

# LESLIE'S CLEANING SERVICES

Using Science to Clean for Health

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Welcome!

I would like to personally thank you for your interest in Leslie's Cleaning Services. The entire staff at Leslie's Cleaning Services is committed to providing you with the very best service possible. We look forward to the opportunity to deliver on our guarantee of excellence and allow you to experience firsthand the benefits of choosing Leslie's Cleaning Services. It is our goal to not only meet your expectations, but to exceed them!

Remember, there are no contracts, ever. "Our quality is our contract!" We do have a client agreement attached to this email. The client agreement lists some of our important policies that we would like you to be aware of. Please sign the agreement before your first cleaning service and leave it for your cleaning technician. Thank you!

Warmly,

*Leslie Fields*

Leslie Fields\*

***Notice: Your receipt of this packet constitutes your agreement with its contents and terms.***

\*Leslie Fields is Home Cleaning Certified, ARCSI (Associated Residential Cleaners International) certified and ISC (Institute of Scientific Cleaning) certified. She continues her education each year, writes articles for various cleaning publications, and speaks to aspiring cleaning business owners.



## Why Leslie's Cleaning Services?

Our mission is to ensure quality service through our attention to detail, outstanding customer service, and green practices.

Our goal is to simplify our clients' lives by saving them valuable time and energy in the most environmentally responsible manner. Taking cleaning off your "to do" list frees up time for business, family, friends and fun!

Our staff of professional cleaners are employees rather than independent contractors, providing protection for you, our client. If there were to be any accidents in the home/office, either property or personal injury to the cleaner, our insurance would cover any loss. Many clients don't realize that if you hire an independent contractor, you are the consumer and employer. You will be responsible for paying payroll taxes, Social Security, Medicare, Unemployment Insurance, and Worker's Compensation for that independent contractor. With us, you do not have to worry about it at all!

Our employees have been rigorously trained. For your peace of mind, each employee agrees to be background checked and drug tested. Our company is fully licensed and bonded. In addition, we carry both Worker's Compensation and Liability Insurance. You can rest assured that the person in your home/office has integrity, is trustworthy, and is held accountable to our stringent policies and standards.

*We really want to earn your business for the long term and this is why we offer competitive prices without sacrificing quality.* Here at Leslie's Cleaning Services, we price our services according to our client's budget; what works for our client's works for us! Our pricing structure is simple and very competitive! We are flexible with what works best for you. Our prices are based on "labor hours" and are \$60/hour.

## LCS Core Values

Lead by **CARING**.

Have **INTEGRITY** in all you do.

Always seek **EXCELLENCE**.

Build open and honest **RELATIONSHIPS** through communication.

Embrace and drive **CHANGE**, be **FLEXIBLE**.

Create and have **FUN**.

Pursue **GROWTH** and learning.

Build a positive **TEAM** and family spirit.

Deliver **WOW** through *SERVICE*.

## LCS Mission

To Be Amazing!

## Our Commitment

To treat each employee and each client with a sincere desire to build our **RELATIONSHIP**.

## Our Services

You choose between our Top to Bottom (Deep Clean) and our Maintenance Clean and Restorative Cleaning. This will vary based on your needs.

Initial Top to Bottom Clean (Deep Clean): Our first visit is more like a spring cleaning or perhaps a “catch up” cleaning. Before we can begin the routine cleaning of your home/office, there are a variety of first time tasks that require extra time and effort. There is a big difference between “old” dirt and “new” dirt. If we don’t get rid of the old dirt, removing new dirt isn’t going to make your space sparkle. It’s not uncommon for us to spend three or four times longer on a first cleaning than it takes us on a regular maintenance visit.

Perhaps no one has vacuumed behind or beneath your couch for a while (we move what we can.) Windowsills, stove tops and hoods, baseboards and doors are prime candidates for long periods of neglect. Kitchen cabinets, countertops and appliances usually require extra attention on our first visit. If we don’t spend the time and effort to get the shower doors, tracks, stall, walls, bathtub, fixtures and floors thoroughly cleaned, they just won’t look *really* clean no matter how often we visit.

