

Final Touch Housekeeping

We don't cut corners... We clean them!™

Policies and Procedures

Thank you so much for considering **Final Touch Housekeeping** for your housekeeping needs. You are sure to find the value in the service we provide and the attention to details you will come to expect. We give every home we bid a custom bid and every home we clean a custom clean because, like people, they are all different and have different needs. If you have already hired **Final Touch Housekeeping**, another big "Thank you!" The purpose of the Policies and Procedures document is to effectively communicate our expectations of you and to inform you what you can expect from us. It also serves as a performance contract. Although we ask that you sign and return the last page of this document, when you accept of our bid for cleaning, it is implied that you agree with all terms and conditions contained in this document, so please read carefully. The best form of communication is something written and we feel this document outlines every possibility we have encountered. If you have a question or concern that has not been answered in this document, please call, text, or email your question or concern.

Standards: Our standards are very high. Not cutting corners is the foundation of **Final Touch Housekeeping**. At every walk through, it is important that you communicate every cleaning expectation you have and their frequency. Please tell us about a vase given to you by your grand mother that is priceless or about the new onyx flooring you just purchased. These little details are important to us because they are important to you. Knowing about the important details calculates into time and effort for tasks to be completed and is how your final estimate is calculated. You will receive a flat rate for your estimate. That means there could be times when cleaning your home will take more or less effort, but will allow you to accurately budget your house cleaning needs.

Communication: **Final Touch Housekeeping** believes the only way to obtain completely satisfied clients, is through communication. As a client, you would expect that phone calls are returned promptly, that ala carte items are added, or that a scheduled cleaning is confirmed. Our expectations of you are basically the same. We expect that:

- ☒ You will return phone messages in a timely manner. The only way to leave **Final Touch Housekeeping** a message is on the cell phone (720) 436-4779.
- ☒ If you want a change from your normal house cleaning, generally a conversation is needed before your scheduled cleaning. If your needed change is to NOT do something because of an unforeseen event, a simple note is acceptable.
- ☒ If you find a task is not "up to par," please email your concerns. Every comment is noted to ensure the error doesn't occur again. However, if it is a major concern, like an entire room being skipped, we can come back and re-clean that area.
- ☒ Office hours are from 7:00 am – 9:00 am and 3:00 pm – 8:00 pm. All calls will be returned during these times. This allows us to focus on the home we are cleaning, which you would appreciate in the event we were in your home at that time. Saturdays and Sundays are reserved for bids by appointment, however if you have an emergency, please leave a phone message or send an email. You can also send a text to 720-436-4779, and if it's an emergency, your text will receive a timely response.

Bid Process: **Final Touch Housekeeping** is constantly working toward making the bid process easier and more accurate. We determined that a simple flat rate will allow you to accurately allow for housekeeping in your family budget and allows **Final Touch Housekeeping** the flexibility to be at your home on a range of time. However, on an occasion we have severely underestimated the cleaning job. *We always reserve the right to modify your flat rate, but continued cleanings are at your approval.* We guarantee that:

- ☒ Your cleaning rate will never increase on the first day you are being cleaned.
- ☒ If there was an underestimate, we will re-evaluate the cleaning job for the future, provide you with the new, adjusted rate (which will also be a flat rate), wait for your approval and continue cleaning for you.

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Bid Process Continued:

- ☒ It is possible that your first cleaning will be higher than your regular weekly / bi-weekly cleaning once we bring your home to a maintenance level. We will provide you with a flat rate for the initial clean and the maintenance clean and that rate will be in writing.
- ☒ We will provide the same superior level of service provided that you provide us with a home in the same condition as it was when it was bid. If, on the rare occasion, a task takes more time than it did previously (due to a party, company, or any other reason), you will be billed for the additional time at the rate of \$40 per hour. Payment for this additional task will be on your next invoice.
- ☒ We will discuss with you, in advance, any upcoming changes in your home. If your baby is now a toddler and is sitting at the table instead of a high chair, and the chair is now decorated with food, it will take us more time to reach the same level of expected cleaning. We will re-evaluate the cleaning job for the future, provide you with the new, adjusted rate (which will also be a flat rate), wait for your approval and continue cleaning for you. On the other hand, your "baby" has left for college and the bathroom no longer needs cleaned on a regular basis, we will re-evaluate the cleaning job for the future, provide you with the new, adjusted rate (which will also be a flat rate), wait for your approval and continue cleaning for you.

