



Guide to Services

Lucy's Spotless Cleaning, LLC.

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Serving Boise, Eagle, Meridian, Kuna, Nampa, Middleton, Star, & Caldwell

Thank you for inquiring about house cleaning and related services provided by
Lucy's Spotless Cleaning!

Mission Statement

Lucy's Spotless Cleaning is a residential cleaning service that has been providing professional home cleaning and related services to the Boise area since April 2003.

Our mission is to serve our clients by providing superior quality cleaning service at affordable rates so our clients can enjoy more of their precious time doing what they really want to do, not what has to be done.

Our Goal is to be Boise's Best Residential Cleaning Service.

Initial Contact

Prospective clients may either call (208) 284-9734 or send an e-mail inquiry to Lucy@LucysSpotlessCleaning.com. In return, a copy of the *Guide to Services* will be e-mailed as a word document or snail-mailed to an address that you specify. After reading our literature, you are encouraged to call or e-mail with any questions. If you choose to hire our services, you should call or e-mail to schedule an appointment for an in-home consultation and walk-through.

The Consultation & Walk-Through

Prospective clients and an authorized representative of Lucy's Spotless Cleaning will meet at the client's home for a consultation and walk-through that generally lasts between 30 and 60 minutes. This initial consultation and walk-through is at no cost to the client. During this meeting the following items will be discussed.

- ✓ We will observe and discuss your home cleaning needs as well as Lucy's Spotless Cleanings' policies, Guide to Services, payments, schedules, and any questions you or we may have.
- ✓ You will receive estimates for the initial cleaning as well as (if applicable) the subsequent maintenance cleanings.
- ✓ You can let us know if you would like us to work within a particular budget. You can choose to set a cap on the amount you spend.
- ✓ We will identify your cleaning priorities and your custom Quality Control Checklist will be developed. (Please read the Quality Control Checklist section for detailed information.)
- ✓ We will arrange a date for service to begin.

First-Time and One-Time Cleans

Cleaning a home for the first time can be time-consuming and unpredictable. It's important for us to provide the best possible service while working within your budget. So, during the initial meeting, one-time service clients will be asked to clearly prioritize the cleaning tasks they want done. You can also let us know if you would like a service cap or maximum amount you would like to spend on cleaning. We will then work quickly and efficiently to complete as many of the desired cleaning tasks as we can, completing the most important tasks first. If you choose to cap your service we cannot guarantee that all of

your cleaning tasks will be completed. However, we do guarantee our work on all cleaning tasks that are completed.

Recurring Service Cleans

Recurring service clients will be given two estimates. The first will be for the initial cleaning. This estimate is based on the time it will take to complete all the desired cleaning tasks. Again, cleaning a home for the first time can be time-consuming and unpredictable. Let us know if you would like a cap on your cleaning services. If needed, we can spread your initial cleaning visits out so that your cleaning service is affordable.

Obviously, The second estimate is based on the time it will take for the maintenance house cleaning once your initial clean(s) is/are complete and taking into account your visit frequency (weekly, bi-weekly, monthly, etc.).

Estimated task times take into consideration:

- Cleaning behind and underneath objects that may need to be moved. An example would be removing a collection of figurines from a shelf, cleaning the figurines as well as the shelf, and returning the figurines to the shelf.
- Thorough indoor window cleaning (if applicable): inside double-hung panes, as well as the inward pane.
- Removing the buildup of hard water deposits, soap scum, kitchen grease, pet hair, lime scale, wax residue, etc.
- Intricate objects such as collectables, decorations, knick-knacks, etc. that need to be carefully removed, cleaned, and replaced.

Please understand that a thorough cleaning is a time-consuming process. We give added care and take precautions with furniture, collectables, and other objects.

Means of entry, usually a key, is to be provided at the time Lucy's Spotless Cleanings' services are hired. Payment is due on or before the time of service. Note: If payment is received before the date of service, checks will be held and not cashed until service is complete unless the client makes it clear their intent is to pay in advance for future cleanings.

