



Residential

# Client Guidelines

# Introduction

Thank you for choosing Tahoma Home Care. We're truly grateful for the opportunity to provide professional cleaning services in your home and to become a trusted part of your household routine.

These guidelines are designed to help us work together smoothly. They cover what you can expect from our team, how we work and what we need from you to deliver our best service.

Please take a few minutes to review this document and sign it before your first visit. If any guideline or policy is unclear, we're happy to walk you through it.

Questions?

Reach out anytime at [tahomahomecare@gmail.com](mailto:tahomahomecare@gmail.com) or (425) 941-5097.

## What's inside this guide

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# About Tahoma Home Care



Angela

House Manager Assistant



Kate

Senior Lead



Rubi

Manager



Meghan

Assistant Manager



Reese

HR

At Tahoma Home Care, our core values guide every decision we make because we're not just here to clean, we're here to bring order, comfort, and peace of mind to your home.



## Family First

We're here to provide exceptional cleaning services that not only meet but exceed your expectations. Our mission is to foster peace of mind and give you back precious hours to spend with family, focus on your business, or simply enjoy your home without the stress of cleaning.



## Personalized Care

Every home is unique, and we treat it that way. We take the time to learn your space, understand your preferences, and tailor our service to fit your specific needs. We're not transactional, we're relational.



## Trusted Professionals

Our team is trained, insured, and committed to delivering the highest standards of cleanliness. We take pride in our work and never cut corners, whether someone is watching or not.

# What this means for you



**Consistent Faces:** We assign a lead cleaner to your home so you see familiar, trusted people at every visit.



**Real Accountability:** Every team member is a W-2 employee who is trained, insured, and aligned with our standards.



**Open Communication:** We value your feedback and encourage an open dialogue so we can always deliver our best work in your home.



**Peace of Mind:** Background checks, workers' compensation, and general liability insurance protect you and your home.

## What to expect

We approach every home with care, attention, and respect. Our goal is to deliver consistent, thorough service that you can count on visit after visit.



### **Your Cleaning Team**

You will be assigned a lead cleaner who will be at your home for the majority of your visits. While we can't guarantee the same team member 100% of the time, we do our best to keep your service consistent. If your lead is unavailable, a trained backup will step in, and we'll make sure they have your home's notes and preferences before arriving.



### **Scheduling and Arrival**

Your team will arrive within a scheduled window, typically between 9:00 and 10:00 AM for the first appointment of the day. You'll receive an email reminder 24 hours before each visit so you know we're coming.



### **Communication**

We believe great service starts with open communication. If something needs attention during your visit, our team will let you know. If something was missed, we ask that you reach out within 24 hours so we can make it right. We're always happy to update your cleaning preferences, add notes for your home, or adjust your service as your needs change.

# Preparing for your visit

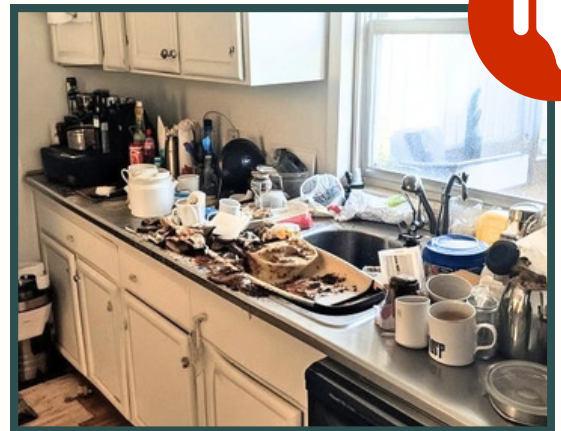
## ✦ For your first visit and anytime things change

- We supply our own products and supplies. If for any reason you require special cleaning products or supplies, please raise this during the preliminary walkthrough.
- If cell service is unreliable at your home, please provide Wi-Fi information to our office in advance. Our team clocks in and out via our scheduling app, which registers GPS coordinates for safety and accountability.
- Tell us about any specialty or newly sealed surfaces that may need gentler care.
- Note any delicate valuables or heirlooms so we can clean around them.
- Please ensure your home has electricity and running water on the day of service, especially if your home is empty or in the middle of being sold, bought, or turned over. Late cancellation or rescheduling fees may apply if we need to make last-minute changes due to lack of electricity or water.

