



**PROFESSIONAL CLEANING SERVICE
RESIDENTIAL & OFFICE CLEANING
SATISFACTION GUARANTEED
BONDED & INSURED**

275 Graham Rd. Suite #3
Cuyahoga Falls, Ohio 44223
(330) 929-3410

FIRST TIME CLEANING

Kitchen & Breakfast Nook

- ✓ Cobwebs removed
- ✓ Light fixtures dusted / cleaned
- ✓ Patio door (inside & out)
- ✓ Cabinet fronts washed
- ✓ Refrigerator cleaned (top and front) including handles
- ✓ Stove clean & polish top, front, control panel & hood
- ✓ Dishwasher front clean & polish
- ✓ Microwave cleaned (inside and out)

- ✓ Small appliances (toaster, coffee maker, etc.) wiped
- ✓ Countertops & backsplash cleaned (all items moved)
- ✓ Sinks scrub, rinse and polish chrome
- ✓ Table & chairs washed
- ✓ Window sills cleaned, blinds dusted
- ✓ Switch plates cleaned
- ✓ Trash emptied
- ✓ Baseboards washed
- ✓ Floor vacuumed or washed (getting all corners and edges)

Foyer, Living, Family, Dining, Office & Bonus Rooms / Other

- ✓ Cobwebs removed
- ✓ Light fixtures / Switch plates cleaned
- ✓ Window sills cleaned, blinds dusted
- ✓ Pictures dusted
- ✓ Shelves, mantel, etc. dusted
- ✓ Furniture, lamps & lampshades dusted
- ✓ Upholstered furniture vacuumed
- ✓ Cushions and pillows fluffed and straightened
- ✓ Glass furniture polished
- ✓ Vacuum Carpet / Sweep & Wash floor
- ✓ Move moveable items

Bedrooms

- ✓ Cobwebs removed
- ✓ Light fixtures / Switch Plates cleaned
- ✓ Window sills cleaned, blinds dusted
- ✓ Pictures dusted
- ✓ Shelves, headboards, etc. dusted
- ✓ Furniture, lamps & lampshades dusted
- ✓ Mirrors cleaned
- ✓ Glass furniture polished
- ✓ Beds made, change linens (if provided)
- ✓ Vacuum Carpet / Sweep & Wash floors
- ✓ Move moveable items

Bathrooms

- ✓ Cobwebs removed
- ✓ Light fixtures / Switch plates cleaned
- ✓ Pictures dusted
- ✓ Cabinets, window sills and blinds cleaned
- ✓ Towel racks, toilet paper holders and shelves dusted
- ✓ Tub / shower cleaned, disinfected and rinsed
- ✓ Shower floor, walls, top ledge and grout cleaned
- ✓ Shower door, tracks and glass (in/out) cleaned
- ✓ Sink, counter, soap dish and dry sink cleaned
- ✓ Toilets disinfected (in/out) including base and behind
- ✓ Towels changed (if left out)
- ✓ Move / clean knickknacks and items, put back neatly
- ✓ Mirrors cleaned
- ✓ Trash emptied
- ✓ Baseboards washed
- ✓ Vacuum Carpet / Sweep & Wash floor

Laundry / Utility Room

- ✓ Cobwebs removed
- ✓ Window sill / blinds dusted
- ✓ Machines wiped down
- ✓ Sink and counter cleaned
- ✓ Polish chrome & dry sink
- ✓ Trash emptied
- ✓ Vacuum around machines
- ✓ Edge as needed, (corners)
- ✓ Sweep/Wash floor
- ✓ Move moveable items
- ✓ Light fixtures cleaned

***Our Services are
Customized to Meet Your
Specific Needs***

Hallways / Stairs

- ✓ Cobwebs removed
- ✓ Furniture dusted
- ✓ Railing / banisters dusted
- ✓ Window sill / blinds dusted
- ✓ Pictures / mirrors cleaned
- ✓ Woodwork/Baseboards dusted
- ✓ Vacuum/sweep or mop floor

