



## Deep Cleaning Checklist:

### **Red Font Items = Items only included in Deep Clean**

*Every Deep Clean includes the "Basic Clean" with detail emphasis*

*And focus on build up, plus the following.*

### **KITCHEN**

- Remove cobwebs
- Dust window sills
- Wipe outside cabinets & drawers
- Clean microwave – interior & exterior
- Clean/disinfect/polish sinks & faucets
- Clean table and chairs
- Clean stove top & control panel. Drip pans/grates scrubbed
- Clean major appliance exteriors (interior upon request)
- Clean and disinfect counters & backsplash
- Empty trash and replace the liner
- Clean floors (vacuum & mop)
- Top of the refrigerator
- **Ceiling Fans – Blades Cleaned by hand if reachable.**
- **Tops of doors, doors and door frames - dusted and degreased if needed**
- **Interior windows – Cleaned**
- **Inside/Outside glass storm doors cleaned**
- **Blinds dusted**
- **Light switch plates cleaned**
- **Stove hood cleaned (top surface only)**
- **All air vents cleaned**
- **Interior windows – Cleaned**

## LAUNDRY ROOM

- Washer & Dryer wiped down
- All cabinets and countertops wiped down
- Floor mopped, swept
- All air vents cleaned
- Any shelving dusted and wiped down
- Clean and dust behind washer and dryer
- Sink cleaned
- Interior windows – Cleaned

## BATHROOMS

- Remove cobwebs
- Clean tub, shower door and inside of shower
- Clean toilets in/out, base and behind
- Wipe outside cabinets and drawers
- Clean countertop, sinks, and faucets
- Clean mirrors
- Dust window sills
- Dust towel bars
- Fold and hang towels neatly
- Empty trash and replace the liner
- Wipe door, handles & light switches
- Clean floors (vacuum, sweep, mop)
- Clean inside of any windows
- Clean exhaust fan
- Clean or dust any air vents
- Clean all light switches
- Tops of doors and doors - dusted and cleaned
- Interior windows – Cleaned

## BEDROOMS

- Remove cobwebs
- Dust lamps and lamp shades

- Dust furniture within reach (top, front & underneath)
- Dust picture frames
- Dust window sills
- Clean mirrors and glass surfaces
- Dust light fixtures
- Empty trash and replace the liner
- Clean floors (vacuum & mop)
- Wipe and sanitize all handles
- Clean top of doors, doorknobs and lights switches
- Polish all furniture (furniture must be made from material that can be polished)
- Vacuum vent fans and wipe down
- All ceiling fans cleaned
- Dust all blinds or wash blackout vinyl shades
- Interior windows – Cleaned

## **LIVING AREAS – LIVING ROOM/FAMILY ROOM**

- Remove cobwebs
- Vacuum/dust upholstered furniture
- Dust lamps and lamp shades
- Dust furniture within reach (top, front & underneath)
- Dust picture frames
- Dust window sills
- Clean mirrors and glass surfaces
- Empty trash and replace the liner
- Wipe doors, handles & light switches
- Clean floors (vacuum & mop)
- Dust and clean all Knick knacks
- All ceiling fans cleaned
- Clean top of doors, door frames
- Doorknobs and lights switches
- Interior windows – Cleaned
- All air vents cleaned

## **SERVICES WE DO NOT OFFER:**

- Carpet steam cleaning
- Putting away dishes
- Moving or lifting anything over 25 lbs.
- Hoarding, high levels of trash/debris
- Cleaning biohazards (mold, blood, bodily fluids)
- Cleaning cat litter box
- Cleaning up animal waste
- Cleaning insects/rodents
- Cleaning anything outside the home
- Cleaning inside fireplace
- Groceries or errand running

## **Add-On Services:**

- Handwash all baseboards: \$50 \*Under 2000 SQ
- Handwash Baseboards \$100 \* Property over 2000 SQ
- All Window Tracks: \$50
- Inside the refrigerator - \$50
- Inside of Oven - \$50
- Inside of all cabinets in kitchen – (cabinets must be empty upon our arrival) - \$50