## ✦ Before every visit

- Ensure safe and clear access to your home entry. Parking areas and entryways should be free of hazards including snow, ice, debris, or other obstacles.
- Please don't "clean" before we arrive, but do "pick up" as much as possible. Clear floors of clothing and toys, and clear surfaces of small items such as pens, coins, and important documents. If you're unable to, we will tidy up, but please understand this may mean additional time spent on your cleaning. Don't worry about countertop appliances and small furniture, we clean and move those as we go.
- Your sink should be clear of dishes if you would like your sink to be cleaned.
- Set your indoor temperature to 68 to 72 degrees, especially during the summer months. We are unable to clean in homes that are too hot, as this poses a safety risk to our team.
- The ideal cleaning situation is when no one is home. Since that's not always possible, please eliminate as many distractions as possible so we can work uninterrupted. Try to schedule your cleaning on a day when there will be fewer people at home.
- Secure pets and keep children in another area, as we work with equipment and products that may not be safe for children.
- Please secure any money, jewelry, and other valuables.
- Trash Disposal: we will leave any collected trash in the garbage bin at your location. We are unable to take trash with us.

## ✦ Examples of cluttered areas



# Changes & Cancellations

We understand that life happens and plans change. To help us manage scheduling for our team and other clients, we ask for as much notice as possible when you need to cancel or reschedule.

## Cancellation Fees

- More than 48 hours before your appointment: No fee
- Less than 48 hours before your appointment: 50% of your scheduled service cost
- Same day: 100% of your scheduled service cost

Fee may be avoided if we're able to reschedule your cleaning within the same week, though this cannot be guaranteed.

## How to Make Changes

To cancel or reschedule, please contact us by phone at (425) 941-5097, by text, or by email at [tahomahomecare@gmail.com](mailto:tahomahomecare@gmail.com). Changes made outside of business hours may not be processed until the next business day.

## Holiday Closures

Tahoma Home Care will not provide cleaning services on these days: New Year's Day, Independence Day, Thanksgiving Day, the day after Thanksgiving, Christmas Eve, and Christmas Day.

If your regularly scheduled cleaning falls on a holiday, we will contact you in advance to reschedule at no charge.

# Weather Policy

Tahoma Home Care follows the Tahoma School District's closure announcements for weather-related decisions. If the district closes due to weather conditions, we will cancel or reschedule your cleaning at no charge.

If conditions are unsafe for our team to travel but the district has not announced a closure, we will contact you directly to discuss rescheduling.



# Service Details

While we work diligently to clean surfaces, we cannot guarantee they'll return to like-new condition. Some examples include, but are not limited to, the following:

- Hard water etching on glass or stone
- Permanent grout staining or discoloration
- Sun fading on surfaces or fabrics
- Paint failure or peeling
- Damaged, unsealed, or worn finishes on wood, stone, tile, or cabinetry
- Rust stains
- Mold and mildew that has extended into grout or behind caulk

## **Reaching High Areas and Weight Limits**

Our cleaning team does not climb higher than our company-provided two-step ladder. We are not insured to have employees lift more than 15 lbs. Furniture and other heavy items cannot be lifted or moved.

## **Showers, Tubs, and Tiled Surfaces**

Mold and mildew are organic and can extend into grout or behind caulk. Surface stains may lighten with cleaning, but complete removal often requires regrouting or recaulking by a specialist. We do not disassemble seals on shower doors.

