

POINTS OF POLISH

BATHROOMS

Shower

- Scrub walls & door with tub n tile & a sponge
- Rinse, squeegee, & dry walls & floor
- Shine hardware & glass shower door in & out

Bathtub

- Scrub walls with tub n tile & a sponge
- Hand-wipe ledge & items around tub
- Dry & shine hardware

Vanity

- Dust light fixtures
- Polish mirrors to a shine with microfiber towel
- Scrub countertops with tub n tile, dry & polish hardware
- Hand-wipe soap & lotion bottles
- Soak soap dishes & wipe clean

Throne

- Disinfect exterior (top, basin, bowl, base)
- Use toilet bowl cleaner to scrub bowl interior with a brush
- Pumice interior of bowl, remove ring if necessary
- Disinfect interior of lid, seat, & top lip of bowl
- Disinfect front of bowl & “feet” at base

In General

- Dust blinds & wall décor
- TP triangle
- Hand-wipe towel holders & TP holder
- Hang/fold towels professionally
- Empty wastebasket, replace liner, return to original spot
- Shine all hardware, handles, & chrome details

KITCHEN

Countertops

- Hand-wipe exterior of small appliances (coffee maker, toaster, etc)
- Polish countertops, remove stuck on food

- Check countertops at eye level to make sure no crumbs are left behind

Appliances

- Disinfect inside microwave
- Clean exterior of fridge (including the top), dishwasher, & oven
- Polish ceramic stove top to a shine
- Polish stainless surfaces with stainless steel cleaner
- Remove gas stove top grates, wipe free of baked on food
- Disinfect underneath grates, polish to a shine, replace grates
- Scrub sink basin, rinse & dry
- Soak soap dishes & wipe clean

Kitchen/Dining Room Table

- Disinfect table top, remove stuck on food
- Hand-wipe chair from top to bottom, dust decorative backs
- Hand-wipe base of table, if applicable
- Move chairs to vacuum & mop under the table thoroughly
- Return chairs to original spot

In General

- Dust blinds & wall décor
- Hang/fold towels professionally
- Remove waste & recycling to outdoor receptacle

DUSTING

Furniture

- Hand-wipe all horizontal surfaces with a damp microfiber cloth
- Dust all picture frames & non-fragile items & lift to wipe underneath
- Hand-wipe all electronics free of dust

Bedrooms

- Straighten bed sheets, comforter, & fluff pillows
- 1 Bed sheet change included per service (Leave fresh sheets on corner of the bed)

POINTS OF POLISH continued

In General

- Dust all blinds with feather duster
- Hand-wipe all windowsills
- Swiffer the tops of all baseboards
- Dust all wall décor & picture frames
- Dust all light fixtures & ceiling fans up to 8 feet tall
- Hand-wipe stairs banister

Final Touches

- Clean front/back sliding glass door, if applicable
- Fluff pillows, straighten throw blankets, straighten magazines, etc
- Empty all wastebaskets into kitchen receptacle
- Replace wastebasket liners & return to original spot
- 1 final quality check per room to ensure all is back in place
- Turn off all lights

FLOORS

Vacuuming

- Step 1: Edge where floor meets wall & around furniture
- Step 2: Vacuum all accessible floors
- Step 3: Vacuum stairs, if applicable
- **OPTION: Upgrade your floors to the Essential Oil Steam Cleaning Technique!!**

Wet Mopping

- Pre-soak any sticky spots on kitchen floor with all purpose
- Polish hardwood, laminate & tile “with the grain” to avoid streaking
- Vacuum or shake (outside) rugs & replace after mopping
- Mop stairs, if applicable

DEEP CLEANING ITEMS

Please Schedule In Advance

- Hand-wipe all light switches, doors, & door frames
- Hand-wipe all baseboards
- Disinfect cabinet & drawer fronts in kitchen & bathrooms

ADDITIONAL SERVICES

Please Schedule In Advance

- Dust or treat silk large trees & plants
- Clean inside oven &/or fridge (must be thinned out prior to service)
- Load, unload, &/or hand wash dishes
- Laundry &/or ironing
- Change sheets on more than 1 bed per service
- Vacuum upholstery
- Inside washer, dryer and/or dishwasher



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www.goinggreenhouse.com



FAQ & Terms



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Thank you for being a valued client at Going GreenHouse! It is important to us that we provide a 5-star experience for your non-toxic house cleaning service. Here are some things that you can do to ensure our success!

FAQ & Terms

PRIOR TO THE SERVICE

You will receive an email confirmation 7 days prior to your scheduled service from admin@goinggreenhouse.com. You may respond to this email with any request, scheduling or otherwise.

MAIN OFFICE LINE (602) 476-9321

You are welcome to call or text this number at any time. Our office hours are from 8am – 5pm Monday through Friday so if you text outside of these times, we will respond the next business day. Text messages are monitored by the office staff. If you call outside of office hours, you will reach our answering service who will take your message and email us the details to be responded to the following business day.

CONFIRMATIONS, LATE/EARLY ARRIVAL TEXTS

These texts come from our scheduling software and we ask that you DO NOT RESPOND to these texts. Instead please communicate through our main office line.

Availability

We do our best to meet your scheduling & crew requests, there are many things that go into the schedule including crew availability and routing optimization. If you would like priority scheduling, please consider purchasing a 6 or 12 month package. If you have a vacation coming up or are going to be on hiatus for any amount of time, please let us know as soon as possible.

Schedule Changes

Last minute cancellations or callouts can affect your scheduled service time. If your time changes after your service has been confirmed, we will send an email for you to note your new time.