We make every effort to do the best job possible for you. *If you have things picked up and put away we are better able to do the “dirty work.”* Getting things up off the floor really helps - often putting clutter in a container (Dollar Store is good for this) is the perfect solution. If you just can’t get things organized before we come, no problem, just know we will clean what we can get to.

Maintenance Cleaning: After your initial Top to Bottom Deep Clean, we will maintain your home and keep it sparkling clean! We schedule regular maintenance cleanings on frequencies of weekly, every 2 weeks (bi-weekly), or every 4 weeks (monthly). Multiple visits/weekly is also an option available to Commercial clients. We can also schedule periodic maintenance cleanings. Unfortunately, we are not able to offer a frequency of every 3 weeks or “the 1<sup>st</sup> Thursday of the month”, etc., as this would cause scheduling conflicts with our other regularly scheduled clients. Our monthly clients may have days and times changed occasionally.

Restorative: Restorative cleaning is cleaning that focuses on restoring a surface back to the original condition. We do this with highly specialized products and techniques. We offer restorative cleaning for sinks, tubs, wood, granite (natural stone) and floors.

Vacation Services: While you are out of town is often a good time for larger cleaning projects such as spring cleaning or major organizational tasks like the play room or your kitchen. We can also bring in the mail and water plants. We also clean vacation rentals and are experienced with this specialized type of service.

Sale Preparation: A clean, well taken care of home always presents well to a potential buyer. We oil wood and cabinets as needed, make sure all the chrome and glass sparkles, and clean the trim (doors, jambs, window sills, etc). We can, if you wish, make suggestions on rearranging and eliminating things to show your home at its best.

Moving On: We will pack it up, clean it out, clean your new home/office (if local) unpack it, put it away and organize it.

Laundry: Wash, dry and fold (\$15 per load).

Organizing: We will organize anything from your pantry, your garage to your office supply cabinets. We offer removal and donation for this service (not furniture or large items).

Windows: This is done by an insured professional window cleaner. This includes inside, outside and screens. Approximate fees are: \$13 per window, \$2 per screen and \$15 per skylight. French doors and garden windows are slightly more (\$20-\$40 depending on size).

Carpets and Upholstery: We use only truck mounted, steam cleaning; the recommended way to clean and *sanitize* carpets and upholstery. All carpets are pretreated. We charge a \$179 minimum, which covers 3 areas, then \$35 per additional area (one area = up to 200 square feet). We treat a staircase as one area. Odor control products (OSR) are available for a nominal fee based on what is necessary. We specialize in odor removal, including pet stains.

Upholstery Cleaning: Varies depending on fabric and size. We are glad to provide an estimate upon request. For liability purposes we do not clean natural fiber (100% cotton or wool due to shrinkage.)

Refrigerator/Freezer & Oven Cleaning: Refrigerators/freezers are sanitized and organized. Ovens are cleaned to look like new.

Tile & Grout Cleaning: Tile is professionally steam cleaned and degreased. Acidic cleaners are used when necessary. Sealing of grout is important every few years depending on usage and wear. We use only the best products available. This procedure is important in reducing mold, mildew, hard water deposits and soil buildup. This service could include; showers, counters and floors. Approximate fees are \$1.00 per square foot for cleaning and \$1 per square foot for sealing (must be cleaned first.)

Move In/Out: We work with many apartment complexes, Realtors, and property management companies. They call on our services when their occupants don't have time to do the cleaning as they move out or want their new home cleaned and sanitized before they move in. We guarantee that you will get your cleaning deposit back if you afford us the time we need to clean.

Commercial: We clean your office like we clean your home - with every attention to detail. We sanitize your phone and drawer pulls, microfiber your computer screens, sanitize your kitchen, and bathroom(s) and take out your garbage/recycling. The focus of this work is to keep your work environment clean, organized and functional.

New Construction/Remodel: We contract with some of the finest contractors in our area. Our goal is to remove all evidence of construction, i.e. plaster, stucco, paint, and dust. Every surface is gone over to make sure it is absolutely clean and ready to be occupied. The price ranges from \$0.45 to \$0.60 per square foot.