## **Floors**

We damp mop all floors thoroughly. Grout scrubbing, grout whitening, and extraction from textured flooring are not services we provide. We do not provide carpet steam cleaning or wall washing/scrubbing.

## **Natural Stone and Specialty Finishes**

Please tell us about any surfaces that require special care or specific cleaning products or methods. We may adjust methods or skip a surface to avoid damage.

## **Windows and Screens**

If interior window glass cleaning has been added to your service, we will clean reachable interior glass, sills, and tracks. We do not remove or replace window screens. We do not clean exterior windows, even if your windows tilt.

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## **Light Fixtures**

We gently and thoroughly dust the exterior of fixtures we can safely reach. We do not remove or replace fixture covers or bulbs and we do not disassemble or reassemble fixtures.

## **Large Appliances**

We will not move stoves, refrigerators, and other large appliances. We do not disconnect water, gas, or power. We do not disassemble appliances, with the exception of removable oven racks and refrigerator shelves, which we will clean as part of those add-on services. We do not disassemble furniture to clean it.

## **Laundry, Linens, and Bedmaking**

Changing bed linens is available as an add-on upon request. If requested, please place clean linens on the bed or the service will be skipped. We do not change duvet covers. We do not climb onto bunk beds to make or tidy them. Laundry folding is available as an add-on service upon request. We do not provide laundry washing or drying services.

## **Vacuums**

We bring our own vacuum unless you request we use yours. If so, it must be an upright model and in good working order. We are not responsible for maintenance, repairs, electrical outlets, or vacuums that may become damaged or fail during use.

## **Dishes**

Dishwashing is available as an add-on service upon request. If you have not requested dishwashing and would like your sink to be thoroughly cleaned, please ensure it is free and clear of dishes.

## **Additional Services Not Included**

The following are outside our standard scope of service:

- Carpet or upholstery cleaning
- Moving, packing, or lifting furniture and heavy items over 15 lbs
- Pet sitting, dog walking, or animal care
- Babysitting or childcare
- Lawn care, landscaping, or exterior maintenance
- Handyman or repair work
- Mold remediation or biohazard cleanup
- Post-construction dust removal (available as a separate service upon request)

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## Products and Supplies

We supply all of our own cleaning products and equipment. If you have specific product preferences or sensitivities, please let us know during your walkthrough or contact us before your visit so we can accommodate your needs. We do not use bleach, CLR, Pledge, or similar harsh chemicals even if requested. We never mix chemicals.

## Breakage & Damage

We take great care with your belongings, but accidents can happen. If something is damaged during cleaning, we will notify you with the relevant information and work toward a fair resolution.

We will cover the cost of repair or replacement of items when the breakage value is verifiable. In some cases, we may have the broken item repaired by a professional restoration company. Breakage values must be verified before replacement or reimbursement will be authorized. Please save the broken item for our inspection.

If our team notices damage during service, we will notify you right away. If you discover damage that was not reported by our team, please contact us within 24 hours of your cleaning so we can review and work toward a resolution. Reports made after 24 hours may limit our ability to verify and resolve the issue.

Situations outside our responsibility include, but are not limited to:

- Normal wear and tear, such as carpet or rug loops catching on vacuum rollers.
- Pre-existing damage or instability, including items that are loose, wobbly, cracked, chipped, or improperly installed (e.g., fixtures, decor, mirrors, shelving, blinds, hardware) that may shift or fall during routine cleaning.
- Unsealed or worn finishes on wood, stone, tile, grout, or cabinetry that may react to moisture or standard cleaning methods. This includes damage related to floors or cabinets that have not been maintained per recommended guidelines.
- Surfaces requiring specialty or manufacturer-specific care when instructions were not provided in advance.
- Damage caused by client-provided cleaning products, as we cannot verify their safety or compatibility.

We do not clean inside curios, china cabinets, or clear wet bar shelves. Please move expensive figurines or glassware to a location we do not clean, or let us know to skip that area entirely if you do not wish to accept the risk.

