



Client Welcome Package

“You are the key to our success”

PO Box 7325
Grand Rapids MI 49510
231-580-7645
keytoyourneeds@gmail.com
www.keytoyourneeds.com





WELCOME

Thank you for choosing Key to Your Needs for your cleaning service needs.

We are committed to providing you with the best possible service, and to making our working relationship a success.

The information enclosed will help you make the most of our services.

Included in this welcome package:

- ✓ Business Policies & Procedures
- ✓ Client Intake Form
- ✓ Contract

Please note that the contract will need to be completed, signed and returned as soon as possible by email to keytoyourneeds@gmail.com or mailed to PO Box 7325 Grand Rapids, MI 49510.

If you have any of the following materials, and think they may be useful for our collaboration, please forward them electronically.

- Photography Images
- Videos
- Brochures
- Executive Bios
- Company fact sheet
- Company event calendar
- Customer/Client testimonials

Please don't hesitate to contact us with any questions or feedback.

Sincerely,

Zeasha Jones

Owner
231-580-7645

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Policy & Procedure:

Notice of Cleaning:

Start date will include how to enter the unit. Reminder calls will be made one day before the cleaning.

Cleaning Schedule:

Residential cleaning will be standard with one area of the house deep cleaned in rotation. For example: When starting, you can select which part of the residence is desired to start with a deep clean. Standard cleaning includes dusting and windows are a part of that area deep clean unless specified. The cleaning rotation will then continue as follows - kitchen, bathroom, bedroom, living room, unless specified by client.

Cleaner Policy:

All cleaners are sourced through Key to Your Needs and are trained to take before and after pictures for security purposes. Photos will be kept in client file and may be used for marketing purposes. 1-3 Cleaners are available at Key to Your Needs' discretion. Cleaners are polite and to be treated with the same respect they treat the client. All pets need to be secured upon start of cleaning.

Cleaning Expectations and Arbitration:

All concerns or comments are to be addressed with the owner, Keasha Jones. Key to Your Needs is customer service based however, if any cleaner feels as though they are uncomfortable or in danger, they have the right to leave at any point of the services and payment will be due.

Payment:

Payment is due at the end of each cleaning. Checks payable to Key to Your Needs, credit cards and cash are accepted. Clients receive a receipt of payment and the next scheduled cleaning is made at this time.

Special Amenities:

Shopping:

Client can request up to 20 items for store pick up, with a shopping account established with Key to Your Needs.

Medication:

Client can request medication pick up to be delivered during cleaning.

Other Requests:

Negotiable if reasonable, dependent upon client request and agreeable terms with Key to Your Needs.

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Standard Clean Process:

Kitchen:

Removal of all dust, wipe down appliances, clean out microwave, wipe down inside and outside all cabinets and drawers, dust the ceiling corners to corners and baseboards, mop floors, wipe down counter tops and sides of refrigerator; stove and dishwasher, wipe down the door handles and windows, wipe out sink, and disinfect counter tops, interior windows, mop floor

Laundry Area:

Clean tops and sides of machines, clear area of all dust and mop, wipe down all interior windows

Bedrooms:

Wipe down all surface areas, clean interior window, closets, inside and outside cabinets wall fixtures and vacuum/mop floor

Stairway/Hallways:

Remove all dust from wall fixtures, floors and mop/vacuum floors and wipe down baseboards

Bathroom Area:

Remove all dust, wipe down ceiling from corner to corner, whiten grout, base boards, wipe out sink and mirror, wipe inside/outside cabinets/drawers, mop floor, clean out shower, and shine shower head, wipe down and remove soap scum from shower doors

Living Room Area:

Remove all dust, clean interior windows, wipe down all surface areas and vacuum

Dining Room Area:

Removal of all dust, wipe down furniture, baseboards, window, main entrance door, floors, wipe down wall fixtures, remove dust from all surface areas, wipe down tables, wipe down television and stand, dust ceiling corner to corner, mop floor