### Things to remember:

- ❖ We do not climb higher than a 2-step ladder. Higher items will only be dusted with an extension duster, if accessible.
- ❖ We will not move furniture. Move In/Move Out Cleans operate under the assumption that the space will be empty.
- ❖ Prices of any services shall never be discussed between technician and client. Client asking for any information outside the scope of the service performed risks losing us as a service provider. Please notify us if technician attempts to service you by undercutting our company. This is strictly prohibited.
- ❖ We will not throw out more than 4 bags of garbage
- ❖ If you will not be home and are running late, we will not wait more than 20 minutes without
- ❖ **Deposit is non-refundable**

## **CLIENT GUIDELINES**

## **PREPARING FOR YOUR SERVICE:**

We love working with you to keep your home shiny and clean. Just remember: if you want it cleaned, make sure it's ready to be cleaned! Cluttered counters, tabletops, and rooms need to be addressed before we can clean them, so it cuts into your schedule.

## **APPOINTMENT TIMES AND SCHEDULING:**

All appointment times are approximate. Please allow a 30-minute window for appointment times. While we make every attempt to guarantee an exact arrival time, due to weather conditions, traffic, and unforeseen issues at prior appointment (each home gets the attention it deserves!) we sometimes run a little late. If we will be arriving outside the 30-minute window, we will text or call.

## **ALARM SYSTEMS & KEYS:**

It is not necessary to be at home while we are there cleaning. If you have an alarm, make sure we have the key code so we can disarm the alarm when we arrive, and set it again when we leave. We'll need to know where you keep your house key. Key boxes (like a Realtor uses) are available from A Deeper Clean as well. \$10 deposit required.

## **RESCHEDULING:**

Stuff is going to happen. At one point or another -- for whatever reason, one of us (either you or us), is going to need to reschedule a cleaning. Communication is key! Text or email as soon as you know there is a conflict and we'll do our best to reschedule your cleaning at the next earliest convenience; we will do the same.

## **SICK POLICY:**

If you or your children get sick with a contagious illness COVID-19 (i.e. the flu, a cold, pneumonia, chicken pox etc.) please reschedule your cleaning. Even though we disinfect your house, it is possible that we might transport germs to the next house or become sick ourselves. And to be fair to all of our customers and our own families, we prefer to wait until you are well again. On our end, we may call in sick as well to protect you and your family.

## **SATISFACTION:**

We aim to please. If for any reason, at any time you are not 100% completely satisfied, please text us immediately at 773-706-6000 or email us at [info@phes.io](mailto:info@phes.io) and we will do a re-clean of those areas. Please note due to the nature of our service, we do not offer refunds. If we missed a spot, we are happy to return and take care of it free of charge.

## **ASSUMPTION OF BATHROOM ACCESS:**

If you do not permit use of your bathrooms, we need to know that ahead of time, so other arrangements can be made.

**PAYMENT:**

Cash or Credit Card upon start of the job is the preferred route. Payment via check (made payable to Phes LLC) is also option, however, there is a \$50 charge for any returned checks. For first-time clients, we require a cleaning deposit of 50% in order to confirm our services.

**DEPOSITS ARE NON-REFUNDABLE**

**TIPPING:**

While grateful, we do not require tips for any of our services. If you would like to include a tip with your check or on-line payment, please notify our office. Thank you!

**SUPPLIES AND EQUIPMENT:**

We provide all equipment, cleaning products, and tools to service your home. If you have a certain preference in cleaning products or supplies, don't hesitate to let us know. If we have it on hand, we will be glad to use that instead. If you would like us to use your own, we are happy to do so but we are not able to be held responsible for any damaged caused by normal use of any supplies we did not provide.

***THANK YOU FOR YOUR BUSINESS!  
REFERRALS ALWAYS WELCOMED!***