

Soap and Suds Cleaning Services

Client policies and appointment guide

Please keep this guide handy for bookings, payments and visit changes.

Contact the office

Send visit changes, instructions, lists, complaints and illness notices to the office. Tammy is often on the road; please contact the office.

Email: Tammyscouten@gmail.com

Call, voicemail or text: 613-539-5757

Booking software text only: 613-703-6555

Calls are recorded.

Payment and billing

Residential invoices are due on the day of your clean. Commercial invoices are due on the invoice date. Our cleaners are paid when you pay, so prompt payment matters.

We bill GPS-tracked time at the agreed hourly rate per worker. Two cleaners working 1 hour and 5 minutes each means 2 hours and 10 minutes billed, converted to decimal hours. Quoted time is an estimate.

Ways to pay

Pay by credit or debit through your invoice, e-transfer, cash or cheque. Give cash or cheques to your cleaner; make cheques payable to SOAP-AND-SUDS.

E-transfer to Tammyscouten@gmail.com (autodeposit). Include your invoice number and/or the name on your account so we can apply your payment correctly.

Cheque payments are applied once delivered to the office. Keep your invoice as your receipt. If your cheque is returned or not honoured by the bank, including issues with electronic processing, you are responsible for the unpaid balance and any resulting bank fees or service charges incurred by Soap and Suds.

Overdue accounts

Accounts more than 3 days past due will be billed interest on the unpaid balance at the annual rate disclosed on the invoice and agreed service terms. Interest begins on the fourth day past due and is calculated using those terms.

Tips

Tips are welcome, never expected. Include tips with your payment (no separate transfer), or give your cleaner cash. 100% goes to your cleaner.

Changes must go through the office

Please request all changes to dates, arrival times, cleaning scope, priorities, access instructions or time limits by email, call or text to the office. Cleaners cannot update account notes, approve changes or arrange future visits. Their role is to read the office notes and complete the agreed clean.

Send cleaning lists to the office by email ahead of time so we can clarify and prepare. Please do not leave handwritten lists or direct scope changes to the cleaner on site.

Scope changes must reach the office at least 24 hours before your visit. If the booked cleaning time is reduced without that notice, the full booked time will be billed. Tell the office when you will be away or need a different arrival time.

Your Client Hub

Your Client Hub is for viewing previous and future appointments. Request changes through the office by email, call or text.

Click an appointment date to view its details. A cleaner's name means the visit is assigned. If there is no cleaner's name, you are on our scheduling side board and we have not yet placed your visit with a cleaner.

Weekend or holiday dates will usually be moved. The Hub shows a start time, not the duration of the clean.

You will receive a cleaning notice 3 days before your visit with your cleaner's name and arrival time. If these change afterward, we will usually send an updated notice. Please check your emails, including your junk folder.

Cleaner assignments

We aim to assign one cleaner to each home. Monthly clients cannot be guaranteed the same cleaner or time frame. If your assigned cleaner is a trainer, trainees may work alongside them from time to time.

Our cleaners do not contact clients directly by personal phone or email. We do not share personal contact information between cleaners and clients, so cleaners can be off duty outside working hours.

Soap and Suds Cleaning Services

Cleaning services and client care

Please arrange special requests with the office before your visit.

Cleaning products and floors

Our cleaners are professionals who select appropriate products for the surfaces they clean. We use our own products and equipment only; we will not use a client's products or equipment. We steam floors and do not use a mop and bucket or chemicals other than those supplied to our cleaners. Please direct questions about steaming or surface care to the office.

Carpet cleaning

Carpet cleaning is available with an additional charge for the carpet-cleaning equipment. It must be quoted and arranged ahead of time so we can bring the equipment to your visit.

Inside oven cleaning

Inside oven cleaning is an extra service, with an additional charge for the chemical. Request it through the office ahead of time so your cleaner is aware and prepared. Oven racks are left in a garbage bag for the client to rinse later.

Garbage and windows

Changing garbage bags is not a standard part of our cleaning service. If you want this included, please email the office. We can spot-clean windows, but full window cleaning is not offered. Please arrange that service with a window-cleaning company.

A maximum cleaning budget

We are happy to arrange a firm cost cap through the office. Please tell us your priorities in advance. When the cap is reached, the cleaner will pack up at that point, even if some tasks remain unfinished.

Cancellations and illness

Give the office at least 24 hours' notice to cancel a visit. With less notice, a cancellation fee will be billed.

Please notify the office ahead of time if you or someone in your home is sick. The cleaner decides whether they are comfortable proceeding with the clean; the client cannot require them to clean while illness is present.

Photos and confidentiality

Our contractors are required to document their cleaning with photos, including pre-existing damage, dusting, and before-and-after work. These are for liability purposes and office use only, and are intended to avoid details that identify an individual home.

Our contractors are bonded and sign an 11-page confidentiality agreement for an extra layer of protection and reassurance.

Cleaning concerns

Please report any concern to the office by email or text to 613-539-5757, with photos. This lets us compare the concern with your account notes and the agreed cleaning scope.

Payment remains due on the day of the clean.

Management will determine the appropriate correction, which may be an in-person correction or a monetary adjustment.

Damage or missing items

If damage occurs during a clean, the cleaner must notify the office immediately with photos. The office will contact you and begin resolving it. If you notice unreported damage, email the office immediately with photos, the item, its location and size. Please report missing items promptly too. Our documentation and review processes protect clients and cleaners and help establish what happened.

Before your next visit

Please check your cleaning notice, send any changes or priorities to the office, and make sure we have current access instructions. Let the office know about illness or an upcoming absence. Arrange any extra services ahead of time and pay your invoice when due.

Thank you

We have been in business for 15+ years because we take pride in what we do and how we do it. Thank you from the Soap-and-Suds family. Tammy Scouten and Office Staff
An essential resource for quality workmanship