Disinfect/Deodorize:

Removal of dust on all door handles for all areas and mop floors for entrance ways, report all damage or missing items



Deep Clean Rotation Process:

Kitchen Deep Clean:

Removal of all dust, wipe down appliances, clean out microwave, wipe down inside and outside all cabinets and drawers, dust the ceiling and baseboards, wipe ceiling fan blades, mop floors, disinfect surfaces, wipe inside and sides of refrigerator; clean inside all appliances, clean and remove remnants of food. Disinfect, degrease tops and inside stove and oven brackets, disinfect inside and outside of dishwasher, wipe down the door handles and windows, wipe out sink, and disinfect counter tops, interior bottom of windows, clean windows and report all damages

Laundry Area:

Removal of all dust, disinfect tops and sides and inside of machines, clean dust traps, clear area of all dust, sweep floor and mop, wipe down all interior windows. Report all damages.

Bedrooms:

Removal of all dust, wipe down all surface areas, clean interior window, vacuum floor, wipe down base boards mop floor, clean windows, dust from top to bottom all areas including the closets. Report all damages.

Stairway/Hallways:

Remove all dust from floors and mop floors and baseboards, disinfect wall railings and fixtures. Report all damages.

Bathroom:

Remove all dust, wipe down ceiling from corner to corner, remove dust from ceiling fan, base boards, disinfect inside and outside of sink, wipe mirror, mop floor, clean out shower and tub clearing rust and soap scum from all areas, wipe down wall fixtures, clean windows, shine shower head, Report all damaged or missing items.

Living Room/Den/Finished Basement:

Removal of all dust, wipe down furniture (if applicable), baseboards, window, main entrance door, floors, wipe down wall fixtures, clean door entrance windows, remove dust from all surface areas, dust ceiling corner to corner, vacuum floor, mop floor, report all damaged or missing items.

Disinfect/Deodorize:

Removal of dust on all door handles book shelves, cleaning all light switches, fans and removal of removable wall marks, vacuum/sweep and mop floors for entrance ways, deodorize areas and report all damage or missing items.





Customer Information:

First Name:

Last Name:

Phone Number:

Address:

Email:

Unit size/ Special Instructions:

Comments/Questions:

Information submission date: _____

Start Date: _____

Payment Method: _____

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Cleaning Service Contract

This agreement for Cleaning Service between:

_____ (hereafter referred to as "Client") and Key to Your Needs (hereafter referred to as "Contractor") is made and entered into upon the following date:

The cleaning service performed in this agreement may be found at the address below:

The cleaning service package requested for each cleaning: _____

The cleaning service performed in this agreed may be found with the property management company information below:

First and Last Name: _____

Address: _____

Phone Number: _____

Email: _____

Resident Access Type: _____

The above mentioned parties hereby agree to the following terms:

1. Client will give Key to Your Needs access to the unit during business hours and any additional mutually agreed upon times.
2. Client will provide for the us by Key to Your Needs in performance of this contract the following supplies and equipment: None
3. Client will pay \$_____ within 0-24 hours after service has been received from Key to Your Needs for services rendered and any additional mutually agreed upon amenities. Acceptable tender; credit cards, debit cards, PayPal, checks, and cash
4. Services to be performed by Key to Your Needs include the following for standard and deep clean:

Kitchen Deep Clean:

Removal of all dust, wipe down appliances, clean out microwave, wipe down inside and outside all cabinets and drawers, dust the ceiling and baseboards, wipe ceiling fan blades, mop floors, disinfect surfaces, wipe inside and sides of refrigerator; clean inside all appliances, clean and remove remnants of food. Disinfect, degrease tops and inside stove and oven brackets, disinfect inside and outside of dishwasher, wipe down the door handles and windows, wipe out sink, and disinfect counter tops, interior bottom of windows, clean windows and report all damages.

