

Residential Cleaning FAQ

Q. What products will be used to clean my home?

The cleaning products we utilize are all earth friendly and non-toxic.

H2Orange2 Concentrate 117 is used to clean most surfaces in your home. The two levels of dilutions we use will clean anything from the commode to mirrors, and from kitchen grease to spot cleaning of the carpet. H2Orange2 is manufactured by EnvirOx and is Green Seal GS-37 certified, EPA registered 5-minute sanitizer-virucide to kill Hepatitis B virus and NSF registered A1 (cleaner), D1 (sanitizer) NSF# 126503.

Bon Ami Polishing Cleanser is made from calcite & feldspar mineral abrasives, and biodegradable detergent, and does not contain chlorine, perfume, or dye. We use Bon Ami to clean your sinks, tubs and showers.

Murphy's Oil Soap is used for the wood surfaces in your home. Do not let the name fool you, although vegetable oil is one of the raw materials used to make Murphy's, all the oil is processed into a gentle, natural soap. Murphy's is free of harsh chemicals and contains no ammonia or bleach, and is a non-abrasive soap cleaner that will gently remove the dirt and grime. There are some flooring finishes that do not respond well to Murphy's for those floors we use a diluted H2Orange2

Oreck vacuums with HEPA-Celoc air filters which trap more than 99.9% of all particles down to 0.3 microns, including pollen, mold spores, pet dander, lint, smoke, bacteria and viruses will be used to vacuum your home (Yep found it at 3:00 am via an infomercial). We will never use a broom inside your home.

Human Power is probably this most important cleanser we utilize. It does not matter what products we use to clean your home if we do not have a well trained and dedicated crew cleaning your home.

Q. What is on your standard check list?

Please keep in mind that we are more than happy to clean anything in your home, so if there is something you require that is not on this list just let us know.

Living Areas (Living, Dining, Office, Family Room, Hallways and Entry)

- Furniture Dusted and Vacuumed
- Flooring Vacuumed
- Flooring Mopped (Non-Carpeted)
- Light Fixtures Dusted
- Artwork, Wall hangings and Knick-Knacks Dusted
- Window Sills Dusted (Inside Only)
- Doors cleaned
- Windows in Doors Cleaned
- Exposed Heat/AC Vents Dusted
- Baseboards Dusted
- Ceiling Fans Dusted

Kitchen & Laundry Room

- Countertops Cleaned
- Small Kitchen Appliances Cleaned
- Microwave Cleaned Inside and Out
- Stove Exterior Cleaned



- Refrigerator Exterior, Rubber Seals, and Air Vents
- Cabinet Exteriors and Top of Cabinets
- Dishwasher and Trash Compactor Exteriors
- Sink, Faucet and Drain
- Flooring Vacuumed
- Flooring Mopped (Non-Carpeted)
- Window Sills Dusted (Inside Only)
- Doors cleaned
- Windows in Doors Cleaned
- Exposed Heat/AC Vents Dusted
- Baseboards Dusted
- Ceiling Fans Dusted

Bedrooms

- Furniture Dusted and Vacuumed
- Beds Made or Straightened (Linens can also be changed)
- Flooring Vacuumed
- Flooring Mopped (Non-Carpeted)
- Window Sills Dusted (Inside Only)
- Doors cleaned
- Windows in Doors Cleaned
- Exposed Heat/AC Vents Dusted
- Baseboards Dusted
- Ceiling Fans Dusted

Bathrooms

- Tub/Shower Walls Cleaned
- Commode Inside and Outside Cleaned
- Lights, Mirror and Counter Tops Cleaned
- Cabinet Exteriors and Top
- Paper Holder and Towel Racks Dusted
- Flooring Vacuumed
- Flooring Mopped (Non-Carpeted)
- Window Sills Dusted (Inside Only)
- Doors cleaned
- Windows in Doors Cleaned
- Exposed Heat/AC Vents Dusted
- Baseboards Dusted
- Ceiling Fans Dusted

