

Thank you for choosing Pine Country Cleaning!

Please review and fill out this packet promptly where needed.

Please scan and email back, mail back to us, or give to the cleaners.

Our hours are 8:30am to 5pm. A response is not guaranteed after hours or on weekends. Please call or text within these hours for an immediate response. Please do not wait until after hours to text for the following day. We need 48 hour notice to cancel and two weeks notice for dismissal.

CONTACT US

Office location:

300 SE Reed Market Road Suite 150
Bend, Oregon 97701

Online:

www.pinecountrycleaning.com
Email: pinecountry5@hotmail.com

Mailing address:

P.O. Box 5971
Bend, Oregon 97708

Office Phone Number:

541-419-4854

We are looking forward to a long lasting relationship with you.

Jake and Angie,
And the Pine Country Team

Pine Country Cleaning, LLC
541-419-4854

What You Can Expect of us:

Performance

Pine Country staff will perform all general tasks that were listed in your New Client Checklist. Any additional duties will be charged at \$40 an hour per cleaner.

Your Happiness

Pine Country Cleaning (PCC) will make every effort to make you 100% happy with our cleaning and happy with our staff that are performing the cleans in your home. Communication is the real key to making this successful; please keep communication open on your end. If you are not 100% happy with your clean please let us know within 24 hours so we can come and fix it. You Agree not to leave a bad review or talk negatively about PCC. We cannot refund any money but we can make it right! We agree to carry proper bonds, liability insurance and workman's compensation.

Time of Arrival

Our staff cannot guarantee a time to be at your house but would be happy to text when we are on our way if you would like this then please let us know. We will send a friendly email reminder of your scheduled clean the day before, if you do not want this reminder please let us know. This email will not have the time we are coming, because we do not promise times.

Breakage

If we break something while at your home know that we are truly sorry and would never want to do this. Accidents do happen and it is not always our fault. Within 24 hours please call, text, or email us and let us know and if possible please include a picture of the broken item. We will assess the situation and take a report. If we determine we are responsible we will get information to find a replacement of the damaged item. Please be advised we will need a receipt or proof of value for replacement cost, we will also need to take the damaged item we are replacing. If you have anything of sentimental or extreme value, please put it away on cleaning day. Also if your faucet is loose, or something is happening with the materials in your home that have already been a problem(make us aware) but we are the last one's to touch it , we are not taking responsibility, for stainless we use a special swedish cloth for stainless that would NOT scratch the stainless. If you have special materials in your home ,tell us about them and how you would like them cleaned so there are no problems. NOT everything that goes wrong is our fault.

Pine Country Cleaning, LLC

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Employees

Remember we are a company, we have employees, they come and go, housekeeping is hard, not everyone can do it for long periods of time, their bodies get tired, it gets too stressful or they just want to do something different, and that will mean new cleaners in your home. That is part of hiring a company; it is no different than any other company. One of the hardest things we run into is a change in employees. As much as you want the same cleaners in your homes, we want the cleaners to stay long term too. We strive to offer a living wage and good incentives to keep our employees. Our rates must increase to cover this.

You agree not to hire current or past employees of Pine Country Cleaning, LLC. After their termination from Pine Country Cleaning they must be separate from the company for two years before you can hire them.

What does your weekly or bi-weekly charge of the clean get you

Our general list of residential cleaning checklists with things added or deleted to your liking. 100 percent guarantee, A company who carries a bond, liability Insurance, Workman's comp, pays employees through quickbooks, pays all taxes. Professionalism. A Company who truly cares!

We love doing extras. Just contact the office if you want extras done like baseboards, blinds, oven, fridge or anything outside of the residential checklist we created for you , contact us a few days before your clean, we charge \$40 an hour per cleaner for this service.

What We Expect From You

Liability

Pine Country Cleaning will not be held liable for anything that may be out of their control (pictures not hung properly, falling on a wet floor, appliances malfunctioning, berber carpet, etc.) Please make us aware of any problems we may run into in your home. There are so many different materials being used these days, we need you to make us aware of them and how and what you would like used on them.

Cancellation

We expect a 48 hour notice to cancel the day of your clean (9am two days prior to your clean) or you will be required to pay for half of your service. You will be billed for half of your last clean amount. You will be charged in full for your clean if we are unable to get into your home on your scheduled day.

We absolutely understand emergencies and sickness and when a 48 hr notice cannot be made, we appreciate the same from you. And we will require a two week-notice for discontinuing service. We will come one more time to clean when you give notice.

Payment

Mark the statement that applies to you:

- I agree to leave payment (cash, venmo, or check) the day of the clean.
- I agree to pay monthly. I understand that I will be billed at the end of the month and have until the 15th of the following month to pay or a \$25 late fee will be applied.

If your account goes 30 days past when it was supposed to be paid then it will be sent to collections. This includes when you cancel your services with us. The final payment will need to be paid within 30 days of the last invoice.

Product Use

We are only able to use our specific products, if you would like us to use your products please fill out a product liability release form with specific instructions on how to use the product.

Pets

We are not liable or responsible for your pet, please put pets away on cleaning day as we cannot spend time looking for your pet or keeping them out of rooms, etc. If your pets are going to be home make sure to specify any special instructions. We will not clean up animal feces or puke.

Please sign stating you have read and agree to the terms laid out above.

X _____ Date _____

Print Name: _____

Communication is very important, we are here to create a long lasting relationship with you, please let us know how we are doing. In the end, your happiness is the most important.

Thank you for being our client!!

All our best,
Jake, Angie, and the Pine Country staff