Scheduling: Once you have accepted our bid for cleaning your home, we will work together to find a day and time slot that works for you. We do our best to make sure your day and time slot does not change. However, if we do need to change your cleaning day and / or time slot, we will give you as much notice as possible. When we call, if we get your voice mail, we will leave a very detailed message regarding the change. Please return our call confirming the change is acceptable. If a close to exact arrival time is important to you, please request a first or second time slot. Our cleaning day generally starts around 8:30 am – 9:00 am and ends around 3:00 pm. We will do our best to merge our schedule, with yours.

If you want a change from your normal house cleaning, such as the inside of your refrigerator or all of your blinds, you need to have a conversation with **Final Touch Housekeeping**. These extra tasks do take additional time. We need to ensure that we have the additional time in the schedule to accommodate your request. It may be necessary to add an additional cleaning date or additional employees to accommodate your request.

Holidays: **Final Touch Housekeeping** observes the following holidays; New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Thursday and Friday, Christmas Eve, Christmas Day, and December 26th. Generally you should not have any missed cleanings. If your scheduled cleaning lands on any of our observed holidays, we will reschedule your cleaning for a day in that same week. Communication is very important in this matter and we are considerate of your holiday plans also.

Weather: Snow and ice play a huge part in scheduling during the winter months. We have been fortunate in the past and been blessed with mild winters. However, as a matter of safety, **Final Touch Housekeeping** follows delays and closures for both the Douglas County School District and for the Cherry Creek School District. We live in one district and often work in another; however both are capable of affecting your cleaning schedule. If either school system is delayed or closed, so are we. Please watch Channel 4 for school delays or closures and check with us as early as 7:00 am. Most of the time, storms are predicted so we have the ability to adjust your cleaning schedule in anticipation of the delay or closure.

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Preparing Your Home: You have hired to clean your home. We can do some tidying, however a good rule of thumb is if it takes a product to clean, it is our responsibility and if it takes moving something into a drawer, a cupboard, or a shelf, it is your responsibility. In order for **Final Touch Housekeeping** to clean your home to your level of expectation, please do the following in preparation of your cleaning:

Bedrooms:

- ☒ Toys, clothing (clean / dirty), shoes, misc. need to be picked up off of the floor. If we can't get to the floor without moving personal items, we can't vacuum.
- ☒ If you want your sheets changed, please strip your bed. We will not strip your bed for you. We also will not change the top bunk of a bunk bed or make that bed due to liability issues. Please leave a clean set of sheets on the bed. If the sheets are in washer / dryer, please leave a note on the door we enter (front or garage) that the sheets are in the washer / dryer. If they have been left in the washer, we need to have time for the sheets to dry so this needs to be the first task. Your cleaning time needs to be long enough to accommodate drying time of your sheets.
- ☒ We will take out the trash in every bedroom. However, if the trash is not in the trash can, we will not assume it is trash and it will not be taken out. If your trash can (aside from the kitchen trash can) utilizes trash can liners, please be sure there are replacements liners in the bottom of the trash can under its current liner.

Kitchens:

- ☒ Please empty your kitchen sink. We are often moving at the speed of light and don't want to assume that dishes in your dishwasher are clean or dirty.
- ☒ Please don't leave food in your microwave.
- ☒ Please tell us where your kitchen trash bags will be kept. Every house is different and we can spend a lot of time searching for their location.

Bathrooms:

- ☒ We will take out the trash in every bathroom. However, if the trash is not in the trash can, we will not assume it is trash and it will not be taken out. If your trash can (aside from the kitchen trash can) utilizes trash can liners, please be sure there are replacements liners in the bottom of the trash can under its current liner.
- ☒ We are happy to replace empty toilet paper rolls provided that a new roll of toilet paper has been left out.
- ☒ Please be sure you have flushed your toilet. This may sound silly, but there is nothing like getting ready to clean a toilet, opening the lid, and getting a "wonderful" aroma. In addition, not flushing regularly can cause the staining of your toilet bowl.

Cancellations:

Illness: PLEASE cancel your scheduled cleaning when anyone in your household is ill. We are all moms and we want to ensure that our families and other clients do not become ill as a result. Please give your home 24-48 hours to let the "bug" run its course and then give us a call to reschedule your cleaning. Please give us as much notice as possible so that we can accommodate rescheduling your cleaning. **Final Touch Housekeeping** is aware that illnesses can occur at night so regardless of the time, please call and cancel. If it is after office hours, please leave a message and a time to return your call to reschedule your cleaning. So long as you reschedule within 7 days of your scheduled cleaning, there will not be any cleaning charges. When you do reschedule your cleaning, we will disinfect, change sheets (if a new set is left out), and open windows for a short time (weather permitting). However, if you cancel for an illness and fail to reschedule your cleaning within 7 days of your originally scheduled cleaning, **you will be charged 50% of your regular cleaning rate.**