Move-In/Out Cleaning (Please note that we work under the assumption that the home is void of any furniture and that all cabinets are empty):

Living Areas (Living, Dining, Office, Family Room, Hallways and Entry)

- Flooring Vacuumed
- Flooring Mopped (Non-Carpeted)
- Window Sills Dusted (Inside Only)
- Doors cleaned
- Windows in Doors Cleaned
- Exposed Heat/AC Vents Dusted
- Baseboards Dusted
- Ceiling Fans Dusted
- Inside of all Closets Cleaned

Kitchen & Laundry Room

- Countertops Cleaned

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- Stove/Oven Cleaned Inside & Out
- Refrigerator Cleaned Inside & Out
- Cabinets Cleaned Inside & Out
- Dishwasher and Trash Compactor Inside & Out
- Sink, Faucet and Drain
- Flooring Vacuumed
- Flooring Mopped (Non-Carpeted)
- Window Sills Dusted (Inside Only)
- Doors cleaned
- Windows in Doors Cleaned
- Exposed Heat/AC Vents Dusted
- Baseboards Dusted
- Ceiling Fans Dusted

Bedrooms

- Flooring Vacuumed
- Flooring Mopped (Non-Carpeted)
- Window Sills Dusted (Inside Only)
- Doors cleaned
- Windows in Doors Cleaned
- Exposed Heat/AC Vents Dusted
- Baseboards Dusted
- Ceiling Fans Dusted
- Inside of All Closets

Bathrooms

- Tub/Shower Walls Cleaned
- Commode Inside and Outside Cleaned
- Lights, Mirror and Counter Tops Cleaned
- Cabinet Exteriors and Top
- Paper Holder and Towel Racks Dusted
- Flooring Vacuumed
- Flooring Mopped (Non-Carpeted)
- Window Sills Dusted (Inside Only)
- Doors cleaned
- Windows in Doors Cleaned
- Exposed Heat/AC Vents Dusted
- Baseboards Dusted
- Ceiling Fans Dusted
- Inside of All Closets

Q. What do I need to Supply?

You actually get to stop buying all that stuff that takes up space under the sink, in your laundry room, garage or wherever you store your cleaning supplies.

We always bring our own professional cleaning products each and every time we service your home. The most conscientious and proficient house cleaner cannot perform any better than the quality of the equipment or cleaning products being used. We use professional cleaning tools, equipment, materials and cleaning supplies that are effective, efficient, safe and of course earth friendly.

The only time you would need to supply us with anything is if you want a cleanser used that we do not currently use. If this should happen we will research the product and may add it to our inventory.

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Q. What do I need to do prior to your arrival?

We do not require that you do anything prior to our arrival, and without a doubt do not clean your home. We do ask that you pick up any toys or other items that might be lying around. This will give us more time to spend on actually cleaning your home. Please note, that we are happy to pick up clutter, just let us know where it goes.

Q. Are you insured and bonded?

Yes we are. We carry our liability insurance with Montgomery Insurance and our bond is carried by CNA Surety.

Q. How do I know that you will keep the key to my home secure?

Due to the fact that we encourage all regular customers to provide us with a key to their home because of scheduling challenges, we have developed the below Key Policy to ensure the security of the keys to our customer's homes.

All keys are assigned a unique identifying code, and are stored in a locked Key Box in the office. Team Leaders are required to sign each key out on the day of service, and then return them at the end of the day. No identifying information is ever put on your key, the Key Box has a combination lock which is periodically changed and all keys are tagged "DO NOT DUPLICATE", if the key is returned without this tag the Team Leader is questioned and you will be notified immediately.

If you have an alarm system at your home and it is simple to operate, you can give instructions on its operations to the office.

We never encourage anyone to leave their home unlocked, or hide a key, on the days of our service.

If the worst should happen and your key is lost our insurance will cover the cost of having your home rekeyed.

Q. Do I have to tip the crew?

We do not require tipping, but if you feel you have received an exceptional service and wish to tip the crew than please do so. We would be appreciated that all tips be separate from your payment. Also remember, a simple thank you often goes much further than any monetary tip.

