



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 from the following list of basic tasks:

- _____ * Dusting of walls, ceilings, ceiling fans and light fixtures
- _____ * Dusting of wall hangings and framed art
- _____ * Dusting accessible surfaces and decorative items
- _____ * Dusting and washing as needed, window sills and baseboards
- _____ * Vacuuming all floors
- _____ * Vacuuming upholstery as needed, or wiping leather furniture
- _____ * Mopping kitchen and entryways, hand washing bathroom floors
- _____ * Shaking out and/or vacuuming throw rugs and door mats
- _____ * Washing inside of door walls and front door
- _____ * Wiping switch plates and door knobs
- _____ * Making all beds
- _____ * Cleaning kitchen countertops
- _____ * Cleaning kitchen appliance exteriors
- _____ * Cleaning inside of microwave
- _____ * Cleaning stovetop
- _____ * Spot cleaning cabinet fronts
- _____ * Cleaning toilet bowl, tank, base, and seat
- _____ * Cleaning showers and tubs
- _____ * Cleaning bathroom sinks, countertops and cabinet fronts
- _____ * Cleaning mirrors and dry dusting T.V. screens in all rooms, as necessary

Other options you may want to include:

- * Changing bedding
- * Emptying trash cans, wiping can exterior and replacing liner
- * Blind cleaning
- * Cleaning inside of refrigerator
- * Cleaning oven

Please note that depending on the frequency that your home is cleaned, some items may be done on a rotational basis, i.e. ceiling fans are done once a month instead of every visit.

We are also available for deep cleaning, move in/out cleaning, and organizing! Just let us know what kind of help you need!

Pricing

Regularly Scheduled Cleaning: The cost of recurring cleaning will depend on the size, and level of cleaning needed in your home. Prices start at a minimum charge of \$80 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 \$40 per hour, per cleaning associate on the job.

Occasional cleaning or extra tasks: We charge an hourly rate of \$40, per cleaning associate on the job. Rates are calculated in 15-minute increments. The minimum charge for a one-time cleaning is \$80. 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 a 48-hour notice so that we can make sure to have enough time in the schedule.

Service Quotes

Service Quotes are free, are done in-home, and take approximately 15 minutes. 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 Service Agreement which will list the tasks that will be included in your cleanings, and what the cost per visit is. We will only provide services listed on this agreement unless arrangements are made ahead of time for extra task to be done. If the Service Agreement needs to be revised, rate changes may occur. We ask that you sign the Service Agreement before your initial cleaning to show that you understand and agree with details of the service that will be provided and to also show that you have read and agree to our cancellation and scheduling policies. The Service Agreement does not serve as a contract.

Products We Use

Some of our favorite products include Citra-Solve, Bon Ami, Method tile and shower spray, and Seventh Generation Products. We also use Young Living's Thieves cleaner which has antibacterial properties. We use vacuums with multiple filters, including a HEPA filter. We also use micro fiber cloths 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

Scheduling

Clients on regular cleaning schedules can request morning or afternoon arrival times. Because of the nature of the work and traffic, it is difficult to give a set arrival time other than an approximation. Clients will be sent an appointment reminder via text message 48 hours before their appointment.

If you are on a regular cleaning schedule, two short notice 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 can 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 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 client's end, this will count as a cancelation.

If we arrive at your home and are unable to clean for any reason (locked out, work being done in the home, 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 clients are out of the home while we are cleaning, which makes it easier for us to do a timely job without distractions. 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 or door code. 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 kept in a lock box when not being used and are labeled with non-identifying information.

Payment

Payment is due at the time of service. Before an initial or one-time service is scheduled, we require a credit or debit card on file. Cards are run using the secure payment processing system, Stripe, and are saved in a password protected account. You are welcome to pay via check (payable to Nature Maid), or with cash, or we can run a charge the day of each cleaning using the card on file. If check or cash is not left the day of the service, the card on file will be charged. We may also run a charge for one of the two starred reasons in the *scheduling* section above.

We do not...

Answer your phone or door, run any of your appliances, flip circuit breakers, or clean up after pet accidents (this includes pet waste and vomit). We do not do dishes, unless special arrangements are made. We also do not empty dirty diaper cans. 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 and will instead 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!

Referrals

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 review on our Facebook page or on Nextdoor, you will receive \$10 off your next cleaning. You can find us at <https://www.facebook.com/naturemaidhousecleaning/>.

Clients who refer friends or family members that hire us for regularly scheduled services, will receive \$50 off their next cleaning service. Much of our business comes through referrals, so if you like our work please spread the word!

Client 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 considered 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!! Each home's cleaning requirements are unique, and the desires, standards and expectations of our clients are unique as well. The more clearly you communicate your needs the better job we can do of meeting them! Feel free to contact us anytime with your comments and concerns.

Tipping

Our clients often ask whether it is customary to tip. Tipping is not expected but is appreciated!

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, client testimonials, and cleaning tips and recipes.

www.naturemaidhousecleaning.com

<https://www.facebook.com/naturemaidhousecleaning/>

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