



## PEACHY CLEAN *Services LLC*

Peachy Clean Services LLC is committed to providing you with the best service possible. We genuinely appreciate your decision to become a client of ours, and we will work diligently to earn your trust and show you that we mean business. Please let us know if there is anything we can do to improve, enhance, or expand our services to better meet your needs. Your honest feedback plays a crucial role in allowing us to continue to improve and provide exceptional service not only to you, but also to our future clients.

My name is Jenna - sole owner & operator of Peachy Clean; also, wife & Mother of three. Cleaning, on a business level, began as an outlet for me amidst severe Postpartum Depression/Anxiety after having my youngest child. But as I began to build a clientele, I fell even more in love with what I was doing, and decided I wanted to make something big out of this. Fast forward & here we are, a legitimate business with 7 staff members and growing. It brings me immense pleasure knowing that I made something that is continuously providing aid to other families, as well as providing employment opportunities right here in our Valley.

We hold very true to our core values here at Peachy Clean Services LLC, and we are excited to start serving YOU! We are dedicated to providing you the most efficient cleans, while using more natural products that are free of any harsh chemicals and fumes. We value our environment and practice eco-friendly techniques at every chance possible.

Enclosed in this packet, you will find our client policies and FAQ's. Please look over the information given to familiarize yourself with our policies. We want to be sure that our team will be the best fit for you! Should you have any questions or concerns, please feel free to call or text us at any time.

### **Business Hours:**

Monday-Friday 8am-5pm  
Closed All Major Holidays

### **Contact Us:**

peachycleanservices4u@gmail.com  
(330) 646.2301

We look forward to leaving your space Peachy Clean!

Sincerely,  
Jenna Howells

# POLICIES OF PEACHY CLEAN SERVICES, LLC

These policies are in place to help us deliver exceptional services to ALL of our clients. Please read through them.

**It is highly recommended to start all routine cleanings with a deep clean, but at this time we do not require this to be added. We understand that it may not be in everyone's budget. If this case applies to you, please understand that the whole home may not be cleaned upon the initial cleaning. We pride ourselves on our detailed work, and hope that new clients understand that some areas may not be able to be addressed on the first or second appointment. By the third routine cleaning, everything should be on proper schedule.**

**Phone/Office Hours:** We are available by phone Monday through Friday from 8am-5pm. If we do not answer, leave a message and we will call you back as soon as possible. In the case of an emergency, or if you need to cancel a service, you may call any time at 330-646-2301. Please reserve inquiries for office hours. We are off all major holidays and will return any inquiries within 5 business days.

**Cancellation Policy:** Service reliability is **incredibly** important to us. We will turn down business to not disrupt your regularly scheduled cleaning. We request that you give us a minimum of 24 hours advance notice, but would prefer a 48 hour notice (Monday clients must call before noon on the previous Friday). **IF YOU NEED TO CANCEL OR RESCHEDULE YOUR APPOINTMENT FOR ANY REASON**, our business number, 330-646-2301, is available to you at all times. ***Failure to provide adequate notice could result in a \$50 late cancellation fee for routine cleanings. Any one-time cleanings, initial cleanings, deep cleanings, organizational services, move-in or move-out cleans, post-construction cleans, or event cleans will result in the loss of your non-refundable deposit.*** Our cleaning specialists rely on a full schedule, and if adequate time is not given to fill the gap, they are out of work. To avoid situations like this, please give the notice requested for any cancellations.

**Non-refundable Deposit:** A 25% non-refundable deposit must be made for all initial cleanings, deep cleanings, spring cleanings, one-time cleanings, move-in or move-out cleanings, organizational jobs, or pre/post-event cleanings. **This deposit will not be refunded under any circumstance if the job is canceled less than 2 business days prior to your scheduled clean.** In the event of moving/selling or loss of property, this deposit can be transferred to a new home/space if canceled within 2 business days of your visit. Please be aware that if you decide to cancel within less than 1 business day, you will also be charged the late cancellation fee on top of forfeiting your 25% deposit.

