

THINGS YOU SHOULD CONSIDER WHEN HIRING A CLEANING SERVICE.

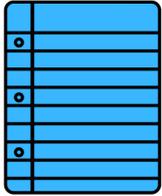


BONDING:

Should a theft occur, you need to know that you are protected. Is the maid service bonded for its house cleaning clientele? Many maid service companies are not bonded at all and some of them are only bonded to protect themselves - not you.

INSURANCE:

If a maid should, unfortunately, slip and fall while cleaning your shower, your homeowner's policy might not cover the incident. The maid service must have liability and employee accident coverage and this must include your home, the maids, and the company. Make sure they are properly insured.

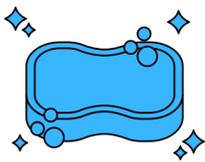
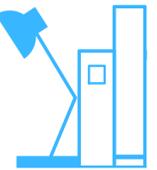


REFERENCES:

How many years has the cleaner in question been in the cleaning industry? Remember to ask for references and work history. Some key questions to ask when calling for references are: How long have you used the maid service? Have you had any complaints? How did the maid service handle this? Are they enthusiastically recommending the maid service? You definitely need to make sure the maid service is reliable and this is a good way of doing it.

EMPLOYEE HIRING AND SCREENING:

Does the maid service check employee references? Are employee's criminal backgrounds checked? Is their residence status confirmed? Do they use all their own employees or do they use subcontractors? A maid service that uses subcontractors usually does not provide staff training and very often they will not provide liability insurance.



CLEANING PRODUCTS:

Many independent housekeepers as well as maid service companies expect you to supply all cleaning products. If they do include house cleaning products, ask what type of products will be used and whether they contain harsh chemicals like ammonia or bleach. You need to ensure that the products are safe for kids and pets.

EQUIPMENT:

Inferior equipment does not get your home clean. If the maid service is supplying the equipment the effectiveness of the filtration system and the efficiency of the system are important. I am sure that you have used an old or clogged vacuum, you can go through the motions and it looks like it has been cleaned but it does not last long!



SATISFACTION:

Your satisfaction is our primary concern and is something that we measure on an on-going basis. Ask what procedure is used to measure customer satisfaction. Are you asked to fill out a survey online or on paper? Will a manager contact you after the house cleaning to get your feedback? The steps are taken to ensure your satisfaction will tell you a lot about how much they value their customers.

QUALITY ASSURANCE:

Your satisfaction is important but it should not be your job to do the quality assurance. Many maids services will only react when they get complaints. A reliable maid service should have quality assurance procedures in place to be sure their house cleaning meets quality standards - every clean. Ask if the maid service has a manager that inspects the cleans to be sure the quality of service is upheld.



TAXES:

Did you know that in most cases if you pay a housekeeper or maid on a regular basis, the federal law requires you to pay social security and other taxes on that person? The good maid service companies will withhold taxes for their employees, but it is worth checking. If you pay a housekeeper or maid +\$1,200 per year, you are required by federal law to pay social security and other taxes. For additional information about household employee taxes, call the Internal Revenue Service. It is wise to make sure you don't break any tax laws

WHAT ARE YOU WAITING FOR? INNOVATIVE CLEANING SOLUTIONS HAS ALL THIS COVERED!