# Home Access

## **Entry and Access**

We take the security of your home very seriously and work with each homeowner to establish a routine for entering and exiting. Current methods include, but are not limited to:

- You may be home to allow entry
- Leave your home unlocked
- Provide an access code or use a lockbox
- Hide a key or remote
- Provide us with an extra key or remote

If your entry uses electronics, ensure devices are charged and codes are current. Lockboxes or hidden keys should be accessible in a safe place. Please include instructions for locking up when your cleaning is complete.

If you choose to leave your home unlocked or hide a key or remote for access, you assume responsibility for any resulting security issues.

## **Parking**

Please ensure parking is available near your home before our arrival. We require parking within a short distance of your entrance. If parking restrictions or permits are required, please inform our office in advance. If adequate, free parking is not available and we incur parking fees or towing charges as a result, these costs will be billed directly to the client.

## **Alarms**

Tahoma Home Care is not responsible for charges incurred from an activated alarm we cannot turn off based on instructions provided or omitted during setup.

## **If We Cannot Access Your Home**

If we are unable to access the property at the scheduled time due to any access issue, a lockout fee of 50% of the scheduled cleaning will be applied.

# Safety

## **Reaching High Areas**

Our cleaning team uses only our company-provided two-step ladder and will not use client ladders, stools, or furniture to reach high areas. We are not insured to have employees lift more than 15 lbs.

## **Indoor Temperature**

Please set your indoor temperature to 68 to 72 degrees before we arrive, especially during the summer months. If the home is too hot or too cold to work comfortably, we will need to reschedule and our cancellation policy will apply.

## **Utilities**

Please ensure your home has electricity and running water on the day of service, especially if your home is empty or in the middle of being sold, bought, or turned over. Our team will not turn water on or off or adjust any utility connections. If utilities are off, we will be unable to complete the service. We will need to reschedule and our cancellation policy will apply.

## **Firearms**

If left out, firearms will be cleaned around and not touched. It is preferred they are secured and put away.

## **Unsafe Conditions**

At any time during service, if a team member feels unsafe due to conditions in the home such as aggressive pets, inappropriate conduct, strong language, or unsafe objects, service will be stopped immediately and a fee equaling 100% of the scheduled cleaning cost will be charged.

If children are involved in the residence and conditions are deemed unsafe, we are required to report to 1-866-END-HARM (1-866-363-4276).

## **Biohazards and Unsanitary Conditions**

We are not an extermination or mold/biohazard remediation company and cannot provide services in residences that show evidence of hazardous situations. Please notify our office before service if your home has any of the following conditions.

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If these conditions are discovered during a visit, we reserve the right to immediately stop cleaning, and a lockout fee equaling 50% of the scheduled cleaning cost will be charged. Future service may require proof that the issue has been professionally resolved. This is not an exhaustive list:

- Pest infestation (cockroach, bedbugs, fleas, etc.)
- Animal infestation (birds, mice, rats, bats, etc.)
- Excessive or uncontrolled mold growth
- Human waste, blood, and bodily fluids
- Hoarding or any condition that is unsanitary
- Drugs and alcohol within easy reach of children
- Intoxication beyond coherence
- Chemicals and products easily accessed by children
- Refusal of removing trash within the home
- Other hazardous situations

## Pets

We love your pets! The last thing we want to do is upset them as we clean, and we'll work with you to make the experience pleasant for everyone involved. Please let us know ahead of time if there are any arrangements you have in place for your pets while we're in your home.

Please secure any pet that may be overwhelmed by our presence, pose a threat, or is likely to try to run out the door. Otherwise, we're happy for them to roam freely. The obligation for control and care of all animals on the premises is on the customer. Tahoma Home Care cannot be held responsible for the safety of pets.

Our team is always attentive with doors and gates, but Tahoma Home Care cannot be held responsible for pets that exit unexpectedly when we arrive or depart. We will not accommodate requests to let animals in or out of a home. Please do not allow pets to jump on our staff. If a bite occurs, it must be reported to the authorities and the homeowner is responsible for any medical treatment.

