

Common Questions for Residential Cleaning

General Residential Cleaning Services

- What types of cleaning services do you offer?
- Do you provide one-time or recurring cleaning services?
- Do you offer deep cleaning, move-in/move-out cleaning, and regular cleaning?
- Can you clean specific areas of my home, such as kitchens, bathrooms, or bedrooms?
- Do you bring your own cleaning supplies and equipment?

Cleaning Pricing and Rates

- How do you determine the cost of a cleaning service?
- Do you charge by the hour or by the square footage?
- Do you offer flat-rate pricing for specific services?
- Are there additional fees for deep cleaning or specialized services?
- Do you offer discounts for regular cleaning appointments?

Cleaning Frequency and Scheduling

- How often should I schedule a cleaning service?
- Do you offer weekly, bi-weekly, or monthly cleaning options?
- Can I schedule a cleaning on short notice?
- How far in advance should I book a cleaning appointment?
- Do you offer same-day or emergency cleaning services?

Cleaning Services and Special Requests

- Do you clean carpets, upholstery, and windows?
- Can you clean hard-to-reach areas like baseboards and ceiling fans?
- Do you offer appliance cleaning, such as inside the refrigerator or oven?

- Can you provide special cleaning for pets or allergy concerns?
- Do you offer green or eco-friendly cleaning services?

Cleaning for Specific Events

- Do you provide cleaning services for post-party or event cleanups?
- Can you help with cleaning before or after a move?
- Do you offer seasonal cleaning services, like spring cleaning?
- How do you handle cleaning after home renovations or construction?
- Do you clean after large family gatherings or holiday parties?

Cleaning Team and Experience

- Who will be cleaning my home?
- Are your cleaning staff trained and insured?
- Do you conduct background checks on your cleaning team?
- Will the same cleaning team come to my house every time?
- How do you ensure the quality of the cleaning service?

Customer Satisfaction and Guarantees

- Do you offer a satisfaction guarantee for your cleaning services?
- What should I do if I'm not happy with the cleaning service?
- How do you handle complaints or issues with a cleaning job?
- Do you provide follow-up services to ensure satisfaction?
- Can I request specific instructions or preferences for my cleaning service?

Cleaning Supplies and Equipment

- Do you use non-toxic or eco-friendly cleaning products?
- Can I request specific cleaning products if I have allergies or sensitivities?
- Do you bring your own cleaning equipment, such as vacuums and mops?
- How do you handle large cleaning projects or deep cleans?

- Do you charge extra for special equipment or supplies?

Security and Trust

- How do you ensure the safety and security of my home during cleaning?
- Can I trust your cleaning staff with access to my home when I'm not there?
- Do you provide keys or access codes for locked areas of my home?
- What happens if something is damaged during the cleaning?
- Are your cleaning staff bonded and insured?

Payment and Cancellation

- What payment methods do you accept for cleaning services?
- Do you require a deposit or full payment in advance?
- How do I pay for a cleaning service after the job is done?
- Do you charge extra for cancellations or changes to scheduled services?
- How do I cancel or reschedule a cleaning appointment?