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Cancellations Continued:

Lock-out: If a staff member from **Final Touch Housekeeping** arrives at your home on your scheduled cleaning day and can't get into your home for any reason (locked door and no key provided, incorrect garage door code, forgot appointment and nobody home) we will attempt to get in touch with you using every phone number you have provided **Final Touch Housekeeping**. While the staff is waiting for a solution, they are being paid so you will be charged \$30 per hour, per staff member present to clean, in 15 minute increments. If there is not a solution (no additional key, garage door code not working, nobody can get home timely) **you will be charged 50% of your regular cleaning rate.** Please make sure that all of your contact information is up to date so that we may contact you in the event of an emergency. The best way to eliminate the possibility that our staff is locked-out is to ensure we have a working key or an up-to-date garage code.

Un-prepared: If a staff member from **Final Touch Housekeeping** arrives at your home on your scheduled cleaning day and your home is clearly not prepared for its regular cleaning (papers scattered everywhere, clothes all over the floor, items left all over the house, etc.), you have one of two choices. The cleaning can possibly be completed later that SAME DAY (no guarantee) or it will be considered a "lock-out." First, we will attempt to contact you to determine how you would like to handle the situation. We will attempt to accommodate your situation and honor your request. If we are able to come back later that day, there will not be any additional charges. However, if we are unable to come back due to a scheduling conflict, it will be considered a lock-out and **you will be charged 50% of your regular cleaning rate.** Second, under your direction, we can attempt to do the best cleaning job possible given the homes condition. **Final Touch Housekeeping** will not issue any refund for areas not cleaned to their full potential due to the condition the area was left.

Unexpected Events: If **Final Touch Housekeeping** is to complete a regular task and we are unable to complete that task through no fault of **Final Touch Housekeeping**, no credit will be given and the flat rate will apply. For example, we would normally dust and vacuum your office, and you started a paper re-organization task and wasn't able to put away papers left on the floor and surfaces, making it impossible to dust and vacuum that particular room, no credit will be given and the flat rate will apply. For example, we normally would clean your bathtub but it is clogged and we are unable to clean it. No credit will be given and the flat rate will apply. The **ONLY EXCEPTION** is provided that a conversation occurred before your scheduled cleaning. We will then determine another cleaning task to do in lieu of the task we would normally complete (time for time). We prefer to exchange cleaning items instead of issuing a credit. If your remodeling project is very large, we will discuss a revision of the flat rate fee.

Payment / Fees:

Weekly / Bi-Weekly Cleanings: We do our best to accommodate the needs of many households. When we schedule your cleaning on your selected day and time, we are counting on revenue for that slot. We guarantee that the price for your initial cleaning will not be adjusted regardless of the time needed. However, if we determine that the dirt and/or grime build up will take more time in the future, we will re-evaluate your flat rate and get your approval. Once the rate is determined, it is guaranteed to always be a flat rate and will not change for the duration of your cleaning unless there has been a lifestyle change. Payment is expected at the time of service for your first cleaning. For all future cleanings, payment will be due on the 1st of the month for all of the cleanings in that month, in advance of your regular cleaning, again at the flat rate.

All One-Time Cleanings: All one-time jobs, such as move-ins / move-outs, special event cleanings, spring cleaning (deep cleans), etc. are payable in cash only. You will be quoted a flat rate for the cleaning and that rate is guaranteed to not change. A receipt will be provided for the cash paid. There are no exceptions for the payment process for one-time jobs.

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Payment / Fees Continued:

Recepting and Instructions: For regular weekly / bi-weekly cleanings, you will be e-mailed an invoice detailing your future cleaning dates, the fees for your regular cleanings, and any extra fees for any ala carte items for a total due prior to your first cleaning for the month. Your invoice will be emailed to you on the 15th of the previous month and payment is due on the 1st of the month for your cleanings for that month. For example, you receive your cleaning invoice on the 15th of May for June's cleanings. Payment for June's cleanings is due June 1st in advance of your cleanings. Please make sure we have your correct e-mail address. It is very important that you mark your calendar with your cleaning dates. Method of payment for regular weekly / bi-weekly cleanings is either check in advance of your first cleaning for the month or cash that will be receipted. Although we do not accept credit cards at this time, we are in the process of adding this payment option. However, we will offer a 3% discount for cash or check payments.

Returned Checks – NSF, Stop Payment, Closed Account, etc.

