

## Domestic Bliss Home Cleaning Fact Sheet 2019

We have 12 fully trained, uniformed, police checked staff and roster on a weekly basis. We roster each Sunday for the following week and clean a wide array of private homes, offices, buildings and other regular cleans. Some of our clients have been with us since 2010. Some of our staff before that!

### Pricing

We charge \$47.50 per hour and have a minimum of 2hrs per visit. If you won't be present for the clean, we ask that you provide us with a permanent key which is kept in a secure storage facility, or leave a key in a hidden location. We also offer a free text reminder service (the night before) to remind you we are coming. Please advise if you wish this to occur.

### Non-Access

Should we arrive and be unable to enter the premises we do have to charge a small fee to cover the staff costs/travel. Non-access fee is \$20 for Gladstone and \$35 for Tannum Sands. This is because we have to pay the staff in Kms and time to drive there and back.

### Chemicals

We provide all our own chemicals and equipment, unless there is something of yours you would specifically like us to use. Please note that steam mops do take twice as long to clean hard floors. We are trialing the use of a chemical free system called SAO and can also clean using your natural ingredient (vinegar/bicarb) regime if required.

### Staffing

We can guarantee a **day** but cannot guarantee a **time** of arrival. This is because the staff rosters change from week to week due to the fortnightly, 3 weekly and monthly cleans. Generally, all cleaning is finished by 4pm. Unfortunately, we can't always send the same staff member due to revolving rosters, time off and sickness. Usually two staff will look after you.

### Payment

We accept credit card payment via STRIPE or Go Cardless direct debit. We can also give a 7-day account and ask that invoices are paid promptly on receipt by bank deposit. Late fees apply for slow payers.

### Cancellation

If you wish to cancel any clean we ask that you give at least 24hrs notice so that the staff can be offered other work and not lose hours.

### Issues

If you have any issues with the cleaning please call me to discuss, this is very unusual but sometimes there is a discrepancy between the expectations and delivery of good cleaning and how long it should take. We have well trained staff who work to a high standard, they do not do the "quick flick", they move and clean under and behind things. All staff are trained, or re-trained to our way of cleaning.

### Booking Process

If that suits then please email me with a current copy of your ID, your address and details and we can roster you for your first visit. We ask that the first few cleans are pre-paid.

# Current Service Options 2019

	<b>Item</b>	<b>Unit</b>	<b>Town house</b>	<b>3 Bed House</b>	<b>4 Bed House</b>	<b>Large Home</b>
	<b>Kitchen Service</b>	25 min	30 min	35 min	40 min	60 min
	<i>Sanitize cabinet fronts, kickboards, scrub sink, wipe over fridge, clean microwave, wipe out oven, clean around power points, scrub splashbacks, clean cook top, wipe over range hood, cobweb area. Clean benchtops, polish all dry</i>	\$19.79	\$23.74	\$27.70	\$31.66	\$47.50
	<b>Bathroom Service</b>	15 min	20 min	25 min	30 min	40 min
	<i>Sanitize cabinet fronts and lip, brush blinds, cobweb area, polish mirror, descale shower stall and sink, scrub and sanitize toilet bowl cistern and under seat, wipe sills, scrub bath, clean splashbacks, wipe tile tops, descale around taps, polish all glass and chrome. Remove all personal items from benchtops and clean fully</i>	\$11.87	\$15.87	\$19.79	\$23.74	\$31.66
	<b>Damp Dusting Service</b>	15 min	20 min	30 min	30 min	45 min
	<i>Move small items and clean, damp wipe or dust as appropriate. Polish mirrors, wipe points and high traffic walls, dust or wipe skirtings, cobweb all cornices and corners. Wipe all furniture and appliances according to room. Deodorize room.</i>	\$11.87	\$15.87	\$23.74	\$23.74	\$35.62
	<b>Floor Care Service</b>	25 min	40 min	40 min	50 min	80 min
	<i>Full Vacuum all hard floors and carpets (except garages) using appropriate head. Hand pole-vac all carpet edges and under all fixed furniture. Move items of less than 5kg to vac underneath. Vac skirtings as you go. With appropriate floor cleaner and hot water thoroughly mop all hard floors inc patio areas</i>	\$19.79	\$31.66	\$31.66	\$39.58	\$63.33
	<b>Oven Full Clean</b>	60mins	60mins	60 mins	70 mins	90 mins
	<i>Dismantle all removable parts inside oven including shelves, rails, trays, bottom covers. Undo top clip keeping top element in place and lower element. Spray interior of oven with correct chemical. Place all dismantled parts on a large clean towel on the bench and careful spray with cleaner. Leave to sit for at least 5 mins. Carefully wipe off cleaner and rinse in sink ensuring as little as possible meets the stainless steel. Scrub and scrape both sides of all shelves trays and rails with a metal scourer and scraper. Rinse and buff dry. Wipe of excess residue from oven, scrape any existing until removed and buff dry, wipe over element and all sides of oven including roof. Return item to oven and wipe over door, front and handles with low impact chemicals. Ensure lettering is not removed. Use Steel cleaner.</i>	\$47.50	\$47.50	\$47.50	\$55	\$71.25
	<b>Window Service</b>	90 min	180 min	210 min	240 min	300 min
	<i>Hose all screens and windows from outside until water runs clear. Wipe all outer frame and sill, inner frame and mullions, clean glass all sides, pop out windows as required. Clean tracks and buff all dry.</i>	\$71.25	\$142.50	\$166.25	\$190	\$237.50
	<b>Blind Service</b>	90 min	180 min	210 min	240 min	300 min
	<i>Clean blinds row by row checking both sides for soiling, dry with a soft cloth, remove any residues on glass or sills</i>	\$71.25	\$142.50	\$166.25	\$190	\$237.50