



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 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

Owner

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Attention Housing Management:

Cleaning after tenants or guests 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 guests 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, 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 customer service line 231-580-7645 or email keytoyourneeds.com and schedule a 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.

Not interested in a contract, that is fine we can offer a pay as you go package. This includes all the standard amenities of cleaning however a sliding scale price is not offered.

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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

*** Cleaning of blinds and walls apart of baseboards are an additional charge*****





Cleaning Service Cost:

Standard Deep Clean:

- 1 bed 1 bathroom:** \$135-\$150
- 2 bed 1 bathroom:** \$185 -\$215.75
- 3 bed 1 1/2 bathroom:** \$245-\$286.75
- 4 bed 2, 1, and 1/2 bathroom:** \$320-\$365
- 5 bedroom unit or larger:** \$420-\$515

Included in price:

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

Welcome Package Deep Clean:

- 1 bed 1 bathroom:** \$200
- 2 bed 1 bathroom:** \$275
- 3 bed 1 1/2 bathroom:** \$375
- 4 bed 2 or more bathrooms:** \$475
- 5 bedrooms 2 or more bath rooms:** Hourly Rate + \$30 extra essentials

Included in price:

Liquid cleaners, cleaning tools, insurance, marketing, manual labor one roll of toilet paper in each bathroom, clear shower liner with hooks hanged in bathroom, hotel size tooth brush, toothpaste, bar of soap in each bathroom and manual labor

Payment:

Cash, Credit Card, Checks, Venmo, and cash app

We take all major credit cards and debit cards.

Payment is due at the time of service. There is a 24-72 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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Customer Information:

Name of Company:

Contact Person:

Phone Number:

Address:

Email:

Unit sizes:

Circle One:

Property Management Company Residential Commercial

Comments/Questions:

Vendor List: Yes No Maybe

Information submission date: _____