We are happy to accept your check as payment. We assume that nobody will intentionally pay with a check that has insufficient funds, is a closed account, or has placed stopped payment on their check. Unfortunately, in business we also understand that one bad apple can spoil the bunch. One returned check will eliminate your option to pay with a check and only cash will be acceptable until we accept credit cards. We have partnered with NorthStar Technologies, <https://www.northstargt.com/newpages/index.asp>, as our collection agency. It is our process to deposit all checks received within 3 days of service. Should you check "bounce" for any reason, our financial institution has been authorized to send all bounced checks to NorthStar Technologies. NorthStar Technologies reports to all Negative Check Verification Databases, reports to credit agencies and further legal considerations. Once your check has bounced, the collection of the check is completely out of our hands. We are unable to accept any payment from you on this returned check and any fees will be collected by NorthStar Technologies.

Other Matters:

Internal Hiring: Our employees are our GREATEST asset. **Final Touch Housekeeping** is aware that if you are a homeowner who is home when your cleaning occurs, it is nearly impossible to not establish a relationship with our staff. Although our staff is not bound by a non-compete clause, if for any reason you hire one of our staff (or their "family") to clean for you, it is expected that you will pay **Final Touch Housekeeping** a finders fee of \$2500.00. There are no exceptions to this policy.

Termination / Cancellation: **Final Touch Housekeeping** understands that family situations and budgets change and your relationship with us could come to an end. If you cancel on or BEFORE the 30th of the month (or the 28th in February), no future cleanings will be billed for and no future cleaning appointments need to be honored. However, on the first of the month, your payment for that month is due in full. All cleaning appointments will be honored and payment is expected. For example: You give notice ON or BEFORE the 30th of the month for the FOLLOWING month, we will cancel all future cleanings. Although we will be sad to see you leave, we wish you all the best and hope to see you again in the future. If you don't give notice until after the 30th of the month, even though your home may not have had any cleanings, payment in full for the month is required. **Final Touch Housekeeping** will continue to clean for all of your scheduled cleaning dates. It is always your option to not have **Final Touch Housekeeping** come to clean your home. However, **Final Touch Housekeeping** does not issue refunds cancellations.

Again, thank you so much for choosing **Final Touch Housekeeping** for all of your cleaning needs. We appreciate not only your business but also your referrals. If you have any questions or concerns about any of the policies or procedures in this document, please call, text or e-mail us. We look forward to cleaning your home and giving you more time to spend on the important things in life like your family, friends, and hobbies. Remember, we don't cut corners, we clean them!

Sincerely,
Michelle Braun and Becky Campbell, Co-owners

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Frequently Asked Questions

Can we be home when you clean? Yes, but we do have requests and expectations.

- ☒ The master bathroom (bedroom suite) takes the longest to clean and it is the first area we clean in every home. If you are scheduled for a 9:00 am cleaning, please have your bath or shower completed BEFORE our arrival time. If you being in the master bathroom (bedroom suite) when we arrive and it delays our departure time, you will be responsible for the overage in time at a rate of \$40 per hour rounded to the next 15 minute interval. For example – we were to finish at 11:00 am and because you overslept and were in the shower at 8:45 am, we were unable to start cleaning the master bathroom. That delay caused your cleaning to run until 11:20. Your cleaning ran over 20 minutes per staff member there. You will be billed for 30 minutes for a cost of \$20 per staff member.
- ☒ We will only clean each room one time. This means if we clean the kitchen and your nanny makes lunch for your child(ren) we will not be able to clean your kitchen again.
- ☒ If you have company, please let them know that we will be there to clean and help us give you the clean you are paying for.
- ☒ If you telecommute and work from a home office, please tell us of your expectations regarding the cleaning of your office and any noise we may make cleaning outside your home office. We do vacuum and it does make noise so if you are on a conference call and can't have any outside noise, please tell us. We will do our best to accommodate your needs, but if we are unable to complete a task, such as dusting your office or vacuuming the basement where your home office is, **Final Touch Housekeeping** will not issue a refund.
- ☒ **Children** – We want to give you the cleaning you have paid for with the expectations you have come or will come to appreciate. It is our preference that you either leave with young children or move to another area of the house that we are not cleaning. We do not want any of our equipment to fall onto your children or to expose them to any of our cleaning products.
- ☒ Please keep in mind that we clean faster and more effectively when your home is unoccupied. We do our best to give you the most accurate arrival time possible and will do our best to work around nap times. However, if your children keep our staff from completing your home in the time allotted, you will be responsible for the overage in time at a rate of \$40 per hour rounded to the next 15 minute interval per staff member. For example – we were to finish at 11:00 am and because your teenagers insisted on fixing their make-up in their bathroom when we were trying to clean it. That delay caused your cleaning to run until 11:20. Your cleaning ran over 20 minutes per staff member there. You will be billed for 30 minutes for a cost of \$20 per staff member.
- ☒ A word of caution regarding your nanny and your children. We will always give you the cleaning you have paid for with the expectations you have come or will come to appreciate. However, if your nanny and children have occupied the home after our cleaning, you may notice that your home does not appear to be as clean as you expected by the time you have come home. If you have any questions regarding whether or not a cleaning task was completed, please call, text, or e-mail your question or concern.

