



Welcome new residential client!

“Our companies success is in the comfort of our clients, we aim to go above
and beyond, just let us show you”

**Address: 1625 Walker ave NW
Unit# 140096**

Grand Rapids, MI 49504

Call or Text Us: 1-844-900-6003

keytoyourneeds@gmail.com

www.keytoyourneeds.com



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
- ✓ Contract

We keep your information private and will not sell your information to anyone outside of our company. We are partnered with other organizations and have partnership with Mentor Me to Be, LLC a life skills development program and Level up a sports and life skills development program. Information on upcoming events is sent to our clients for their education and entertainment. If you do not wish to be on the mailing or contact list please let us know.

Receive up to 15% off first time service fee after payment has been received by contracted parties. That means if they pay \$102 for a cleaning you get up to \$15.30 for referring them as a client.

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

Sincerely,

Key to Your Needs

www.keytoyourneeds.com
keytoyourneeds@gmail.com

YOU LIKE WHAT YOU SEE, NEXT STEPS!

Next, you will schedule your service with the next available date and time by calling 1-844-900-6003 or message request at keytoyourneeds.com

\$75 cancellation fee + all deposit after the appointment has been scheduled and has been canceled by the customer, and services were scheduled to be rendered.

1st day of the month service fee is due in full to secure your spot on the monthly cleaning schedule.



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; If the house is starting, the customer can start with which part of the residence is desired to start with a deep clean. Standard cleaning does not include windows. This service is 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, LLC and are trained to take before and after pictures for security purposes. Photos will be maintained in client files 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 up to the start of cleaning. Any unsecured animal is subject to a \$45 inconvenience fee, upon every violation.

Cleaning expectations and arbitration:

All concerns or comments are to be made with the lead supervisor at the time of service . Key to Your Needs, LLC 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 service and payment will be due. All complaints will be discussed, reviewed and dealt with in the most professional manner.

Payment:

Upto 75% deposit is due at the scheduling of the cleaning. The total remaining amount is due at the time of service. If you are recurring cleaning status, monthly payment is due by 3:00pm on the 1st day of each month, late fees will be \$5/day upto 7 days then service will be canceled. To secure your cleaning schedule, make 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.

Choice of Cleaning Service:

- Standard & Deep Clean
- Specialty Cleaning Package
- Moving in with fiancé, New Baby, Passed on Loved One,
Get it Together (high debris)
- Choose Your Own Rooms
 - One Time
 - Weekly
 - Bi-Weekly
 - Monthl



Standard Clean Expectations:

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 countertops, 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:

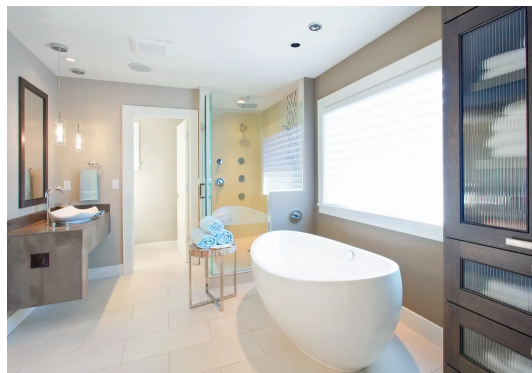
Remove all dust, wipe down ceiling from corner to corner, whiten grout, base boards, wipe out sink and mirror, wipe inside/outside cabinets/drawers, mop floor, clean out shower, and shine shower head, wipe down and remove soap scum from shower doors.

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



Deep Clean Rotation 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 countertops, 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 baseboards 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, baseboards, 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 bookshelves, 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

Extra Amenities

-Excessive build up fee:

Years of grease, grime and debris that needs to be cleared before cleaning can be initiated, noted in estimate

\$200-\$600

-Pest droppings, shells, etc fee:

Animal droppings, dead roaches, dead fleas, excessive amount of decomposing organisms, extra equipment needs to be utilized for personal safety

\$150-\$1500

-Blind Cleaning Quote:

Receiving a cleaning estimate without viewing the property or having full clearance to view the to be serviced property

\$150- \$600

-Mileage fee:

Will be given during scheduling, office assistant will advise

\$.35/mile

Post Construction as follows:

\$0.65 upto 2000 square feet

\$0.70 upto 2,001-3,000 square feet

\$1.00 upto 3,001 -\$4000 square feet

Prices can be negotiated depending on build up

**** WE ARE INSURED WITH LIABILITY
INSURANCE.**

**IF YOU NEED A CERTIFICATE OR TO BE A
RIDER PLEASE LET US KNOW DURING
SCHEDULING******