If we're unable to access your home due to an excited or aggressive pet, we'll contact you immediately to reschedule and cancellation fees may apply.

For sanitary purposes, we do not clean up after sick pets or pet accidents.

# Insurance & Compliance

Tahoma Home Care is a registered business in Washington State. All employees are covered by General Liability insurance and workers' compensation. Fraudulent claims will be prosecuted to the full extent of the law.

Our employees are not permitted to work off the clock or perform additional tasks outside of scheduled appointments. Any work performed outside of a scheduled service is not authorized by Tahoma Home Care and is not covered under our insurance or workers' compensation. If any services outside our standard scope are requested of our employees, the liability will fall under the homeowner's insurance policy, as these services are not covered under our policy for any damages or injuries.

We collect and report all employer-required taxes for cleaning services to local, state, and federal agencies, protecting you from any tax liability related to the income our team members receive.

We are committed to keeping your information confidential. We do not sell, rent, or lease our customer lists to third parties, and we will not provide your personal information to any third-party individual, government agency, or company at any time unless compelled to do so by law. We will use your personal and billing information solely to provide the service you hire us for.

# Pricing & Estimates

Estimates are based on the size and reported condition of your home and any add-ons. Your booking includes a maximum number of man-hours we'll spend completing the work outlined in your service checklist. Please be as specific and honest as possible on your booking to ensure your cleaning is fit to your needs. The risk in under-booking is that the cleaning may only be partially completed, and our schedule may not allow us to stay longer.

We base your rate on:

- The size of your home
- The scope of service (Standard, Deep, Move In/Out, Listing, Post-Construction)
- The condition reported during your estimate
- Your service frequency (one time, weekly, every 2 weeks, or every 4 weeks)

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We typically perform walkthroughs to provide you with the most accurate pricing. In the event a walkthrough is not performed due to immediacy of request or last-minute bookings, our pricing reflects assumptions of the level of cleanliness and the amount of time and effort required. In order to verify accurate house information, we will check the size and layout of your home against public records as much as possible.

On the day of service, our team will perform a walkthrough before starting work. They will take note of any items or areas that need special care or specific instructions from you and will assess if the time allows them to complete the job to a satisfactory level. We will notify you if we cannot complete the work in the estimated time frame and give you the option to either add more time at an hourly charge or have us focus on your top priorities within the allotted time. We add time in 30-minute increments at the agreed rate, up to an additional 4 man-hours. If you need more time than this, a second booking is highly recommended.

### **Recurring Service**

Prices are fixed rates for recurring visits. We assume similar levels of organization and build-up during each visit. If there are changes to the amount of work involved or clutter to handle, we will contact you and reassess pricing as needed.

- Weekly services may skip up to six cleanings per calendar year without charge.
- Bi-weekly services may skip up to three cleanings per calendar year without charge.
- Every four week services may skip up to one cleaning per calendar year without charge.

If your usual cleaning day does not work for you, please let us know ahead of time so we can be accommodating and you do not have to miss a cleaning. Ending recurring services requires a 30-day cancellation notice, or you will be charged for visits planned within those 30 days.

All small requests, add-ons, or swaps must be added to your appointment through the office to ensure that we can provide the service you're requesting and that our team is prepared with enough time and the right supplies.

### **Pricing Changes**

We'll provide advance notice of any price changes. Price adjustments may occur due to increased labor costs, supplies, or operational expenses.

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## **Staying on Schedule**

To help us complete your cleaning efficiently, we appreciate it when interruptions are kept to a minimum. Significant on-site distractions may result in some areas being skipped or worked around, which will be noted on your account.

# Payment

## **Down Payment**

First-time and one-time cleanings require a deposit of \$100. Down payments are fully refundable with 48 hours or more notice before your scheduled service. *A \$10 processing fee will apply to all refunds.*

## **Invoices and Payment**

Invoices are emailed after your cleaning is complete. Payment is due on the day of service.