**Excessive Cancellations/Reschedules:** We understand that circumstances arise that require cancellation. After 3 reschedules/cancellations, you will be placed on an "as needed" list, meaning *we will contact you* monthly IF there are any available appointments. If a client has excessive cancellations, we reserve the right to cancel all future cleanings. Additional payment may be charged from original quoted prices if more than 3 months have passed since your last cleaning.

**Skip Policy:** If you need to skip a cleaning for any reason (going out of town/vacation, family visiting, financial reasons, etc.) a skip fee may be charged at your next visit. Skip fees are as follows: Monthly Clients \$35, Biweekly Clients \$15, Weekly Clients \$10.

**Lock-Out Fee:** If we arrive at your home and you forgot to leave the door open, leave a key, give us a code, turn us away at the door, or if our team needs to leave without cleaning for **ANY** reason, **you could be**

**charged 50-100% of your regular cleaning cost.** Our employees are paid by the home and this fee is necessary to cover their commissions. Most of our clients trust us with a key or code to their home, a responsibility that we take very seriously. You will be allotted a 15 minute grace period on scheduled cleans.

**Tipping Your Cleaning Technicians:** A tip is never expected but is always appreciated! We put a high amount of consideration into hiring experienced and friendly professionals who work very hard to care for your home or space. In the service industry, tipping etiquette is 15-20%. An automatic text message will be sent out to each client before their clean to remind them that they have technician/s coming.

**Moving Furniture/Ladder Usage:** Our insurance policy does not permit us to step higher than our 2-step stool or lift/move heavy objects, appliances, or furniture. This is not only to protect our team, but also to protect any surfaces in your home that could potentially be damaged in the process. You are, however, more than welcome to move furniture prior to our arrival or during our service so that cleaning can be completed. Please give us a 24-48 hour notice prior to your scheduled cleaning.

**Grout Cleaning:** We will clean and disinfect your shower or bathtub, however, we will not hand scrub each line of grout during a general cleaning. We will scrub these areas in your tub or shower during a deep cleaning; however, we cannot guarantee the stains will be 100% removed. A professional tile/grout company may be required to restore grout back to its original state. This is recommended 1-2 times per year. In addition, we will not hand scrub tile grout on floors.

**Carpet Cleaning:** We will scrub your carpets to the best of our abilities if this is a service you book with us, however, we are not a professional carpet cleaning company and cannot guarantee stains and odors will be 100% removed. The scrubbers we use are not commercial grade. A professional carpet cleaning company may be required to restore your carpets to their original state.

**Additional Services:** Any additional services that are not listed on our checklists must be requested 48 hours prior to your next scheduled cleaning service. This gives us ample time to adjust our schedule to provide you with more time. *Additional fees will also be applied per each service requested.*

**Arrival & Access to Your Home:** We will make every effort to arrive at your house in a timely manner. Due to possible cancellations or prior cleans running longer than expected, we cannot guarantee a specific time. Our teams require timely access to your home to perform their job. A garage code or entry door code can be given for access to the home. Circumstances beyond our control such as traffic, weather, or team illness may affect our arrival time. Your flexibility and understanding in these situations is greatly appreciated. We will always do our best to keep you informed of any delays we are experiencing, as well as provide updated ETA's.

**Payments:** All payments are due on the day of service. In order to provide you with a hassle-free cleaning experience, we advise keeping a credit card on file. Please contact the office to set up a preferred method of payment during the booking process.

**Sick/illness:** We ask that if you or anyone in the home is currently ill and will be present on your day of service to please reschedule for a later date. We rely on a healthy staff to be able to deliver exceptional cleaning services not only to you, but to our other clients as well.

**House Temperature:** Please be sure to keep your home or building at a comfortable temperature for working conditions.

**Inclement Weather:** In the event of poor weather conditions, we may need to reschedule your clean in order to keep our staff safe. We will do our best to move your cleaning appointment to the earliest available date.

