your free in-home consultation and service quote, we will create a customized cleaning checklist for you by adding or subtracting items of your choosing to the following list of basic tasks:

- Dusting of walls, ceilings, window sills and baseboards
- Dusting accessible surfaces and knick knacks, ceiling fans, and pictures
- Polishing wood surfaces periodically
- Vacuuming all floors
- Vacuuming upholstery as needed
- Mopping kitchen and entryways, hand washing bathroom floors
- Shaking out and/or vacuuming throw rugs
- Washing inside of door walls and front door
- Wiping switch plates and door knobs
- Making all beds and changing master bedding (additional beds extra)
- Cleaning kitchen countertops
- Cleaning kitchen appliance exteriors
- Cleaning inside of microwave
- Cleaning stovetop
- Spot cleaning cabinet fronts
- Emptying all trash cans, replace liners, and wipe can exterior
- Cleaning toilet bowl, tank, base, and seat
- Cleaning showers and tubs
- Cleaning bathroom sinks, countertops and cabinet fronts
- Washing mirrors, and T.V. screens in all rooms, as necessary
- Wiping exterior of washer and dryer and cleaning laundry sink

We are also available for deep cleaning, move in/out cleaning, and organizing.

## *Pricing*

**Regularly Scheduled Cleaning:** Rates depend on the size, condition, and location of your home, and begin at a minimum charge of \$65 per visit. Homes cleaned on a weekly, bi-weekly, or monthly basis will be charged a set rate per visit, so you will always know what the cost of your cleaning will be. One exception to this is the initial cleaning. Because it is very difficult to estimate the cost of the initial cleaning we charge an hourly rate of \$30 per hour, per cleaning associate on the job. Drive time is factored in, at a rate of \$30 per hour, regardless of the number of associates.

**Occasional cleaning or extra tasks:** We charge an hourly rate of \$30, per cleaning associate on the job. Rates are calculated in 15-minute increments and include drive time (@ \$30 per hour). If you are interested in adding on an extra occasional task to your regular cleaning, such as cleaning out the refrigerator, or the inside of the oven, just give us 48 hours notice so that we can make sure to have enough time in the schedule.

## *Products We Use*

Some of our favorite products include Citra-Solve, Bon Ami, Dr. Bronners Sal Suds, Method tile and shower spray, and Seventh Generation Products. We use swiffer electrostatic dusters, and provide a canister vacuum, with a hepa filter. We also use micro fiber rags and mop heads that are washed after each use. We strive to minimize waste with reusable, washable supplies, and through recycling. Please note that a few of our products do have a mild fragrance from essential oils, if this is a problem for you please let us know at the time of the quote.

## *Our Policies*

### *Payment*

Please have a check made payable to Nature Maid, or cash in a marked envelope, ready at the time of services. Payment envelopes will be provided. Please leave payment in an obvious location, preferably the same location each visit. If payment is not available at time of services your cleaning will not be done and you will be charged half of your regular cleaning rate.

If you are interested in being billed for services on a monthly basis please let us know. We also offer of option of credit card payments through pay pal for a small fee.

### *Scheduling*

Customers on regular cleaning schedules can request morning or afternoon arrival times. Because of the nature of the job and traffic, it is difficult to give a set arrival time other than an approximation. Customers will be sent an email service reminder the Friday before their scheduled clean.

If you are on a regular cleaning schedule, two cancelations are allowed per year without charge. Beyond these two cancelations your regular charge will apply. If you know ahead of time that you need to cancel your cleaning please let us know as soon as possible! If we are able to fill your time slot with another cleaning appointment we may be able to avoid charging you a cancelation fee. We strive to be flexible with scheduling, and are aware that unforeseen circumstances arise that can create a need for

cancelations, but frequent and short notice cancelations are a financial strain on our company and our employees. If you need a more flexible schedule you can always call to set up appointments as needed.

If you need to reschedule your cleaning for another day of the week you will not be charged any extra fees. Please give us as much notice as possible for rescheduling, preferably by the Friday before the week of your regular cleaning. If we are unable to reschedule due to short notice, or limited availability on the customers end, this will count as a cancelation.

If we arrive at your home and are unable to clean for any reason (locked out, etc.), you will be charged half of your regular cleaning rate. Please let us know, before we arrive, of unusual circumstances, or if guests, or service people will be in the home when we arrive.

We prefer if our customers are out of the home while we are cleaning, which makes it easier for us to do a good, timely, job. If this is not possible, or you prefer to be home, please do your best to stay in an area of the house that we are not cleaning at the time.

If you will be out of the home when we arrive, please provide us with a key. We prefer not to use keys that are left in a hidden location, or to enter houses that are left unlocked, for safety and liability reasons. Keys in our possession are coded for your safety, without identifying information. One copy is made of each key in our possession. This assures that management has a key in case emergencies so services are not interrupted. Your original key and copy will be returned if services are canceled. If you prefer we did not make a copy of your key please let us know.

### *We do not*

Answer your phone or door, run any of your appliances, throw circuit breakers, or clean up after pet accidents. If it is a very hot day, and you do not have air conditioning, we may reschedule your cleaning.

If surfaces, or floors, are excessively cluttered, we will not move the items, we will work around them. We also do not move furniture unless specially requested ahead of time. The tidier your home is upon our arrival, the better job we can do!

### *References*

Phone and/or email references are available by request. If you prefer that we did not include your name, email address and/or phone number on our reference list that is given to potential clients please let us know. If you are interested in helping us to grow our business by writing a testimonial to be posted on our website we will take \$15 off your next cleaning. Send your testimonial to [naturemaidmail@yahoo.com](mailto:naturemaidmail@yahoo.com).

Client's who refer friends or family members that hire us for regularly scheduled services, will receive a \$15 discount on their next cleaning service. Much of our business comes through referrals, so if you like our work please spread the word!

## *Customer Feedback*

Your feedback about our services is important to us and vital to the improvement of our business. We will ask you to rate our services periodically. The information you give us is used to improve the service we provide you and is also taken into account when appraising our employee's performance. At six month intervals, beginning with your initial cleaning, we will send out feedback forms by email. Please take a minute to respond- we really appreciate it!! Also, feel free to contact us anytime with your comments or concerns.

## *Tipping*

Our customers often ask whether it is customary to tip. Tipping is not expected, but is appreciated.

## *Service Quotes*

Service Quotes are free, are done in-home, and take approximately half an hour. Quotes are usually scheduled evenings and weekends. During this time we will do a home walk through, and note any special requests you may have.

The information gathered during the in-home visit will be used to generate a checklist that will be used every time we clean your home. The checklist will contain all of our regular services, plus or minus any special requests you may have. We will only provide services listed on this checklist unless arrangements are made ahead of time for extra task to be done. If the checklist needs to be revised, rate changes may occur.

*Please contact us with any questions you may have. We look forward to hearing from you, and think you will love coming home to a "truly clean home."*

*Visit our website for more information, customer testimonials, and cleaning tips and recipes.*

[www.naturemaidhousecleaning.com](http://www.naturemaidhousecleaning.com)

## *Contact Information*

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Revised 2009