



TRINITY CLEANING CARE Residential Cleaning Policies For Clients

Trinity Cleaning Care is committed to enhancing the lives of our customers through five-star customer service, affordable prices, integrity and reliability you can count on. The Trinity Cleaning Care team is trained to provide outstanding customer service. Our aim is to leave you with a fresh clean home or workplace and a smile on your face.

Trinity Cleaning Care is uniformed, licensed, bonded and insured. We understand that inviting someone into your home or workplace is very personal. For this reason we, at Trinity Cleaning Care, are very selective in our hiring process. We perform background checks on all our employees. You can have peace of mind knowing that Trinity Cleaning Care is based on values of honesty, trust and taking pride in the work we do.

Pricing

Trinity Cleaning Care utilizes a unique pricing formula that we have developed over the years. It is based on a variety of aspects including the size of your home, the number of bathrooms and bedrooms, number of pets, adults, children, how often you want us to clean and more. Every house is unique, so quotes are customized to your specific home and situation. We guarantee to give you the best price possible without jeopardizing our standard of quality.

Do you guarantee a day and time for my cleaning?

Trinity Cleaning Care will do everything in our power to arrange our schedule to meet your needs. We offer clients a two hour timeframe for arrival on a specific day, which we will discuss at the time of scheduling. It is our priority to arrive on time. However, due to our ever-changing schedule, traffic, and a myriad of unforeseen circumstances, there are times that our teams may arrive late or early. In these situations, a team member will call or text you with an update. Please allow us some flexibility and have your home available on your cleaning days from 8am to 4pm. If you need to leave, you are welcome to leave a key, garage code or alternative method of entering. If you have special needs, we will certainly ensure your needs are met.

Communication

Trinity Cleaning Care believes in strong communication with our clients. If you should need to speak with a manager, please call 615-971-5551 at any time. If we do not pick up, we will call you back as soon as we get the message. If you need to communicate something to your cleaning team, you can leave a note next to the payment, and they will review the message prior to starting the job.

Do I have to be home for the cleaning?

Many of our clients work or run errands during the day while the team is cleaning. This allows our teams to focus on the job at hand. It is your choice whether to leave while they clean or stay at home. If you are not going to be home, however, we ask that you provide a cell phone number where you can be reached in case of an emergency. Further, we will need to know how to enter your home and whether we should lock up when we leave.

Entry

If a client will not be home for the cleaning, they can provide us with an alternative method of entry: key to their home, hide a key on the premises, provide us with a garage code, or leave a door open. Please provide us with your alarm code and instructions if you choose to keep it activated when we arrive. Also, for your safety, we do not return keys by mail.

Rescheduling/Cancellations

If you need to cancel or change your scheduled cleaning day, please give Trinity Cleaning Care at least 48 hours prior notice. This will give us the ability to reassign the team to another client. Many of our cleaning team members are the main breadwinners for their families, and they count on their daily and weekly wages. If we cannot fill their slot in time, their wages are impacted. Our cleaning

team members are important to us. They love to serve you and they work hard to ensure your satisfaction. For this reason, we will charge a \$25.00 rescheduling fee in the case that we are not notified within 48 hours prior to your cleaning.

Days Closed

In order to provide our employees with time off, we are closed on the following days: New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Black Friday, Christmas Eve, Christmas Day. If you have a scheduled cleaning on one of these days, we will contact you ahead of time to reschedule your cleaning to a day close to the holiday that is convenient for you.

Payment

Payment is required either *before* or *at* the time of service, unless prior arrangements have been made. In order to schedule a cleaning, Trinity Cleaning Care requires a credit/debit card on file. We accept Visa, MasterCard, Discover, and American Express. If we do not receive an alternative payment (check or cash) on the day of the cleaning, the credit card on file will be charged. If you choose to pay by check, the payment is due at the time of service. If for any reason payments are not paid on the day of the cleaning, a \$15 late fee will be applied. Please make checks payable to Trinity Cleaning Care and leave it on the kitchen counter for the team. There will be a \$40 fee for all returned checks. If paying by check, a credit card on file is still required in case of accidental non-payment (an example would be forgetting to leave a check).

What if I accidentally lock my cleaning team out on the day of the cleaning?

Most of our clients give us a key, garage code, or hide a key on the premises for entry. If you lock the team out on a cleaning day, you will be charged a \$30.00 fee to cover gas and employee wages for the drive time out to your home. Please assume that this could happen to you, and have some sort of alternative plan in place so that we do not have to charge you that horrible lockout fee! ☺

What if I have guests staying with me or a party?

