

# RESIDENTIAL SERVICE AGREEMENT



All That Shines, LLC  
5502 South 4th Street  
St. Joseph MO 64504  
Email: AllThatShinesLLC@Gmail.com  
<http://www.allthatshinescleaning.com>  
(816) 557-1466

## ABOUT US

Throughout history, cleaning has not been recognized for the essential service and trade that it is. In the 1840s, it was finally discovered that cleaning is an essential factor in the longevity of life because it prevents disease and the spread of viruses. Today, we understand that proper cleaning not only increases life expectancy but has a significant impact on our mental and emotional health as well.

All That Shines LLC is licensed and insured and a member in good standing with the American House Cleaners Association. We are based out of St. Joseph MO and service Kansas City and surrounding areas as well such as Cameron, Platte City, North Kansas City, Savannah and Maryville MO.

## PROFESSIONAL CLEANING PRICES

Each home, business, family and project, is unique. Our goal is to identify your exact needs and develop a professional cleaning plan for you and your home or business.

The following are national industry standard rates for professional cleaning services:

- Initial one-time deep cleaning for residential, property management and real estate: .20 per square foot.
- Bi-monthly maintenance cleaning services for residential clients are approximately \$120.00 - \$150.00 depending on the size of your home.
- Monthly cleaning services are \$150.00.
- Commercial cleans are \$30 dollars per hour, per worker.
- Construction cleans are .40 cents per square foot.

The cost of cleaning YOUR home will be:

Initial Deep Clean: \_\_\_\_\_

Maintenance Cleaning: \_\_\_\_\_

## **FAQ**

### **When Will We Arrive At Your Home?**

Generally, our residential professional cleaning services operate between 8 a.m. and 5 p.m. Monday through Friday.

Your home service will be assigned an arrival time and you can expect us to arrive within 30 minutes of your assigned arrival time. At times, we may be a bit delayed due to traffic, inclement weather or unexpected delays. We will communicate with you and keep you updated.

If you require a definitive arrival time or need to schedule service outside of normal residential service schedule, please let us know.

### **Is There Anything I Should Do Before You Arrive to Clean?**

Please put away any pets, pick up toys, clothes, or personal items including money or valuables (for your protection and ours) before we arrive so that our team/worker can focus 100% on professionally cleaning your home.

### **What If I Can't Be Home When Your Team Arrives to Clean?**

Honestly, it's okay when you're not home. Not because we don't like to visit with you, but because we can move freely and get our work done more efficiently. Most folks are either working or schedule a trip out of the house while we're professionally serving your home. It is not uncommon now that client are working from home, so they most generally stay in their office during this time. Note: If you do not provide us with a key or way to access the home and you are not home to let our team member in at their scheduled time, a lock-out charge may be applied.

(\$25.00 lock-out charge.)

## **What If I Need to Reschedule or Skip My Regular Cleaning?**

Please call the office at (816) 646-7062 to let us know at least 72 hours in advance so we can adjust our schedule or arrange for an alternative time and date for your cleaning.

## **What About Holidays?**

Holidays are extremely busy for Professional Cleaning Providers. We will reach out to you in advance of all nationally recognized holidays to adjust our schedule if necessary. If you don't hear from us, expect us to arrive as scheduled.

## **When Is Payment Due? How Should I Pay?**

Payment is due on your regularly scheduled cleaning day, and you agree to make payment in full. If you are not available to provide payment in person, you will receive an invoice via text or email, whichever you prefer, which is due within 24 hours. If you have any questions or concerns regarding the invoice, call immediately.

We accept checks, Paypal, Venmo and cash. For residential clients please make checks payable to All That Shines LLC within 24 hrs. of receiving invoice, using email: [allthatshinesllc@gmail.com](mailto:allthatshinesllc@gmail.com). For commercial work, a different payment schedule can be worked out and outlined in commercial contract.

Additionally please refrain from discussing the cost of cleaning services with employees. They are not to handle any money or negotiate other services not provided by All That Shines LLC. There is a 2 year non compete agreement they must adhere to.

## **SUPPLIES AND EQUIPMENT**

All That Shines LLC is equipped with the best products and equipment available to professionally clean all areas and finishes of your home. If you would prefer a specific product to be used or if you have any allergies or fragrance sensitivities, please indicate that ASAP!

## **WHAT IF SOMETHING GETS BROKEN?**

It's possible that while performing our professional cleaning duties in your home or business, something may be accidentally damaged on occasion. This will be reported immediately. Property will be repaired or replaced. All That Shines, LLC maintains all forms of insurance required by state law.

## **GUARANTEE**

We are committed to delivering a professional cleaning service. If you have any concerns about the quality of our services, please contact our office within 24 hours of service and we will return to re-clean and address any issues 100% free of charge.

## **CANCELLATION OF AGREEMENT**

This service agreement may be terminated or canceled at any time by either party. However, 30 days written notice is preferred. This can be via USPS (snail mail) or email.

## **REFERENCES**

Available upon request.

I understand and agree to the terms stated in this service agreement.

Client Signature\_\_\_\_\_Date\_\_\_\_\_

Dana R. Simpkins, Owner\_\_\_\_\_Date \_\_\_\_\_

## **Initial or One-time Deep Cleaning Package Includes:**

- Cobwebs, ceiling fans, return vents, exhaust fans, and all reachable light fixtures
- Hand wiping all blinds (light dust on breakable mini blinds) and cleaning all interior windows
- Wiping down all doors and light switches (we do not wipe down walls)
- Dusting all surfaces
- Inside and outside of front storm door and back door
- Kitchen cleaning includes inside of oven, oven range, stove top, inside and outside of microwave, fronts of all appliances, fronts of cabinets, backsplash, countertops and sink
- Bathroom cleaning includes deep cleaning of shower/tub, light fixture, mirror, sink, countertop, fronts of cabinets, and toilet
- All baseboards will be wiped down, sweep, mop, and vacuum all floors

## **Bi-monthly/ Monthly Maintenance Cleaning Packages Includes:**

Maintaining/Spot Cleaning, Cobwebs, Ceiling fans, exhaust fans, return vents, doors, light switches, reachable light fixtures, fronts of all cabinets, blinds and baseboards. Some of these items will be alternated if cleaned more than once a month.