

# WELCOME PACKET



Thank you for choosing Upper Crust Cleaning Co! We pride our company on retaining long term relationships with our clients. Here are guidelines to ensure a top quality and mutually respectful working relationship.

## SUPPLIES

- All quality cleaning products; cleaning cloths, mops, buckets, brooms and vacuum are supplied
- If you would like us to use your vacuum or special cleaner you provide, let us know. Vacuum on loan from a client must be in good working condition (no maintenance on vacuums will be performed)
- Our products are environmentally friendly and low VOC. If you would like more information, see Our Cleaning Products listed on our website

## CLEANING DAY

- Remove clutter, toys and please be certain that your pet/s are in a safe spot before our arrival
- If you consider having other service personnel scheduled when we have a cleaning appointment, consider that it does not impact our time in your home. If there is conflict, be sure to reschedule within the grace period to a more convenient time (refer to our **cancellations policy** for deadlines)
- Disruptions decrease our productivity and time is valuable. When we are unable to focus on the task at hand, oversights are much more likely to occur

## ACCESS

- Issued keys are kept secure and distributed to your housecleaner for service appointments only
- A hide-a-key, door code, garage code or loaner key are options available if you aren't comfortable issuing us a key
- If your housecleaner is unable to gain access to your home on your scheduled cleaning day, a full cleaning fee will be charged, so be certain that whatever method you choose will not fail

## CLIENT DATABASE

- We keep an updated database for every client to provide clear communication to our house cleaners and clients
- Notes include information on pets, access, cleaning priorities, what to avoid, and cleaning products required
- Notify us at [inquiries@uppercrustcleaning.com](mailto:inquiries@uppercrustcleaning.com) of long-term guests, construction projects, or a new pet as adjustments will need to be made to your time/cost. Changes in family dynamics, no matter how small, will translate to changes in the requirements of the job. Your housekeeper isn't qualified to reevaluate any time/cost adjustments so it is necessary for you to contact our office for changes to your service, even if only temporary

## BUSINESS HOURS

- 8am-6pm, Monday–Friday Closed Saturdays, Sundays and All Major Holidays. Open banking and school holidays
- If you contact us regarding your service after hours or weekends, no matter the method of communication, we will be available to you the next business day. For cancellations, please refer to your Engagement Agreement
- Contact us at [inquiries@uppercrustcleaning.com](mailto:inquiries@uppercrustcleaning.com) to communicate changes or call our office at 425/433-6661
- We always respond to inquiries within 24 business hours

## LINEN AND LAUNDRY SERVICE

- Linen service requires that clean linens be placed on each bed (if the service plan does not include wash/dry). Your house cleaner will not sort through closets or piles to locate clean linens
- For laundering clothes, items must be placed in clearly designated piles. Your house cleaner will not assume clothes can/can't be washed, combined, or which items can/can't go in the dryer

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## ALA CARTE SERVICES

- We love helping our clients with extra services. Whether it's changing beds, organization, oven cleaning, interior windows, doing laundry, we are here for you
- Extra services must be scheduled in advance at [inquiries@uppercrustcleaning.com](mailto:inquiries@uppercrustcleaning.com) or contact our office if there are items not listed on our Ala Carte Menu that you may be interested in
- Check out the great selection of extra service options offered on our Ala Carte menu, as well as pricing on our website

## CANCELLATIONS

Refer to your Engagement Agreement for Details

### WITHIN 72 HOURS

- For cancellations within 72 hours of service, a \$50 fee will be charged. This applies to business hours as we are closed on weekends

### WITHIN 24 HOURS

- For cancellations within 24 hours of service or if your housekeeper is unable to gain access to your home on your confirmed cleaning day, no matter the reason, a full house cleaning fee will be charged
- We reserve a space for our revolving clients and have a waiting list. If last minute rescheduling is required and can be accommodated, an additional full cleaning fee will be charged

### CANCELING A SCHEDULED CLEANING

- When clients need to cancel an appointment, we require ample time to adjust the schedule. We are certain that it is as important to our clients as it is to us that our quality cleaners stay busy. This in turn retains the best workers so please give at least two weeks' notice or more when canceling a cleaning
- If you will be traveling, entertaining guests, have a surgery or contract work scheduled on one of your cleaning days, please let us know, even months in advance so we can fill those windows
- Your fee is based on the revolving service plan chosen and if a cleaning is skipped, more time is required on the next visit. Canceled cleaning appointments for any reason, a \$20 fee will apply to cover the additional time needed on your next cleaning

