



**RISK
FREE**

QUESTIONS AND ANSWERS

to help you pick the right
cleaning service today



Hiring a cleaning service for the first time? Not sure what to ask or what to look for?

6 risk free questions and answers to help you pick the right service today.

**01**

Protect your home by being properly insured



If a maid should slip and fall while cleaning your home, your homeowner's policy might not cover the incident. Most consumers will ask if the company has a general liability policy in case of an item being damaged in your home. But many people don't know that without an accident coverage policy, the homeowner may be held liable if a cleaner were to injure themselves at their home. Ask the question - If a staff member is injured at your property what is the company procedure and how are you protected? And always ask for documented proof.

02

Protect your home by being sure that those at your home have been properly screened

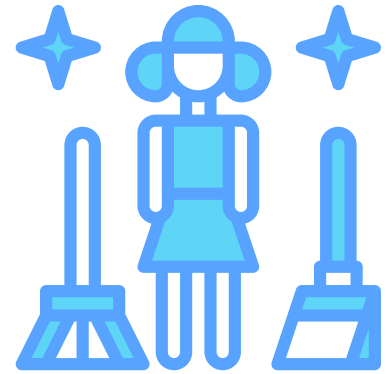


Ask how a company hires and screens their staff. Do they perform background checks? Do they carry bond insurance? Have they had any incidents of theft? And if theft occurs, what is the procedure that follows? What is their average turnover rate of employment? This is important because companies with high employee turnover rates are often a sign of poor hiring practices and a lack of incentive programs for their staff. Ask yourself - Are you ok with a having a potentially unhappy, disgruntled, unscreened individual in your home while you are away at work?



03

Make sure your cleaning team are W2 employees



Some cleaning companies will hire independent contractors to fill their vacancies in staff. Often for the purposes of lowering their operational costs but at the real expense of your safety. Hiring independent contractors can potentially be costly to you as it places your assets at risk. Independent contractors are often not covered by the company's insurance policies or protective policies. Make sure that your cleaning teams are W-2 employees and not independent contractors. Did you know if you pay a maid at least \$1,200 per year, you are required by federal law to pay social security and other taxes? If your cleaning teams are W-2 employees, you are not responsible for any tax liabilities. Additionally, in the event of a job site accident or crime the company, not the homeowner, would accept responsibility for the cost of compensation. This measure of protection dissolves the moment you have independent contractors cleaning your home.



04

Protect your home by hiring a company who is in it for the long haul



High customer retention is the best indicator for how a cleaning company approaches customer service. If a company has a high retention rate, that tells you their primary goal is to achieve continuous customer satisfaction. This is achieved by having measurable systems in place. Ask the company how they measure customer satisfaction and how they approach concerns and grievances. Their answer will tell how much they value your business. Never be shy about asking for references. Companies that take care of their customers love to showcase this when asked.



05

Protect your home by hiring a company who is qualified to be called a professional cleaner

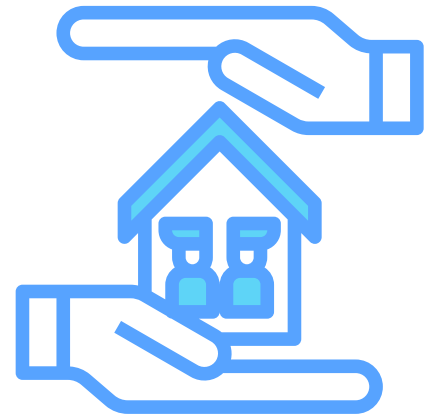


Always ask what type of products will be used? How they are applied? Ask if they contain harsh chemicals and what protocols are taken to avoid any accidents? Ask them to explain how their staff are trained? Ask what checklists a new cleaner must go through before they are approved to enter a customer's home? The danger lies in how some companies approach their turnover rate. Often, they are unprepared and find themselves rushing to push new employees into unfilled positions they are not ready to take on. You must understand that everyday household cleaning products can easily cause irreversible damage to your property if not applied correctly. Not to mention the danger of not understanding the dangers of mixing chemicals. Ask how they verify if a cleaner is ready to take on the responsibility of ensuring the safety of your property and everyone at the home while they perform their duties. Remember, no insurance policy will cover accidental damage caused by untrained personnel.



06

Protect your home by ensuring a guarantee is more than just a gimmick



Most companies will offer guarantees especially at the beginning of the business relationship. But without having it in writing that company could disappear when things go sour. Having a GUARANTEE in writing is a sure way of ensuring that company will honor its commitments. Understand what the guarantee is and what you must do if you should ever need to invoke the guarantee. Clean is a subjective term and will mean different things to different people. Every cleaning service will feel that they are the best cleaners in town. So a GUARANTEE, in my opinion, is the organization's pledge on entering a long term business relationship for years to come. After more than 20 years of being in the cleaning industry I have never had an issue with guaranteeing my work with no questions asked.



Being new to the process of hiring a cleaning service can be scary and confusing. Hiring a service to enter your private home is a decision that should not be taken lightly. Often the service will be performed when you are not home so being completely comfortable with your choice is essential. I hope the insight I have shared with you provides you with the tools to make the best choice for your home. Keep in mind that cleaning may be your chore but for the right service your chore is their passion. Find that right service and you will find the cure to all your cleaning pains.

Thank you for your interest in this article. If you still have not found that right company then put us to the test. Email us at **scheduling@cleannpristine.com** mention this article so you can receive **20% off** your first cleaning.

