

SERVING THE FREDERICK AREA SINCE 1990

KIDWELL'S KLEANING

Let us make your house a home!



Residential Commercial Construction



Ask us about Green Cleaning

(301) 698-9084

Office@kidwellkleaning.com

www.KidwellKleaning.com

Why Choose Kidwell's Kleaning?

Kidwell's Kleaning chooses only the best people to clean your home! Here are some reasons to choose us:

- ★ We perform thorough background checks on all employees.
- ★ Our employees are all legal, qualified, verified, and drug tested.
- ★ All taxes on employees are paid by Kidwell's Kleaning.
- ★ We provide all insurances such as Workman's Compensation, general liability, and bonding.
- ★ All employees are extensively trained and uniformed.
- ★ We have an open communication policy. We want to know how we are doing!
- ★ We have over 150 happy customers in the Frederick area and we want you to be one of them!

Thank you very much for giving us the opportunity to provide you with an estimate.



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Kidwell's Kleaning Standard Checklist

★Kitchens

- Floor vacuumed
- Countertops cleaned
- Backsplashes cleaned
- Inside and outside of microwave cleaned
- Stove top, front of appliances cleaned
- Sink scrubbed
- Floors mopped with film free cleaner
- Kitchen light dusted (if accessible)

★Bathrooms

- Floor vacuumed
- Bathroom baseboards vacuumed
- Mirrors polished
- Sink basin scrubbed and sanitized
- Toilet cleaned and sanitized
- Shower stall, tub, and /or garden tub scrubbed
- Outside chrome on stall cleaned and polished
- Outside of shower doors cleaned
- Toilet paper holder wiped clean
- Toothbrush holder, soap holder, etc. wiped down
- Accessible bathroom light fixtures dusted
- Bathroom floors cleaned

★Dusting

- Furniture, objects, lamps, ledges, vents and windowsills dusted
- Glass tabletops and furniture cleaned
- Television screens/Computer screens dusted
- Baseboards and fans dusted
- Wood trim on stairs dusted
- High dusting requiring a ladder is available upon request

★Trash

- Trash collected and placed at designated area

★Vacuuming

- Carpets vacuumed
- Hardwood floors vacuumed (and mopped if applicable)
- Stairwell vacuumed (or wiped down if applicable)
- Stairwell baseboards dusted

★Through the house

- Mirrors through house polished; pictures and wall hangings dusted
- Fingerprints on light switches, doors, and walls spot cleaned
- Cobwebs removed
- Entry door windows/storm door

For each home, we only use fresh, disinfected terry towels and mop heads. We never reuse towels or mop heads from previous homes.

Spring Cleaning Options

★ Everything on the standard cleaning list *plus* any of these items that you choose:

- Inside of refrigerator cleaned
- Furniture vacuumed
- Wood trim wiped (front and back of wood doors and trim around doors)
- Kitchen cabinets washed
- Inside of stove cleaned (only non-self cleaning ovens apply)
- Mini blinds or wood blinds dusted
- Hand washing of floors
- Vacuuming and washing walls
- Carpeted areas edged
- Bed sheets changed
- Anything else you may need!

Ask about our
GREEN
cleaning!

Kidwell's Kleaning FAQ's

- 1. Will we need to supply any supplies or equipment or do the cleaning techs bring everything needed?** Kidwell's Kleaning supplies everything needed except for waste bag liners. If you would like a specialty cleaner used, you may leave it on the kitchen countertop for us to use.
- 2. Are you and your employees covered by your insurance policy if they get hurt or if anything were to get broken?** Yes! Kidwell's Kleaning carries Workman's Compensation, General Liability, and a Bond on all employees. We are happy to give out certificates of any or all insurances at request.
- 3. Do you pay taxes on your workers?** Yes, all cleaners are employees of Kidwell's Kleaning and all taxes are paid by the cleaning service.
- 4. Do you perform a background check on any and all employees?** Yes, we do a thorough criminal background check on all employees as well as drug testing.
- 5. Do you have to leave a detailed list of instructions each time you clean?** We will customize the cleaning according to what you would like us to do. We start with a standard list of everything we do each time and if you would like to add, subtract, or change anything on the list, just let us know. We have a customized information sheet on all our customers just for this!
- 6. If I need to cancel or reschedule an appointment, will I be charged a fee?** We do request 48 hours for last minute cancellations and we do ask for as much notice as possible if you would need to cancel due to being out of town, etc. The fee for lock out's and for last minute cancellations is \$50.00. Otherwise, we will try our hardest to reschedule your cleaning due to other conflicting obligations.
- 7. Why should I hire you over your competitors?** We hire only the best employees. As stated previously, we perform background checks and drug testing on all employees. We also only hire only qualified, legal and verified employees, we train extensively, and offer benefits and company vehicles for full time employees. We pride ourselves in offering quality employment to our employees therefore having extremely low turnover. We are easily accessible and we care about maintaining a great cleaning service.
- 8. Do you offer green cleaning?** We certainly do. If you are interested in green cleaning products, just let us know and we will accommodate that.
- 9. How long have you been in business?** Kidwell's Kleaning has been in business since 1990.
- 10. How do you handle complaints or concerns?** We encourage complaints or concerns to be called in immediately so we may address them immediately. Communication is the heart of the cleaning service and never want customers to feel reluctant about calling a concern in.
- 11. Do I need to leave or do I need to be here when my home is scheduled to be cleaned?** It is completely up to you! We just ask that we have a level to ourselves to work, as we have a systematic, efficient way of cleaning.
- 12. Would I need to lock up my pet?** We only ask that intimidating pets be put in a crate or outside. If there is a chance that your pet may escape while we are bringing in supplies and equipment, please let us know so that we may add that to the information sheet.
- 13. Do I have to give my key out?** No, we leave entry into our customers' homes for cleaning completely up to the customer. However, if we do not have a key and the customer forgets we are coming, there would be a \$50.00 lock out fee.
- 14. Can I add "extras" to my regular cleaning?** Definitely! We only ask that you call the office ahead of time so we may schedule the extra time into the schedule. Many customer's ask us to do a "spring cleaning" once or twice a year. We will supply you with a list of spring cleaning options you can choose from or if you do not see something on the list, just let us know and we will happily accommodate your needs!
- 15. How many employees are in your service?** We usually have between ten and twelve employees. Although it is a small service, we maintain a high quality cleaning service with an emphasis on customer service.
- 16. How do I make payment?** Our customers leave a check in an envelope labeled "Kidwell's Kleaning" on the kitchen countertop. The crew knows to pick up the check there. You may also have us bill your credit card for your cleaning.
- 17. Will the same person/people be cleaning my house every time?** We always try to keep the same cleaning technicians for each home, but if a cleaning tech is on maternity leave, vacation, or is sick the day of your scheduled cleaning, another cleaning technician may be covering.

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