Q. How much does the typical cleaning cost?

Figuring the cost of your home depends on many different factors, primarily the overall square footage, size of your kitchen, number of bathrooms, number of pets (with fur), how often you will be using our service and your lifestyle. Which all boils down to how long in our opinion it will take to clean your home. Our customers on a regular schedule of at least every 4 weeks pay an average of \$80 to \$130 per service.

We do not however charge you by the hour; it is for the job no matter how long it takes us. It is our opinion that this is the fairest way to handle the pricing, and ensures that your home will be cleaned to the standard that we have agreed.

Q. How long will it take to clean my home?

That depends on the same factors that go into determining the cost of cleaning your home. As a rule for scheduling we figure that on your First Clean will take anywhere from 4 to 6

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man hours, and for services scheduled on a regular basis of a month or less it will take anywhere from 3 to 6 man hours. I know this may sound like a short period of time, but keep in mind that we train our teams to be efficient and fast.

Q. What happens if someone breaks something?

Just as if you were cleaning your home, from time to time items will be broken. If you are home at the time of service the Team Leader will notify you immediately and then will notify the Customer Service Department of what happened. If you are not home the Team Leader will leave a Damaged Item note for you, and then let the Customer Service Department know what happened. The Customer Service Department will then contact you to make arrangements to either have the item fixed or replaced.

If we find an item already broken the Team Leader will again leave you a Damaged Item note, and will also make a note on the job sheet so we will know this for future cleanings.

Please note that we leave it up to the digression of our Team Leaders as to whether an item in your home should be handled. This is usually found during the first cleaning. The Team Leader will let you know that they will be uncomfortable handling an item, if at that time you give permission for the team to handle the item a note is made on the job sheet and we will not be responsible if the item is broken at a future date.

Q. What do I do if I am not happy with something?

Although every attempt is made to do a complete and thorough job each time we clean your home we know that from time to time we may fall short of your expectations. If this should happen we ask that you contact us immediately either by phone at 877-324-5764 or email at service@ecoharmonyservices.com. We will then make arrangements to correct the problem as soon as possible.

Q. What days do you provide service?

We generally provide services between 9:00 am and 5:00 pm Monday thru Friday. From time to time we may schedule a service on Saturday or Sunday, but these are very limited.

We do not provide services on the following holidays:

- New Years Eve and Day
- Memorial Day
- Independence Day (4th of July)
- Labor Day
- Thanksgiving Day and the Friday after
- Christmas Eve and Day

Q. What if I need to cancel my service?

We ask that if you need to cancel any scheduled service that you give us at least 48 hours notice. Cancellations with less than 48 hours notice may be assessed a \$50 cancellation fee. Please keep in mind that we may have turned down other business to make sure your home is cleaned as scheduled.

Q. What form of payment do you accept?

All payments should be made at the time of service and can be made by check, cash or money order. If you are not planning to be home during our service please leave the payment on your kitchen counter. If the payment is in cash please place it in an envelope with the name Eco-Harmony on the outside (if not placed in an envelope with our name we will not assume it is ours).

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We do not currently except credit cards. The merchant fees associated with accepting credit cards make this unfeasible.

Special Note: Late Payments and Returned Checks

If payment is not made at the time of service it is considered late and subject to a \$25 late payment fee, plus 2% interest on the balance every calendar month until payment is made. We will also charge a \$35 returned check fee on all returned checks.

Q. What if I forget you are coming?

We will send a reminder to all scheduled customers, via email, about 2 days prior to their service. If the crew arrives to your home and cannot gain access, we will first make every attempt to contact you, if we are unable to do so we consider this a No Show and you will be assessed a \$50 fee. Remember we have to pay the crew and the cost of travel to arrive to your home.

To be fair, if we must reschedule your service, without notice, by no fault of yours or an act of God we will reduce your fee by \$25 for that rescheduled service.

Q. Is a long term contract required for service?

Absolutely not! Our services are provided as needed to suit your busy lifestyle. There are no long term contracts or obligations required.

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