### RESCHEDULING A CLEANING

- Whether due to request, inclement weather or holiday, when you're rescheduled to a different day, your next service appointment will take place on your regular assigned day or week, regardless if it is weekly, bi-weekly or monthly, it WILL NOT DEFAULT TO THE NEW DAY OR WEEK of any rescheduled cleaning, whether the change was implemented by the client or our office
- If your house cleaner is in on site and a power failure occurs, emergency plumbing issue or other act of nature, Upper Crust Cleaning Co. will not be held liable to return to complete the work or reduce our cleaning fee

### SERVICE CANCELLATION

- We require 30 days' written notice to cancel your revolving service plan
- For cancellations less than 30 days, fees will apply

## PAYMENTS

Refer to your Engagement Agreement for Details

- Payment arrangements are made in advance and fees processed in accordance with your agreement
- We accept ACH transfers from checking (no fee) as well as all major credit cards (fees may apply)
- If a client elects to pay on their cleaning day rather than using the ACH transfer program by check or cash, they will be required to sign our Engagement Agreement as all other policies will apply
- **\$10 LATE FEE** for clients not participating in ACH transfers and their payment isn't left at the time of service
- **\$30 NSF FEE**

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## PETS

- Pet messes of any kind including litter boxes, pet vomit, and feces, are not the responsibility of Upper Crust Cleaning Co. employees to clean up after
- If a client has a pet that has accidents, we will require the use of their vacuum
- Please put pets in a safe place while we are on-site if they may feel threatened or have aggressive tendencies. Many pets, even when friendly, are not comfortable with new people or loud noises. This protects the company and our clients from potential liability and keeps your pet/s safe

## DISCLAIMER

- Refer to your Engagement Agreement for Details
- Upper Crust Cleaning Co. will not be liable for faulty or poorly installed furniture/fixtures, picture hangings, appliance parts, aged or brittle wood blinds, etc. that break or fall while cleaning
  - It is the client's responsibility to notify us regarding any furniture/fixtures that require special attention, instruction, or need to be avoided. This information is entered into the client's database for reference
  - All cleaning products supplied by any client that may cause damage to surfaces, will not be the responsibility of Upper Crust Cleaning Co.

## QUALITY SERVICE GUARANTEE

- We ensure complete satisfaction with our service. If for any reason you are not happy, contact our office at [inquiries@uppercrustcleaning.com](mailto:inquiries@uppercrustcleaning.com) within 24 hours, and we will be happy to send your cleaner back, free of charge, to correct any oversights. After 24 hours it is difficult to assess whether the problem was due to poor workmanship, or daily living, so contact us right away
- No discounts for services will be offered without the opportunity to make all necessary corrections
- Include pictures or an itemized list of areas that still need attention. The assigned house cleaner needs to demonstrate that they understand how to meet client needs fully and given the opportunity to fix oversights. This not only promotes accountability, but helps to refine future cleanings to ensure satisfaction
- If after corrections have been made and our quality control has inspected, and there isn't complete satisfaction, the cleaning is free

## REFERRAL REWARDS

- Upper Crust Cleaning Co. offers a wonderful Referral Rewards program. Whether a current or former client, when a customer refers anyone that signs up for our weekly or bi-weekly service plans, we offer a \$50 credit to their account, and for monthly plans, we offer a \$20 credit
- The new customer must utilize services for two months for the referring client to receive their reward
- Rewards are mailed via USPS and the discount can be applied to any scheduled cleaning
- For former client referrals, a \$50 Visa gift card will be mailed via USPS after the two-month period

## CODE OF ETHICS

- Employees of Upper Crust Cleaning Co are required to sign a Restrictive Covenants Agreement, prohibiting them from soliciting, or accepting business, from current or former clients while employed at Upper Crust Cleaning Co., and for a period of two years after termination. If an employee approaches any client with the intent to perform the same tasks privately, or through another company, the client is urged to report such activity immediately