**Confidential/Illegal Documents or Substances:** To protect our staff and your privacy, please be sure that any confidential or potentially illegal documents or substances are put away prior to your scheduled cleaning. We do not open drawers or go into closets unless instructed otherwise. Please safely store any weapons.

**Unsafe/Unsanitary Working Conditions:** If we enter a home that has undisclosed information regarding unsafe or unsanitary working conditions, we reserve the right to refuse service as well as **charge a fee of 50% of your service price**. The health and safety of our staff is incredibly important to us. We do not specialize in biohazard cleaning or water damage/remediation services. If you have scheduled an appointment that you think may be classified as unsafe or unsanitary, please contact the office right away at 330-646-2301. We want to help direct you to an experienced company trained specifically in these areas.

**Unsafe working conditions include (but are not limited to):**

- Extensive pet waste
- Heavily soiled toilet (human waste)
- Human or pet waste on walls, inside closets, etc.
- Blood
- Extreme hoarding situations
- Needles/syringes
- Unsecured firearms
- Illegal drugs
- Extensive amounts of broken glass
- Non-friendly animals
- Lack of heat/electricity/working hot water
- Derogatory comments/unkind language to our staff (swearing, sexual comments, etc.)

**Syringes:** Should any member of your household require the use of syringes, please ensure that they are disposed of safely. Any secure container, such as a coffee can, can be used to store used syringes and/or needles prior to final disposal. Any unexpected stab by an unsecure needle can pose serious health concerns to our staff. In the event of a needle-stick, both you and the cleaning technician must perform proper protocol.

*We implement these policies to protect you and your belongings, as well as to keep our staff safe. Along with these policies, we always ask that you put away precious valuables, jewelry, and money into a safe space.*

**Property Damage:** We make every effort possible to take the greatest care while in your home, but we ask that you understand that accidents do happen. In the instance that something is damaged or broken, identical replacement is always attempted, but cannot be guaranteed. We request that all valuable, irreplaceable, collectable, or heirloom items (whether monetarily or sentimentally valued) be stored and/or not cleaned by our team. Damaged or broken items must be reported to Peachy Clean Services LLC within 24 hours of service. *Note: Peachy Clean Services LLC is not responsible for damage due to faulty and/or improper installation of any item, or for specific requests from clients such as moving furniture on hardwood flooring. All surfaces (e.g. marble, granite, wood flooring, etc.) are assumed to be sealed and ready to be cleaned without causing harm.*

**By receiving this document via hard copy or email, you are agreeing to comply with our policies and procedures at Peachy Clean Services LLC. We do not currently require physical contracts with our residential clients.**

# PEACHY CLEAN SERVICES, LLC - FAQ's

Anything you might need to know before we arrive!

## What can I do to prepare for my cleaning?

We do encourage you to have all of the dishes out of the kitchen sink prior to us arriving, so we can properly scrub and disinfect your sink. We also ask that you clear any surfaces you would like us to sanitize, as well as tidy up as best as you can to allow us more time to handle the detailed cleaning. We understand that life is busy, so if there is any additional tidying you'd like us to handle, please let us know ahead of time so we can add that as an extra to your service! Please put away any important documents and possessions, as well as inform us of any valuable or previous belongings that we may come across during your service.

## What is NOT covered under our services?

Upon committing to our services, you will receive a detailed checklist of what exactly we offer! You will find at this time we **DO NOT** offer:

- Entry of Drawers or Closets (unless agreed upon prior to your scheduled service date)
- Climbing Higher Than a Two-Step Ladder
- Extensive Grout Cleaning
- Cleaning of Television Screens
- Movement of Heavy or Antique Furniture, Décor, or Beds
- Hand-washing of Floors or Scrubbing of Tile Grout
- Movement of Appliances
- Moving Around or Cleaning Under Excessive Décor or Other Items
- Removal or Cleaning of any Animal Waste, Human Waste, or Cleaning in Rodent or Insect Infested Areas
- Wiping of Tall or Elaborate Chandeliers
- Wiping of Mini Blinds (we will clean thick blinds only)
- Cleaning of Unfinished Basements