Please keep in mind that the consultation and walk-through is very important and is a time for all parties to meet and share information regarding the cleaning service. Not all cleaner-client relationships are a good match; therefore Lucy's Spotless Cleaning reserves the right to decline service.

Clientele

Lucy's Spotless Cleaning provides professional residential (houses and apartments) cleaning services to residents of Boise and surrounding areas. Many of our clients are busy professionals or business owners whose demanding lives make it difficult to maintain a clean and orderly home. Other clients have the time but don't have the ability or the desire to do housework. While our clients' needs and situations vary greatly our goal is to provide personalized, quality, and affordable home cleaning solutions.

Employees

While Lucy's Spotless Cleaning is an owner-operated company, we can't do it alone. We understand that our employees represent our company and its values. Our great reputation is extremely important to us. Therefore, we are extremely selective of who we allow to wear our name.

All potential employees are carefully screened during the hiring process. This includes carefully checking personal and work references. Each prospective employee must pass a comprehensive criminal background check, as well as pass a comprehensive drug screening (urine test).

Once hired, new employees undergo extensive supervised training and are only allowed to clean unsupervised when they have consistently demonstrated an extremely high level of skill and professionalism and when we (the owners) trust them to clean a home exactly the way we would.

Hours of Operation

Lucy's Spotless Cleaning generally provides services between 9:00 a.m. and 5:00 p.m., Monday through Friday. If you call outside these hours, please leave a detailed message and the best phone number to reach you at and we will return your call as soon as we can. We generally respond within one business day.

E-mail may be sent at any time. When calling or e-mailing for cleaning reservations, always wait for confirmation.

Our Services

Lucy's Spotless Cleaning provides a range of Home Cleaning Services:

- ✓ Recurring Maintenance House Cleaning
- ✓ One-Time Cleans (Seasonal/Spring Cleaning, Special Occasions, Gifts, etc.)
- ✓ Move-Out and Move-In Cleans
- ✓ Custom Cleaning Projects

We work diligently to ensure the most comprehensive and thorough cleaning possible. We customize clients' service to suit their needs, so cleaning tasks typically include, but are not limited to, the following:

GENERAL / DUSTING TASKS:

(Completed in the Living Room, Hallway, Office, Dining Room, Bedroom, Den, Family Room, Stairway, etc.)

Remove Cobwebs, Dust Ceiling Fans, Dust Trim Above Doors, Dust Tops Of Doors, Clean Window Interiors, Dust Windowsills, Clean/Dust Baseboards, Dust Furniture (Tables, Shelves, etc.), Straighten Magazines & Books, Fluff Furniture Pillows, Clean Glass Furniture, Clean/Dust Television(s), Dust Electronics, Dust Pictures & Decorations, Dust Window Blinds & Shutters, Clean Sliding Glass Doors, Spot Clean Walls & Doors, Clean Light Switches & Plates, Vacuum Floor, Mop Floor (If Applicable), Vacuum Rugs, Vacuum Furniture, Empty Trash.

BATHROOM(S):

Remove Cobwebs, Dust Trim Above Door, Dust Tops of Doors, Dust Light Fixtures, Clean and Sanitize Countertops, Clean and Sanitize Sinks, Clean and Polish Faucets, Clean Appliances, Clean Soap Dishes/Dispenser, Clean and Sanitize Shower and Bathtub, Clean and Polish Shower/tub Fixtures, Treat Hard Water Issues (If Applicable), Treat Mold/Mildew Issues (If Applicable), Clean & Sanitize Toilet & Ext. Tubing, Clean & Shine Mirrors, Spot Clean Cabinet Exteriors, Spot Clean & Shine Cabinet Handles, Spot Clean Walls and Doors, Clean Light Switches and Plates, Dust/Clean Baseboards, Mop Floor, Empty Trash

KITCHEN:

Remove Cobwebs, Dust Trim Above Door, Dust Tops of Doors, Clean & Sanitize Countertops, Wash Window(s) Above Sink (If Applicable), Clean & Sanitize Sinks, Clean and Polish Faucets & Fixtures, Clean & Sanitize Garbage Disposal Guard, Clean Soap Dishes & Soap Dispensers, Clean Appliances on Countertop, Clean Exterior of All Major Appliances, Clean Dishwasher (Including Top and Sides), Clean Refrigerator (Including Door Seal), Clean Stovetop (Inc. drip pans, knobs, etc.), Clean Garbage Compactor Exterior (if applicable), Clean Wine Cabinet Exterior (if applicable), Polish Stainless Steel, Clean Exhaust Fan & Hood Above Stove, Clean & Sanitize Microwave Oven, Spot Clean Cabinet Exteriors, Clean & Sanitize Table, Spot Clean Chairs, Spot Clean Walls & Doors, Clean

Light Switches and Plates, Clean Baseboards, Dust Telephone (If Applicable), Vacuum & Mop Floor, Empty Trash

LAUNDRY ROOM:

Remove Cobwebs, Clean & Sanitize Countertops, Clean & Sanitize Sinks, Clean Washer & Dryer, Spot Clean Walls, Doors, & Cabinets, Dust Baseboards, Vacuum & Mop Floor, Empty Trash

We also provide additional related cleaning services such as:

- ✓ Carpet Shampooing
- ✓ Polishing Wood (Furniture, Molding, Cabinets, Etc.)
- ✓ Clean Window Interiors
- ✓ Clean Refrigerator/Freezer Interior
- ✓ Clean Oven Interior
- ✓ Sweep Garage
- ✓ Clean Cabinet Interiors
- ✓ Etc.

Lucy's Spotless Cleaning will:

- Give you a specific day and an approximate time (2 hour window) for your cleaning.
- Complete all tasks and services described in the Quality Control Checklist and leave a completed Checklist on the dining-room table or other conspicuous location.
- Use our own cleaning products, tools, and equipment unless you ask us to do otherwise.
- Act in the clients' best interest to ensure prompt and thorough house cleaning task completion.
- Maintain client house keys, alarm codes, and personal information in a secure location at the residence/office of Lucy and John Wylie.
- Guarantee that all cleaning tasks are completed to the client's satisfaction or we will return within 24 hours to correct those tasks to the client's satisfaction at no additional charge.

Lucy's Spotless Cleaning does not:

- Provide service during the summer months to homes without adequate air conditioning.
- Provide service during the winter months to homes without adequate heating.
- Provide service to homes in unsafe circumstances or in situations that put our employees at potential risk.

- Provide service to households during times that the house is occupied by unsupervised children or teenagers.
- Operate your home appliances
- Let in service people such as water meter readers, UPS drivers, etc.
- Feed pets or clean up pet accidents.
- Pick up clutter, clothes, dishes, etc. unless these tasks are specifically mentioned in your Quality Control Checklist. Surfaces need to be clear so we can complete our cleaning tasks.

We also do not:

- Answer your telephone or access your answering machine.
- Open drawers or cabinets unless it is a specific cleaning task such as for a Move-In or Move-Out clean.
- Exchange keys with anyone other than the client.
- Share or sell personal client information (residence or e-mail addresses, names, phone numbers, etc.) with any other company, organization, or individual.

Your Quality Control Checklist

Your custom Quality Control Checklist is designed to ensure that each and every cleaning visit is completed to your satisfaction and to the high standards of Lucy's Spotless Cleaning.

If you wish to make changes to your checklist after it has been completed, please let John or Lucy know. Remember that making changes to your checklist will also change the estimated task time. This may likely increase or decrease your service fee.

Severe Weather

Lucy's Spotless Cleaning will provide limited, delayed, or no service during incidents of severe weather:

- Limited, delayed, or no service may occur in extreme thunderstorms, in dangerously hot or cold conditions, during snow, sleet, ice, or tornado-like weather or in any city or state declared weather emergency.
- All cleaning visits during a period of inclement weather will be on an advisory status depending on the driving conditions.