What kinds of products do you use? We do our best to use non-toxic, “green” cleaners in every home we clean.

- ☒ **Mirrors and glass:** We use hot water and a micro fiber on your glass and mirrors. If you are using Windex, the initial cleaning of your glass and mirrors will take longer. Windex uses Ammonia, which binds to your glass and mirrors and leaves an unnoticeable film. The film is not noticed until you use a non-Ammonia product, which will cause streaks.

What kinds of products do you use (continued)?

- ☒ **Wood floors:** We are happy to use your cleaner for your wood floors. We prefer to use hot water and Thieves. If you would like to learn more about Thieves, please go to www.secretofthieves.com.

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- ☒ **Hard Floors:** We are happy to use your cleaner for your wood floors. We prefer to use hot water and Thieves. If you would like to learn more about Thieves, please go to www.secretofthieves.com. It cleans all hard surface flooring like laminate (such as Pergo), vinyl, no-wax linoleum, terrazzo, unglazed tile (ceramic, Mexican Saltilo, quarry) stone and sealed porous marble.
- ☒ **Stone Counters:** We like the results from the Zep Marble, Granite, and Quartz line as they clean and polish nicely.
- ☒ **Other Areas:** We use Zep Stainless Steel Cleaner, Weiman's Glass Cooktop Cleaner, Zep Soap Scum Remover (tubs & showers), and Barkeepers Friend in sinks.

What should I do with my dog(s)? If we don't know your dog or better yet if your dog doesn't know us yet, please keep your dog kenneled, outside, in the garage or in the basement. We are all animal lovers and would love the opportunity to get to know your pet(s). Our staff is able to work with pets in the home. However, if for any reason your dog acts aggressive toward a staff member, they will immediately leave and a make-up cleaning will have to be scheduled. An extra trip charge of \$20 will be assessed for the return trip. We understand that pet accidents happen. However, we will not clean up "land mines" left on our cleaning day.

Do you move furniture and climb high ladders? We are able to move most coffee tables, ottomans, or other small furniture weighing less than 10 pounds. However moving items such as couches, love seats, dressers and beds, are a liability risk, and we will not be able to accommodate those kinds of requests. If you hired us for a deep clean and you want the baseboards completed behind your furniture, please be sure to move your furniture away from the walls no less than 18" so that we reach the baseboards. We are only able to use step-stools, climbing a height of no more than 3 steps. Climbing anything higher than 3 steps, are a liability risk, and we will not be able to accommodate those kinds of requests, without a conversation prior to the scheduled cleaning.

Do you do windows? The only window we will clean (weather and dogs permitting) is your sliding glass door (both the moveable and stationary side, inside and outside). We have found that the time involved with cleaning windows to our high standards is not cost effective for our clients.

What items don't you clean? Again, we don't clean windows, interior of china hutches or cabinets, interior of toasters or toaster ovens, interior of ovens (however, we will start a "auto-clean" cycle for you), baby items such as high chairs, baby gates, exer-saucers, cat boxes, vacuum excessive cat litter from the floor, heavily clutters areas, dust extremely fragile knick-knacks, or gather dirty dishes.

Can I leave my payment (cash or check) on the counter? Final Touch Housekeeping prefers that you mail your payment so that it is received by the 1st of the month. Our cleaning staff has enough on their minds without having to remember to pick-up a check or drop it off. We work hard to make the cleaning process run as efficiently as possible and if we can eliminate any potential confusion, we will. Please mail your payment as outlined in the **Payment / Fees** section of this document.

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I have read and understand the Policies and Procedures and agree to all the terms and conditions within. I understand that this is not a contract for the length of service, but is a contract regarding the terms of service. This is also a communication of expectations of all parties and mutual expectations. Upon the acceptance of our bid for cleaning services, it is agreed, with or without this document being signed, that these Policies and Procedures are acceptable.

Signature

Printed Name

Date

Cleaning Rate

Credit Card Number (For your file)

Schedule (Weekly, Bi-Weekly, Etc.)

Billing Address (For your credit card)

Date Effective

Credit Card Expiration Date

Credit Card 3-digit code from back

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