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Laundry Area:

Removal of all dust, disinfect tops and sides and inside of machines, clean dust traps, clear area of all dust, sweep floor and mop, wipe down all interior windows. Report all damages.

Bedrooms:

Removal of all dust, wipe down all surface areas, clean interior window, vacuum floor, wipe down base boards mop floor, clean windows, dust from top to bottom all areas including the closets. Report all damages.

Stairway/Hallways:

Remove all dust from floors and mop floors and baseboards, disinfect wall railings and fixtures. Report all damages.

Bathroom:

Remove all dust, wipe down ceiling from corner to corner, remove dust from ceiling fan, base boards, disinfect inside and outside of sink, wipe mirror, mop floor, clean out shower and tub clearing rust and soap scum from all areas, wipe down wall fixtures, clean windows, shine shower head, Report all damaged or missing items.

Living Room/Den/Finished Basement:

Removal of all dust, wipe down furniture (if applicable), baseboards, window, main entrance door, floors, wipe down wall fixtures, clean door entrance windows, remove dust from all surface areas, dust ceiling corner to corner, vacuum floor, mop floor, report all damaged or missing items.

Disinfect/ Deodorize:

Removal of dust on all door handles book shelves, cleaning all light switches, fans and removal of removable wall marks, vacuum/sweep and mop floors for entrance ways, deodorize areas and report all damage or missing item.

5. Services to be performed by Key to Your Needs include the following for Welcome Package Deep Clean:

Kitchen Deep Clean:

Removal of all dust, wipe down appliances, clean out microwave, wipe down inside and outside all cabinets and drawers, dust the ceiling and baseboards, wipe ceiling fan blades, mop floors, disinfect surfaces, wipe inside and sides of refrigerator; clean inside all appliances, clean and remove remnants of food. Disinfect, degrease tops and inside stove and oven brackets, disinfect inside and outside of dishwasher, wipe down the door handles and windows, wipe out sink, and disinfect counter tops, interior bottom of windows, clean windows and report all damages.

Laundry Area:

Removal of all dust, disinfect tops and sides and inside of machines, clean dust traps, clear area of all dust, sweep floor and mop, wipe down all interior windows. Report all damages.





Bedrooms:

Removal of all dust, wipe down all surface areas, clean interior window, vacuum floor, wipe down base boards mop floor, clean windows, dust from top to bottom all areas including the closets. Report all damages.

Stairway/Hallways:

Remove all dust from floors and mop floors and baseboards, disinfect wall railings and fixtures. Report all damages.

Bathroom:

Remove all dust, wipe down ceiling from corner to corner, remove dust from ceiling fan, base boards, disinfect inside and outside of sink, wipe mirror, mop floor, clean out shower and tub clearing rust and soap scum from all areas, wipe down wall fixtures, clean windows, shine shower head, new shower liner with hooks, one roll of toilet paper, travel size toothbrush, toothpaste in each bathroom and a bar of soap. Report all damaged or missing items.

Living Room/Den/Finished Basement:

Removal of all dust, wipe down furniture (if applicable), baseboards, window, main entrance door, floors, wipe down wall fixtures, clean door entrance windows , remove dust from all surface areas, dust ceiling corner to corner, vacuum floor, mop floor, report all damaged or missing items.

Disinfect/ Deodorize:

Removal of dust on all door handles book shelves, cleaning all light switches, fans and removal of removable wall marks, vacuum/sweep and mop floors for entrance ways, deodorize areas and report all damage or missing item.

- 6. Key to Your Needs will begin performing cleaning services on:___/___/_____
- 7. Either party may terminate this contract with 24 hour notice before services are completed with written notice. Any payment for above mentioned services owed by the Client shall be due and payable at the time the agreement is terminated.

In witness to their agreement to these terms, the Client and Key to Your Needs representative sign their signatures below:

Applicable Law

This contract shall be governed by the laws of the State of _____ in _____ County and any applicable Federal Law.

Signature of the Client Date

Signature of Key to Your Needs Representative Date