- In the event of severe weather conditions, Lucy's Spotless Cleaning will notify clients (if possible) if service will be limited, delayed, or cancelled.

Safety

Lucy's Spotless Cleaning asks you to inform neighbors, neighborhood watch organizations, relatives, and so forth that house cleaners will be on your property. Doing so can save the police department, neighbors, and the cleaning professionals from an embarrassing situation.

Please notify Lucy's Spotless Cleaning in advance (a few days is ideal) of any person or people who may be in your home during the time of your house cleaning service. This includes visiting family members, friends, service contractors, repair personnel, etc. Lucy's Spotless Cleaning reserves the right to reschedule cleaning visits that coincide with a visit by another service contractor or houseguest if we deem it appropriate.

Guarantees & Client Protections

- For One-Time clients - Your satisfaction is guaranteed on all completed cleaning tasks. If you are ever dissatisfied with a cleaning task that has been completed, we will return within 24 hours to make it right at no additional cost. (Return visit must be completed within 24 hours.)
- For Recurring clients – Your satisfaction is guaranteed on all regular cleaning tasks. If you are ever dissatisfied with a cleaning task that has been completed, we will return within 24 hours to make it right at no additional cost. (Return visit must be completed within 24 hours.)
- Lucy's Spotless Cleaning, LLC is an Idaho Licensed House Cleaning Company.
- We are Fidelity Bonded.
- We carry Liability Insurance through United Fire Group.

Rates

- Initial consultation/walk-through is free of charge.
- All services are billed at just \$30.00 per cleaner per hour.

Scheduling Cleaning Visits

To schedule a cleaning visit, please call (208) 284-9734 or e-mail your request to lucy@LucysSpotlessCleaning.com. Always wait for confirmation.

We can sometimes accommodate unplanned requests. However, we can rarely do so without 24 hours' notice.

Cancellations

- Please call or e-mail (and wait for a confirmation) for all cancellations.
- Cancellations with less than 24 hours' notice are billed at 50% of the regular maintenance fee or at 50% of the estimated fee for one-time cleans. The only exception is severe weather.
- Excessive cancellations with less than 24 hours' notice are subject to cessation of service.

Billing and Payments

A billing statement (part of your Quality Control Checklist) will be left at your residence each day of service. Payment is expected on or before the day of service.

Payment Options

- You may leave a check or money order at your residence on the day of service. Please make all checks and money orders payable to Lucy's Spotless Cleaning.
- Please do not postdate checks or money orders.
- You may mail a check or money order. Note that payments received after the due date are subject to late fees.
- Occasionally we barter for services. If you're a professional service that you think may be of use to us, please feel free to ask.

Late Payments

Payments that are received after the date of service are subject to late fees of \$1.00 per day until the account is brought up to date.

In case of frequent late payments, Lucy's Spotless Cleaning reserves the right to suspend or terminate services.

Additional fees may be imposed for returned checks and closed accounts. In such cases, you will be charged \$30 for each returned check (that's the service fee imposed on us by our financial institution), any additional bank fees that

are charged to us, as well as daily late fees that accrue until the account is current.

Referrals

We love it when our clients tell other people about how great we are. So, we like generously reward our clients who refer new clients.

- Each time you refer a new recurring service client (weekly, bi-weekly, or monthly), you are entitled to one free cleaning service.
- Each time you refer a new one-time service client you are entitled to a 20% discount off your next cleaning service.

Contracts

This Service Guide is the extent of the agreement between Lucy's Spotless Cleaning and our clients. Unlike most other companies, you are never required to sign a service contract with us, obligating you to work with us for a year or more. Our consistent dedication to providing quality service and genuine value to our clients is our assurance of our continuing success.

I have read, understand, and agree to the terms of this Guide to Services.

Date: _____

Client's name (printed): _____

Client's signature: _____