## **Payment Methods**

We accept payment by electronic debit, Venmo, check, credit or debit card, and cash.

## **Card on File**

A credit or debit card must be kept on file and will be charged if payment is not received within 5 days of a service. By signing this document, you are giving explicit permission to have your card securely stored and charged if payment is not received within 5 days.

## **Autopay**

Autopay is available if you'd prefer not to handle making payment after each cleaning. To enroll, contact our office by phone at (425) 941-5097, by text, or by email at [tahomahomecare@gmail.com](mailto:tahomahomecare@gmail.com). By enrolling in autopay, you authorize Tahoma Home Care to automatically charge your card on file after each cleaning is complete. An email receipt will be sent after each charge. You may unenroll from autopay at any time by contacting our office.

## **Late Payments**

If you have an outstanding balance, payment must be received in full before we can complete any other cleanings.

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## **Tipping**

Tipping is never required but always appreciated for exceptional service. Tips may be left in cash and must be clearly labeled as such, or added to your invoice. All tips go directly to the cleaning team member(s) who serviced your home during that visit.

## **Photos & Videos**

Photographs and videos may be taken in your home for employee training and marketing or promotional purposes. By signing this document, you agree to the following:

- Photos and videos taken for employee training will never be shared or released to the public.
- Photos and videos taken for marketing or promotional purposes are limited to before and after images or videos.
- Tahoma Home Care will never capture identifying information or reveal locations in any photos or videos.
- Confidentiality will be upheld in all marketing and promotional materials.
- Tahoma Home Care reserves the right to edit and use before and after images and videos on social media.
- Photos and videos will never be sold or given to third parties.

## **Non-solicitation of Employees**

Our cleaning professionals are our greatest asset. We pour an enormous amount of time, energy, and expense into our screening, hiring, and training process. This agreement helps safeguard our success at providing only the best staff to our deserving customers.

By receiving services from Tahoma Home Care, you agree not to solicit, hire, or otherwise engage any Tahoma Home Care employee to provide cleaning or related services directly, outside of your agreement with us.

- Tahoma Home Care employees are not allowed to engage in a work relationship directly with you for two full years after employment termination.

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- You will be charged a \$2,500 finder's fee if you hire a cleaning team member employed by Tahoma Home Care on an individual basis for private work.
- Solicitation of a Tahoma Home Care employee for private hire will result in permanent termination of service and forfeiture of any unused gift cards, as well as the \$2,500 fee. This does not preclude us from seeking other solicitation-related damages.

This fee is not a penalty; it reflects the substantial investment we make in recruiting, background screening, training, and retaining our team.

## Our Satisfaction Guarantee

We want you to be absolutely delighted with your cleaning service. If for any reason you are not satisfied, please reach out to our office within 24 hours at (425) 941-5097 or [tahomahomecare@gmail.com](mailto:tahomahomecare@gmail.com).

We will follow a process to assess the workmanship, status of your home, condition, and any budget constraints that led to the decision of a completed service. We do not offer discounts on services rendered, as billing is based on the service timeframe and we cannot gain that time back. We will make corrections of oversights and try our best to remedy the issue at no labor cost to you. We will send the original team to make corrections, or a different team if they are not available, so that they understand how to best meet your needs and are given the opportunity to make it right.

## Consent to Updated Terms Through Use

We keep our client guidelines current so everything is clear. The most up-to-date version is always available on our website, with the effective date at the top. When we make changes, we will share an update in writing, if applicable.

By continuing to use Tahoma Home Care services after an update, you agree to the most current guidelines. If there is ever a difference between a printed or emailed copy and the website, the website version will apply.



# Acknowledgement & Signature

By signing below, you acknowledge that you have read, understood, and agree to these guidelines.

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Client Signature

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Date