

A Better Clean Coastal LLC

Frequently Asked Questions

1. What areas do you service?

We serve select North Shore Massachusetts and Southern Maine communities within our Green, Yellow, and Red service zones. Pricing reflects scheduling logistics and travel within each zone.

2. What types of cleaning do you offer?

We specialize in recurring residential cleaning services including weekly, biweekly, and monthly schedules. One-time deep cleans are available upon request.

3. Do you offer move-in or move-out cleaning?

At this time we prioritize long-term recurring residential clients to ensure consistent quality and dependable scheduling.

4. Are you insured?

Yes. We operate as a registered and insured limited liability company.

5. Do you bring your own supplies and equipment?

Yes. We arrive fully equipped with professional-grade cleaning products and tools.

6. How do I book service?

Clients book directly online through our secure checkout system by selecting their service zone and preferred frequency.

7. Do you require a consultation before starting?

In certain cases we may request photos or a brief call to confirm pricing and home condition prior to activating service.

8. What days do you operate?

We operate Monday through Friday during standard business hours.

9. Can I request a specific day or time?

We do our best to accommodate scheduling preferences; however exact arrival times are not guaranteed.

10. How is pricing determined?

Pricing is structured by service zone and cleaning frequency. Adjustments may apply depending on home size and condition.

11. How does payment work?

All recurring services are billed automatically through secure online subscription payments.

12. When am I charged?

You are charged automatically on your selected billing interval (weekly, biweekly, or monthly).

13. What forms of payment do you accept?

We accept major credit and debit cards through secure online processing.

14. Do you offer discounts?

We provide loyalty appreciation incentives for long-term recurring clients.

15. What's included in a standard recurring clean?

Kitchen cleaning, bathroom cleaning, dusting, vacuuming, mopping, surface sanitizing, and general tidying of accessible areas.

16. What is considered a deep clean?

A deep clean includes detailed attention to buildup, baseboards, high-touch surfaces, and areas requiring additional time and labor.

17. Do you clean inside appliances?

Interior appliance cleaning may be available during deep cleaning appointments upon request.

18. Do you make beds or do laundry?

Bed making is included when linens are provided. Laundry services are not currently offered.

19. Do you move furniture?

We clean accessible areas. Heavy furniture is not moved for liability and safety reasons.

20. What is your cancellation policy?

We require at least 24 hours notice for cancellations or rescheduling. Late cancellations may incur a fee.

21. Can I pause my service?

Recurring service may be paused with advance notice, subject to availability.

22. What if I'm not satisfied?

If there is a service concern, notify us within 24 hours and we will address it promptly.

23. Do I need to be home during the cleaning?

No. Many clients provide secure access instructions for scheduled cleanings.

24. Who will be cleaning my home?

A trained and trusted cleaning professional representing A Better Clean Coastal LLC.

25. Do you rotate staff?

We aim for consistency whenever possible to maintain familiarity with your home.

26. How do you ensure quality?

We operate on a structured checklist and maintain direct client communication.

27. Is there a contract?

Recurring service is subscription-based. Clients may cancel with proper notice in accordance with our policy.

28. Why focus on recurring clients?

Consistency allows us to maintain higher standards, predictable scheduling, and long-term client relationships.

29. Can I switch frequencies?

Yes. Frequency changes can be requested subject to scheduling availability.

30. How should I prepare for my cleaning?

We ask that personal items be picked up to allow full access to surfaces and floors.

31. What about pets?

We are pet-friendly; however pets should be secured appropriately for safety during the cleaning visit.