Sheet Changing: We will gladly change sheets on one bed at no charge. Each additional bed is \$18.

## General Information

Communication: You can reach us via phone, text or email. We will do our best to respond within 24 hours on weekdays. All changes in your service must come through our office, our technicians are there to clean!

Your Cleaner: We do not guarantee the same Cleaning Technician each visit, however we make every effort to offer as much consistency as possible. We maintain detailed cleaning notes on each of our clients, so you will likely not notice a difference; we will do our best to attend to your particulars.

Conduct: We will always be respectful in your space. There is no smoking, eating or drinking (other than water) in your home/office, nor do our technicians watch TV or play the radio. They do not answer the phone or door. Our only purpose while in your home/office is to clean.

Our Guarantee: We have built our business on reputation by providing our clients with the best possible service available anywhere. Still, we realize that because we are human, things, from time to time, will get missed. Should this happen, phone our office or email us within 24 hours and we will make a note to rectify this on our next visit at no charge to you.

Supplies: We provide our own cleaning products including cleaning agents and microfiber towels. We pride ourselves in our state of the art, earth-friendly cleaning practices. We use color coded microfiber technology to ensure the avoidance of cross contamination. Our cleaning agent is a citrus based, pH neutral, commercial, green cleaning product that works great and leaves only a light citrus scent behind. All tools and supplies are disinfected after each home/office is cleaned, to provide an additional buffer layer to prevent cross-contamination. To avoid the transference of dirt and dander we ask that you provide a good working vacuum and a roll of paper towels.

Arrival Time: Please allow us the flexibility of scheduling the start time of our cleaning between 8:00 a.m. and 2:00 p.m. We try to schedule our cleanings in an order that requires the least amount of travel time in an effort to maintain our prices and avoid trip fees. If you require an AM or PM clean time we will make every effort to accommodate your request however no specific times are guaranteed.

Scheduling Changes: We do our best to stay on schedule. However, if a change is necessary, we will let you know as soon as possible and would ask that you do the same. Please go through the office (530)885-5606 - not our cleaning technician - for scheduling changes. If you are going out of town, or closing your business for a holiday, rather than cancel, we would like this opportunity to do some deeper cleaning projects such as scrub baseboards, clean the oven or refrigerator, organize the pantry or office supply cabinet, etc.

Closed Doors: Please close the door(s) to any room(s) you do not wish to have cleaned and we will focus our energies elsewhere. Our Cleaning Technicians are trained not to clean any room with the door closed; so conversely, please make sure all rooms you want cleaned have doors opened.

Picking Up: You do not need to clean for the cleaner! However, the better your space is picked up, the better job we can do for you. If there are papers, dishes, laundry, projects, etc. - no problem, we will skip these areas until the next visit. Getting things up off the floor by putting them on beds or the couch helps too. If you just can't get things organized before

we come, no problem, just know we will clean what we can get to.

Payment: Payment by check or cash is due in full on the day of your service. If payment is not received or is not left a \$5.00 invoice fee will be added unless prior arrangements have been made. You may also mail or leave a check for the entire month at the time of your first cleaning for that month. A fee of \$35.00 will be charged for each NSF check returned by the bank. Please note that any account that is 30 days (or more) past due will be assessed a \$25.00 late fee. If you prefer to pay online, we also accept PopMoney, Venmo, and most other no-cost methods of transferring money online. There is a 4% fee for credit cards.

Late Cancellation/Lock Out/Turn Away: We allocate a block of time for the cleaning of your home/office. If you request a schedule change, we require 48 hours advance notice to avoid a cancellation fee. If we do not receive a personal phone call or email within 48 hours of your cleaning time, or we are locked out, you will be charged the price of your scheduled cleaning. The best way to ensure this does not happen is to have a key kept somewhere discreet near your property. Your time slot is yours; it is reserved for just you. If you cancel at the last minute it cannot be filled.

Security Alarms: If your home/office is equipped with a security system, please ensure that it is in the "off" position, or call our office with the code and proper directions for use. If the code should change, please let us know so you do not incur a lock out charge.