Packages

We offer 6 or 12 month packages to clients that are interested in buying a block of services in advance. A package includes a 2-6% discount when paid in advance.

First Time Service Deposits

At the time your first service is scheduled, **you will be charged a 50% NON-REFUNDABLE DEPOSIT** to the card on file. The remaining 50% of the service fee will be charged after the first service is completed. The deposit will expire 30 days after the consultation is performed. If the originally scheduled service needs to be rescheduled, it will need to be done within 30 days of the consultation to be able to apply the original deposit.

Please ensure that the card that you put on file is updated as needed as a late fee of \$25 every 3 days will be assessed to late payments.

Tidying Up For The Cleaners

Preparing your home prior to our arrival will ensure you receive the most thorough and efficient cleaning service we can provide. This includes:

- Picking up laundry, toys, etc. from the floor

- Putting items on bathroom and kitchen countertops in bins we can easily move or clean and vacuum around
- Collecting rogue trash and dishes from around the house

We are more than happy to include a tidying service as part of the cleaning service, but please be aware it will result in an additional cost as our expectation is that the home is in condition for us to clean unless otherwise agreed upon.

DAY OF SERVICE

Efficiency Of Service

We have a method to the madness with the process whereby we clean in a timely fashion. We typically have one person start in the master bathroom and another in the kitchen. If you alter or interrupt that process/system we do not guarantee the home will be entirely cleaned in the allotted time scheduled and we will not stay to complete beyond the time allotted. Please refrain from preparing meals or showering and getting ready while we are cleaning as it causes inefficiencies in our flow which can increase your service fee or result in dissatisfactory cleaning in these areas.

Items requested at the time of service that are in addition to the standard checklist or that were not agreed upon prior to the service will be charged double the standard rate. We kindly request that any additional items that you desire be done at your service are requested by calling/texting/emailing the office with 48 hours notice and will be charged our standard rate.

Things that hinder our ability to provide a 5-star cleaning service, require additional labor, and can result in increased service costs:

- If your home is in a different state or promised state than what was discussed when the initial consultation was performed
- Moving in or out of the home while we are cleaning

- Any other vendor that we did not coordinate with beforehand performing any kind of work inside the home

Mode Of Entry

Lockbox code, key location, garage code (make sure batteries work), if you are in a secure building and intend to have the office staff let us in, make sure that they are aware of it prior to the service. If we arrive and are unable to gain entry to the home, a cancellation fee equal to the cost of the service will be assessed.

100% GUARANTEE

Your service is customized based on what was communicated to us during your consultation. If you receive a service that is not satisfactory, please reach out to us so that we can correct it. We do not offer discounts for services. We are happy to do the following things to ensure your satisfaction with our services moving forward:

- Send a crew back to your home to touch up the missed items
- Update/clarify your notes to ensure that any dissatisfactory items are taken care of moving forward

Products We Do Not Carry

We are a non-toxic cleaning company. The wonderful thing about these products is that you don't have to worry about being exposed to toxic chemicals in your home, and we don't have to worry about exposing our staff or damaging your home surfaces. If you ask our team to use a product we do not carry in our kits, we are not liable for any damage the product causes.

If you would like a specific solution or would like a specific ratio of a solution used that we do not carry, we kindly ask that you prepare it prior to the crew's arrival and leave it out for us.

Please also take into consideration that if we use your tools and products, the team may need instruction on how to use and even then may not use the tool efficiently as it is not part of our typical

day-to-day operation. Please understand an additional fee for additional time learning and using a new tool or product may be necessary to meet your expectations.

Valuables

When we are thoroughly cleaning your home, we are lifting to clean under and behind each item. We always take care when doing so, but please do understand that accidents happen. If an item is valuable to you, is irreplaceable, or you would be heartbroken if it was damaged in any way, please put it away when we are there as to avoid any heartbreak. We do not promise to repair or replace any item that is accidentally damaged while we are cleaning.

Personal Items

Medication of any kind or valuables that you are concerned about being moved or misplaced: please put in a secure location during cleaning so there is no question as to the whereabouts of the item(s).

Items We Do Not Clean Or Remove

- Entire walls - we are happy to spot clean specific areas of walls agreed upon at the time of consultation
- Insurance does not cover us cleaning anything taller than 10'
- Mold
- Feces
- Urine
- Blood
- Vomit
- Pest Infestations

While we are accustomed to the occasional dead fly, scorpion, or cricket, and remove them as part of our cleaning process, we are unable to remove pest or pest waste infestations (dead or alive) and would be happy to give you a referral for a pest control company if needed.

If part of our service for you includes cleaning out the fridge and/or freezer, please remove all rotten or spoiled food prior to the service or it will be left where it is and cleaned around.

Feedback & Gratuity

A feedback email will be sent after every service is complete. You are able to rate your experience on a scale from 1 to 10, leave a Google review and indicate if you would like to add gratuity for the team that cleaned your home.

CANCELLATION POLICY

Any cancellation made within 48 hours of your service is subject to a fee equal to 50% of the service price. The best way to communicate a cancellation is to email admin@goinggreenhouse.com or to text (602) 476-9321 with AT LEAST 48 hours notice so that we can accommodate another service during your scheduled time and get you rescheduled as soon as possible.

Same Day Cancellations

A fee equal to 100% of the scheduled service will be assessed in place of the canceled service and any reschedules will also be charged 100% of the service fee in these instances:

- If you cancel your service on the same day that we are scheduled
- If we arrive to your home at the scheduled time and are asked to wait for longer than 30 minutes to gain entry or are unable to enter the home

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cleaning services
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