ON REQUEST

- ✓ Baseboards washed or dusted
- ✓ Inside Windows
- ✓ Refrigerator Clean out
- ✓ Oven Cleaned

Form B-02

Copyright © 2007 – 2016 Heavenly Touch Maids, All Rights Reserved

"Your time is precious ... our time is affordable" ®

- | | | | |
|---|--|---|---|
| <ul style="list-style-type: none"> ▪ Basic Cleanings ▪ Spring Cleanings ▪ One-Time Cleanings ▪ Weekly / Bi-Weekly / Monthly | <ul style="list-style-type: none"> ▪ Special Projects ▪ Rental Cleanups ▪ New Construction ▪ Move In / Out Cleanings | <ul style="list-style-type: none"> ▪ Windows ▪ Laundry & Ironing ▪ Pet & House Sitting ▪ Shopping & Errands | <ul style="list-style-type: none"> ▪ Clean / Organize Closets ▪ Senior Care Services ▪ SafeGuard Calls & Visits ▪ Other Services on Request |
|---|--|---|---|

Q. Do we have to sign a contract?

A. No, there are no complicated contracts. The only thing we ask is, if you must cancel a regular scheduled appointment, that you do it prior to our scheduling for that week.

Q. Who will be cleaning my home?

A. We make every effort to send the same employee each visit. However, sometimes due to illness, vacations, or other reasons; we may have to substitute another employee to clean your home. We also have complete and customized Work Orders for each job detailing the specifics of your home to insure quality.

Q. Will the first clean take longer?

A. Yes. Before we can begin regularly scheduled maintenance of a home, there are a variety of first time tasks that require extra time and effort. Your first time cleaning may or may not require a "spring-type" cleaning which includes washing of woodwork and sometimes walls +/-or windows. So depending on the needs you may require it's not uncommon for us to spend from two to four times longer on an initial cleaning.

Q. Are you licensed, bonded and insured?

A. Yes, and all of our employees are covered by Worker's Compensation Insurance as well to insure worry-free service to all of our customers.

Q. How do you find such good people to clean?

A. We start our employees from day one making top wages (we have always paid considerably above minimum wage), we treat them right, and of course do the necessary reference and background check. We also offer more incentives and benefits than most other services.

Q. What happens if I'm not satisfied?

A. Call us within 24 hours of service and we will return for no additional charge.

Q. Do I have to be home when the staff comes?

A. It is not necessary for you to be home. For your peace of mind, all of our staff are fully insured and bonded. For ease of access, there are 4 options for us to gain access to your home:

1. Give us a key. We will keep your keys locked in our office. Keys are number coded and are not marked by personal information. Giving us a key will ensure that we can always gain entry and you will not be charged a lockout fee.
2. Hide a key.
3. Give us a code to the garage and leave inside garage door unlocked.
4. Make sure someone is at home when we arrive.

As a courtesy to our valued customers, we can place you on our reminder call list and contact you the day before your scheduled visit. Simply inform your local office if you would like this service.

Q. How do you handle pets?

A. Pets are no problem. We love animals, but sometimes they don't love us. If you think your pet may become overly anxious while we are there, please make temporary arrangements (such as the garage, a kennel, or a closed off room) while we are there. Any special details about your pets will be noted on your customized Work Order.

Q. What if I need to change my cleaning appointment?

A. We make our schedules one week in advance and are finalized the Friday prior to the work week. It helps us tremendously to have as much notice as you can give us to allow us time to make the necessary scheduling arrangements. Changing your cleaning regularity may also require an adjustment to your regular price.

Q. Can my regular cleaner do additional tasks not covered in my daily program?

A. Yes, just call the office with your request or email / fax our next visit checklist, a minimum of 48 hours before your scheduled visit. Since we work on a schedule with multiple home owners we do our best to accommodate everyone's needs.