*We implement these policies to protect you and your belongings, as well as to keep our staff safe. Along with these policies, we always ask that you put away precious valuables, jewelry, and money into a safe space.*

## How do I leave a tip for my cleaning technician?

Your cleaning technician works incredibly hard to clean your space! If you feel lead to leave them a monetary tip, you may do so in the form of cash, calling the office and requesting to add a tip to your service, or by simply asking our staff member if they use any digital payment services (e.g. Cashapp, Zelle, Venmo, etc.). 100% of your tip goes to your cleaning technician/s. A tip is never expected but always appreciated!

## Why doesn't it "smell" clean after my cleaning service?

Many household cleaners are loaded with chemicals and artificial fragrances that can leave your house "smelling good". The truth is, using more natural products is just as effective (as well as safer) to use in your home. Each product we use has you, our staff, and environmental safety in mind!

## Do I need to start with a deep cleaning?

Chances are, yes. It is most ideal to start with a deep cleaning to get your home ready for routine services. Soap scum build-up on the shower door or dark spots on the bottom of the tub? Dust collecting on light fixtures, fan blades, and windowsills? Backsplash in the kitchen full of grease from years of cooking? All of those things require extra time to get looking brand new again. A regular routine clean just won't do the trick.

# PEACHY CLEAN SERVICES, LLC - FAQ's - (cont'd)

Anything you might need to know before we arrive!

## **How do I pay for my visit?**

We collect payment information during the booking process to allow for hassle free payment. We do not charge you until the day of your service.

## **Do I need to be home for my cleaning?**

The majority of our clients are busy at work while we are busy making their space Peachy Clean. So the short answer is, no, you do not have to be present for your cleaning. All that we ask is if you will not be present for your service, that you provide us with a way of entry. Whether it be a spare key, door code, garage code, etc. Our cleaning technicians will always lock up behind them unless instructed otherwise by the client. In the event that our staff is unable to enter the space, you may be charged a *lock-out fee*.

## **Why doesn't Peachy Clean Services LLC move furniture, beds, couches, stoves, or other heavy objects to clean behind or underneath?**

This is a fantastic question! Peachy Clean Services LLC is committed to the safety of our employees as well as committed to complying with our current insurance coverage. Moving larger and heavy furniture and objects can not only put our employees at risk for injury, but there is also a change something in your space may be damaged in the process. If these areas absolutely need to be cleaned, we would LOVE to help, but we ask that the client provides us with a 24-48 hour notice if these areas need to be addressed. We also require that the client move the large or heavy objects prior to our technician arriving for service. Please feel free to reach out to us with any other questions regarding this!

## **What if I'm not 100% satisfied with my service?**

We are genuinely sorry if this ends up being the case. We offer a 24-48 hour window to contact the office in the event that you are not completely satisfied. We want to provide you with quality service, and we deeply value your feedback. We ask that you show grace to our staff and kindly contact the office to address any needs that were not met. We will happily offer a solution!

## **What if I need to cancel my cleaning?**

Life happens, we understand completely! Service reliability is incredibly important to us. We will turn down business to not disrupt your regularly scheduled cleaning. We ask that you please show us the same respect. We request that you give us a minimum of 24-48 hour advance notice regarding service cancellation. Monday clients must call before noon on the previous Friday. Our business number, 330-646-2301, is available to you at all times. *Failure to provide adequate notice could result in a \$50 late cancellation fee for routine services, and from 50-100% of your estimated cost for one-time/initial service.* We understand that circumstances arise that require cancellation, but if a client has excessive cancellations or reschedules, we reserve the right to cancel all future cleanings.

If there are any additional questions that were not covered, please feel free to contact us via phone at (330) 646-2301, or by email at [peachycleanservices4u@gmail.com](mailto:peachycleanservices4u@gmail.com)

Thank you for taking the time to read over our policies and FAQ's.