



Client Welcome Package

“You are the key to our success”

Po Box 140528
Walker, MI 49504
1-844-900-6003
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 Expectations
- ✓ Cost

Please note that the contract and client questionnaire will need to be completed, signed and returned as soon as possible to keytoyourneeds@gmail.com.

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,

Keasha Jones

231-580-7645

Owner

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Attention Housing Management:

Cleaning after tenants or patrons can be difficult and time consuming. Making sure that all the areas are cleaned top to bottom inside and out while maintaining time restricted deadlines, for new tenants or patrons to move in/or check in. Taking notice of missing or damaged parts of the unit, and making sure it's appealing. These are just some of the issues that Key to Your needs can help with. We pride ourselves on customer service and exceptional professional cleaning. As a cleaning company we aim to give our customers the best no matter what service they require. Deep clean move outs is our specialty. Currently we already service Grand Rapids, Muskegon, Grand Haven, Holland, Kalamazoo, Ionia, St. Johns, Portage, Lansing and more within 100 miles of Grand Rapids.

Our delight is making our client's job easier. We bring ready to work employees, tools, and supplies helping our customers keep down the cost of product replacement. Cleaning can be a strain on management and the tenants, trust us with this task and we promise we will not disappoint. We come with a satisfaction guarantee. If you don't like our cleaning, we will do our best to correct the problem at no cost to your company.

Key to Your needs has over ten years of professional cleaning experience. With a service minded leadership the owner has a dedication to customer service and making sure the job is done right the first time. This is not just a business but a mission to bring joy and a feeling of safety and security to those that reside in the cleaned units. To get started please contact the owner, Keasha Jones and schedule the meeting to discuss expectations and policies. We have a no return policy, as soon as services are rendered payment is due. We want to make sure that your property is the talk of the town.

We want to enhance your property and appeal to potential customers. We offer marketing your properties on our website, available openings and referral options. Currently we offer our services to BNB's, private landlords, property management companies and realtors. We offer specialty packages to increase appeal of your units during showings.

The first level of deep cleaning is standard deep cleaning that is listed below. The second is the Welcome Package and as a special service we place a new shower curtain liner and one roll of toilet paper in each bathroom, travel size toothpaste, toothbrush and bar of soap. This is a service that we offer at an additional price if you are looking to bring comfort to moving in a new home. This also helps the new tenants feel as though they are appreciated by management. We have learned from research that this sentimental gesture ensures longer stays and positive communication between management and tenants.

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Deep Clean Expectations:

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 remanence 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 item





Policy & Procedure:

Notice of Cleaning:

Start date will include how to enter the unit. Reminder calls will be made one day before the cleaning please make sure that the contact person gives correct email, telephone number and other forms of communication.

Cleaning Schedule:

Residential cleaning will be standard with one area of the office deep cleaned in rotation. Standard cleaning includes dusting and windows are a part of that area deep clean unless specified. The cleaning rotation will then continue as follows; kitchenette, bathroom, office/cubicle, foyer, and any other area that is in need of cleaning 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. 1-6 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 security measures should be discussed prior to 1st cleaning. This includes tornado, fire and all other danger shelters and exits.

Cleaning expectations and arbitration:

All concerns or comments are to be made 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 have the right to leave at any point of the services and payment will be due. If the client feels that the service was not up to standard (within reason) you may as for a return if an area was missed. Keep in mind if this is a recurring service all areas of the offices are put into deep clean rotation.

Products We Use

Suprox Concentrate

SM-1 (Degreaser)

HillYard Tile & Grout Rejuvenating Cleaner

Calcium and Lime remover (Concentrate)

Oven & Grill Cleaner

Air Freshener (Aerosol)

Carpet Freshener

Wood Cleaner

Floor Cleaner

Stainless Steel Cleaner

Window Cleaner Towel

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Cleaning Service Cost:

Standard Deep Clean:

- 1 bed 1 bathroom:** \$200-\$280
- 2 bed 1 bathroom:** \$285-\$325
- 3 bed 1 1/2 bathroom:** \$375-\$423
- 4 bed 2, 1, and 1/2 bathroom:** \$475-\$520
- 5 bedroom unit or larger:** \$580-\$615

Included in price:

Liquid cleaners, cleaning tools, insurance, marketing and manual labor

Welcome Package Deep Clean:

- 1 bed 1 bathroom:** \$315-\$365
- 2 bed 1 bathroom:** \$415-\$475
- 3 bed 1 1/2 bathroom:** \$515-\$575
- 4 bed 2 or more bathrooms:** \$615-\$720
- 5 bedrooms 2 or more bath rooms:** \$735-\$770

Included in price:

Liquid cleaners, cleaning tools, insurance, marketing, manual labor one roll of toilet paper in each bathroom, clear shower liner with hooks hung in bathrooms, hotel size tooth brush, toothpaste, bar of soap in each bathroom and kitchen drying towel hung on oven door and manual labor

Payment:

Half of total value of service is due at the signing of the contract to insure placement on work calendar.

Cash, Credit Card, Checks and pay by invoice are options.

We take all major credit cards and debit cards.

Full Payment is due at the time of rendered service. There is a 14 business day grace payment period. If the payment has not been received at this time and no other agreement has been reached in regards to regular payment of contracted cleanings, \$15/day for 7 days, fee will be applied to proceeding invoice. Total amount will need to be paid before next property can be serviced.

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

Property Management Company Name: _____

Company Address: _____

Company Phone Number: _____

Company Fax Number: _____

Contact Person Name: _____

Contact Person Position: _____

The above mentioned parties herby 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. All marketing materials provided by client shall be received and approved by owner of Key to Your Needs before promotion on websites, social media or any outlet.
3. Client will provide completion dates for Key to Your Needs to schedule personnel.
4. Client will provide for the us by Key to Your Needs in performance of this contract the following supplies and equipment: **None**
5. Client will pay \$ _____ before start of cleaning and \$ _____ up 14 business days after invoice has been received from Key to Your Needs for services rendered and any additional cost occurred during service. Acceptable tender; credit cards, debit cards, PayPal, checks, and cash
6. Services to be performed by Key to Your Needs include the following for standard Deep Clean/ Post Construction:

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 remanence 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.

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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.

Basement:

Removal of all dust, cobwebs, remove debris from floor and wipe down and disinfect all appliances

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.

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

