



Residential and Commercial Cleaning
Full Service Concierge and Time Saving Services
Consistently Excellent Service - Guaranteed

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www.TowersElite.com

How to Select a Cleaning Service – 10 Areas to Look Into

When the time comes to choose a house cleaning service, we would like to offer a few tips to help you make that decision. In a best case scenario, having a recommendation from a friend, colleague or neighbor is a good reference. However, if you have to rely on the Yellow Pages, a flyer, a billboard or ad in the paper, the following are suggestions to help you decide who to finally choose. We also have links on our web site (www.TowersElite.com) to additional consumer education sites for House Cleaning.

1. Call the person or cleaning company and interview them on the phone. You'll want to find out what they clean and what they prefer to clean. Some people or companies only clean empty homes or apartments or do one-time cleans and so forth. Other questions should include: Do you clean in my neighborhood? How long have you been in business? Have you had any formal training? What about references?
2. Call the Better Business Bureau. A company may or may not be a member of the BBB, but it never hurts to check them out.
3. A cleaning company should make an appointment to come to your home in order to give you an exact estimate, especially if you're looking for an ongoing service. Most companies do need to see how large your home is, if you have pets and/or children, and how many knick-knacks to know what to charge you. They will also need to see your home to know how much time to schedule for your cleaning.
4. Be careful with rates. Hourly: Don't shop hourly rates. It's more important how much work gets done per hour than what the hourly rate is. It would be better to pay a higher rate per hour and get more done in less time, than to pay \$4 an hour for an 8-hour day and get less done. Housecleaners are more motivated to get more done if they are paid a higher rate so they can clean more houses. That's not to say they will not do a good job. As someone cleans your house over and over, they get faster. It may take 5 hours to clean your house at first, but only take 3 hours the more they clean your house. Fixed, per-visit fee: Some cleaners or companies charge by the job instead by the hour. The advantage of this is that you pay the fixed price no matter how long it takes the job to get done. This is also a motivator for housecleaners. They can earn the same amount of money in a shorter amount of time. Housecleaners on this price basis generally concentrate on doing the job well.



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5. Letting Cleaning Services into your home: Most housecleaning is done when you are not at home. The cleaners will need a way to get into your home, usually a key. Some clients try to schedule cleanings when they are at home. However, you may discover that you don't like having someone at home under foot. If you decide to let the company or cleaning person have your key, NEVER leave it under the doormat. Ask the company or person if they are bonded and have insurance – and ask to see proof of it. Unfortunately, many say they have it when, in fact, they do not. With the insurance and bonds, if anything is broken during the course of the cleaning, they have to pay for it. Ask if the key is coded while in their possession. Most companies code the keys so that if they are lost and then found, no one will know which house the key fits.
6. Ask about scheduling. Ask the company or person what happens if they don't show up on their scheduled day. Companies will usually reschedule before hand if a problem arises or if your cleaning day is on a holiday. Ask individuals what they do as recourse if he/she does not show up.
7. Ask about all the potential fees. For example, most companies charge a schedule change fee, lock-out fee, contract cancellation fee, etc.
8. If asked to sign a contract – READ IT CAREFULLY. Don't take the word of the sales person. Take the time to read it yourself. Is it easy to understand or full of jargon? Is there an easy out for you if the company fails to meet their commitments in terms of quality and/or timeliness?
9. Who supplies the cleaning supplies and equipment? What supplies are used? Are the environmentally friendly? Is their scent pleasing to you? If you have allergy problems, are their vacuums equipped with HEPA certified filters?
10. While this might be a stretch for some, we believe it's a final, important area. What is the company doing in and for the community?

We hope these tips will help you choose a housecleaning service that is reputable and consistent. We trust the information we provided you today provides you with answers for Towers Elite Service across all these areas. If not, please call us. We hope you will choose Towers Elite Service as it would be an honor to provide you with our outstanding quality of service.