Please let us know ahead of time if there will be any extra usage of your home via guests staying with you or cleaning up after a party. More than likely, the additional usage will require extra time for your cleaning. The added time may increase your normal cleaning price. If you are not home and the cleaning took extra time, we will call you and let you know of the increased price.

Will my price ever change?

It is rare that we change a client's price from the original quote. Your quote, however, is based on the state of your home on the day of your consultation, as well as the current economy (cost of gas, supplies, etc). If you add furniture, decorations, or square footage that needs to be cleaned, we reserve the right to change the price of your service, depending on the circumstance. We will inform clients in advance if your cleaning team needs additional time to clean, due to the extra items or square footage. Changes in the economy can (though rarely) impact pricing.

Additional Services

If you would like to add additional services to your scheduled cleaning day, please contact Trinity Cleaning Care at least 48 hours in advance so that we may schedule the extra time needed for your home. We can also provide a quote for the additional services. Here are a few of the additional services we offer: inside refrigerator, inside oven, inside cabinets, dishes, windows (that can be accessed from inside of the home), patios, watering plants, dog walking, and other services customized to your needs.

Mildew/Mold

Mildew is most often seen in the shower and tub areas. Trinity Cleaning Care will do everything in our power to remove that mildew. Sometimes, however, mildew will stain the grout. If the caulking work sits on top of these areas, it may block us from scrubbing them clean. Therefore, we cannot guarantee that all mildew stains will be gone after a cleaning.

Supplies and Equipment

Trinity Cleaning Care supplies all cleaners and equipment. If you would like us to use some or all of your own supplies, please call and let us know ahead of time so that we can put that on your file. We use micro-fiber mop heads and towels, and they are washed after every use so that they are disinfected and clean when used in your home.

Trinity Cleaning Care is committed to using the safest cleaning products. This benefits both our clients and our employees. We pride ourselves in using almost all eco-friendly cleaning products. The following is a list of the most common items that we use:

Melaleuca Tub and Tile Cleaner (tea tree oil)

Melaleuca Degreaser (tea tree oil)

Trinity Cleaning Care, LLC 2015
PO Box 683012 Franklin, TN 37068
www.TrinityCleaningCare.com
615-971-5551

Damp Mop cleaner for floors
Sprayaway Glass Cleaner
Simple Green

409 Stone and Steel (for granite)
Stainless Steel Polish
Bar Keeper's Friend (for kitchen sinks)

Owners/Managers:

Tracy Crumley, Residential Cleaning General Manager

Joey Ebach, Residential Cleaning Owner

Shari Ebach, Residential Cleaning Owner

Todd Ebach, Commercial Cleaning Owner

Referrals

If you are happy with our service, refer us to your friends and neighbors! If they choose to use us on a continual basis, we will give you a 50% discount on your next cleaning.

Thank you for choosing Trinity Cleaning Care. Our focus at TCC is NOT on *quantity* (cleaning as many houses as we can) but on consistent *quality* cleaning (doing the best work we can possibly do). For this reason we have an extremely high customer retention rate. If other cleaning companies gave you a bad taste in your mouth, give us a try. We're different.

We hope for the opportunity to serve you!

Joey & Shari

Owners

By signing here, you are acknowledging that you have read and understood the policy sheet:

Signature: _____ **Date:** _____



New Client Information Sheet

Please fill out this form and leave it for your cleaning team to pick up with the payment. This will help us update our client profiles. To place a credit card on file with us, please call us 615-971-5551.

Name: _____ Date: _____

Address: _____ City: _____

Phone#: _____ E-Mail: _____

Do you receive text messages? **Yes** **No**

Phone# for Text (if different from above): _____

What is the best way to contact you? **E-mail** **Phone Call** **Text**

Means of entry into your home: _____

Please select your preferred form of payment (circle one):

Check **Cash** **Credit Card** on file (there will be a 2.9% convenience fee)

Do you wish to receive an invoice regularly? **Yes** **No**

Preferred method of receiving your invoices (circle one): **E-mail** **Mail**

Preferred day(s) / time(s) for your cleaning: _____

Frequency: **2-3 Per Week** **Weekly** **Bi-Weekly** **Every 3 Weeks** **Monthly** **Non-regular**

How did you hear about us? _____