Accidents: If you have something that is priceless and/or irreplaceable please put it away. It is very rare, but occasionally something gets broken. Your Cleaning Technician will let our office know right away, leave you a note and the item. We will do our best to replace or reimburse you per your request. Please be aware we have a \$100 replacement limit (per item) and must be informed of any requests within 24 hours of your service date. Please inform us at your initial cleaning of items in your home/office that we should avoid and/or are in ill repair, i.e. a picture not professionally hung, loose knobs/handles, etc.

Holidays: We work every day with exception of New Year's Day, Easter, Thanksgiving and Christmas. If your scheduled cleaning falls on one of these holidays, we will contact you in advance to reschedule.

Pets: We love pets! However due to potential health risks, we do not clean litter boxes, urine or feces. If you have a pet that is the least bit aggressive, it will need to be absent from the areas we are cleaning.

Extra Needs: We are happy to meet your extra needs, just call the office to ensure we can appropriate the necessary time.

# What the Residential Cleaning Seal of Excellence Means to the Consumer

ARCSI's Residential Cleaning Seal of Excellence is awarded to residential cleaning companies who meet a rigorous set of industry and business standards.

As the not-for-profit international trade association representing the residential cleaning industry, ARCSI believes that in documenting and verifying information before awarding their prestigious seal, they are providing consumers a level of expectation and confidence regarding the professionalism, ethical business practices, and commitment to continuing education from company they are considering giving access to their homes.

To earn the right to display the seal a cleaning company provides the following documentation to ARCSI:

- Proof of Insurance, including liability and workers compensation (where required by law)
- Proof that they perform background checks on prospective employees as part of their hiring process.
- Documentation that the company has participated in ongoing industry and business educational programs in the past year.
- Documentation that the company has been in business at least two (2) years.

In addition, the company ownership and management agrees that they accept and will strive to adhere to the ARCSI Code of Ethics which states the company will:

- Operate constantly in accordance with the best and fully accepted ethical and business practices.
- Comply with all federal, state, and local laws and regulations.
- Provide employees with professional equipment, proper training, and direction.
- Contribute to the overall growth of the industry by being actively involved in activities that will enhance the overall perception of the residential cleaning industry.
- Work to meet and exceed the needs and expectations of customers.
- Provide courteous and prompt handling of all requests and complaints.
- Strive for the continued improvement of the image and reputation of the industry by good business practices and enlightened public service in the community.

Consumers should look for those residential cleaning companies who have earned and proudly display the Residential Cleaning Seal of Excellence.

**Residential Cleaning Companies Awarded the Residential Cleaning Seal of Excellence**

**Auburn, California**

Leslie's Cleaning Services, Leslie Fields





## Things to Consider When Hiring a Cleaning Service

Consumers are fast realizing the benefits of the time gained by hiring a reputable cleaning service. What many consumers are finding is that they not only regain the time that the cleaning actually takes, but research shows that a well trained cleaning professional can clean a client's space *three times faster* than the client can. You might ask how that is possible. The answer is that good service owners precisely train their crews to be highly efficient. They know the best products to use and the correct way to use them. Crews are trained to perform specific tasks in a specific order, thereby maximizing productivity.

Consumers also realize that when they take into account the amount of time they save as well as not having to purchase their own cleaning supplies, the amount of money that is saved over service cost makes it very appealing. A regularly scheduled cleaning visit for their home/office not only improves quality of life and creates a *healthier living environment*, it also, in most cases, makes better economic sense.

Hiring a service to clean your space is a serious decision. Many consumers hire cleaning services without asking the right questions and finding out the right information. Questions regarding such issues as licensing, proper insurance (Liability and Worker's Compensation), and bonding are just a few of the questions that need to be asked. Leslie's Cleaning Services is dedicated to educating our community so that individuals can make the best decisions for themselves and their families.

Leslie's Cleaning Services wants individuals to know about home and office cleaning services and what to expect when hiring these services. In the end, informed customers will be better customers and receive the best possible service. Consumers who have a good understanding of the house cleaning business will be less likely to get into the unfortunate situation of hiring an illegal or illegitimate cleaner, doing business under the table.