

A BETTER CLEAN COASTAL

RESIDENTIAL & COMMERCIAL SERVICE STANDARDS

Defined Scope. Documented Execution. Measurable Quality.

STRUCTURE	RELIABILITY	CONSISTENCY
Every account operates from a documented scope, schedule, and service frequency.	Appointments are route-planned and performed within the confirmed service window.	The same standards guide every visit, property, and recurring service cycle.

Our Operating Standard

A Better Clean Coastal provides appointment-based residential and commercial cleaning built around clear communication, controlled execution, and documented expectations. Each service is tailored to the property while remaining consistent with the approved scope.

- Service scope, frequency, access requirements, and pricing are confirmed before work begins.
- Recurring service is prioritized to support consistent maintenance and reliable scheduling.
- Special requests or changes must be communicated in advance and may require separate approval or pricing.
- Final walkthroughs, service notes, and proof-of-work documentation may be used for quality control.

Residential Service Standards

Residential service is designed to maintain a controlled, presentable, and consistently cared-for home.

- Recurring residential plans may begin with an initial deep clean to establish the maintenance standard.
- Routine service may include kitchens, bathrooms, bedrooms, common areas, dusting, high-touch surfaces, interior glass, vacuuming, sweeping, mopping, and trash removal as outlined in the approved scope.
- Dishes, laundry, excessive clutter, organization, exterior windows, restoration work, and specialty cleaning are not included unless specifically approved.
- Pets must be secured, personal items should be cleared from surfaces being cleaned, and water and electricity must be available.

Commercial Service Standards

Commercial service is built for offices, professional spaces, dispensaries, property managers, rental properties, and recurring multi-location accounts.

- Routine commercial service may include restrooms, breakrooms, common areas, high-touch surfaces, floors, trash and recycling, entryways, interior glass, dusting, surface care, rug renewal, and managed-property turnover.
- Each facility receives a location-specific scope based on traffic, layout, operating hours, sanitation needs, and service frequency.
- Multi-location accounts may use coordinated schedules, consolidated communication, and recurring service documentation.
- Consumables such as paper products, soaps, liners, and facility refills are supplied by the client unless otherwise stated.

SERVICE EXECUTION & CLIENT EXPECTATIONS

Access & Site Readiness

- Safe, timely access must be available through an on-site contact, authorized key, code, lockbox, or other approved method.
- Commercial clients must provide alarm procedures, restricted-area instructions, parking or loading rules, and required security protocols before service.
- Work areas must be reasonably accessible. Active operations, excessive clutter, blocked floors, or unavailable utilities may reduce the work completed during the scheduled visit.
- Cash, medications, controlled substances, confidential files, valuables, fragile items, and restricted inventory must be secured before service.

Safety & Excluded Conditions

- Known hazards must be disclosed before service, including needles, bodily fluids, mold, infestation, pest waste, unsecured weapons, chemical exposure, active construction, or unsafe flooring.
- The Company may pause or decline work that is unsafe, illegal, outside the approved scope, or requires specialized licensing, equipment, or protective measures.
- Biohazard remediation, mold remediation, pest removal, heavy lifting, post-construction debris, exterior work, restoration, and specialty surface treatment require separate approval and may be excluded.

Scheduling & Communication

- Service is performed on the confirmed date or service window. Exact arrival times may vary due to routing, weather, traffic, or earlier appointment conditions.
- Requests that change the approved scope, service duration, staffing, or frequency must be communicated in advance.
- At least 24 hours' notice is requested for cancellations or rescheduling. Lockouts, denied access, site closures, or unavailable utilities may result in a service charge when stated in the client agreement or proposal.

Quality Control & Service Concerns

- Quality concerns should be reported within 24 hours of service with enough detail to identify the affected area.
- When appropriate, the first resolution is an opportunity to inspect and correct the affected area within a reasonable time.
- Results may be limited by pre-existing damage, deterioration, clutter, restricted access, unsafe conditions, or expectations outside the approved scope.

Pricing & Payment

- Residential pricing follows the confirmed service zone and frequency. Commercial pricing is customized to the facility, scope, traffic level, schedule, and service requirements.
- Flat-rate or recurring pricing is confirmed before service. Additional work is completed only after approval.
- Secure electronic payment links or invoices are provided according to the agreed billing schedule. Past-due balances may pause future service.

Our Commitment

A Better Clean Coastal is committed to professional communication, reliable scheduling, measurable quality, and long-term property care. Clear expectations protect the client, the property, and the service team - and allow every appointment to be completed with purpose.

READY TO ESTABLISH YOUR SERVICE STANDARD?

Request a consultation at abettercleanco.com
Residential • Commercial • Property Management • Recurring Service

These standards provide a public overview of how services operate. The accepted proposal or written scope for each account controls the specific work, frequency, and pricing.