

**What areas do you cover?**

We cover the whole of London and most of greater London postcodes.

**What cleaning services do you provide?**

We provide a general home cleaning, commercial properties and office cleaning, including one-off cleans, oven cleaning services, carpet cleaning and ironing services.

**Are you insured?**

Yes all our cleaners are insured and have public liability insurance.

**Can you provide references from some of your customers?**

Yes, we can provide references from our current customers.

**How do you ensure quality of your housekeepers?**

We interview all our cleaning staff and ensure that they have prior experience and further we require cleaners to provide us with a proof of identification, address and two references, and we hire only the best.

**Who pays the housekeeper?**

You do. You are required to pay the cleaner directly either by Cash or regular customers (Minimum 2 months of service) can pay by cheque.

### **How long will it take you to find me a housekeeper?**

Generally we require a minimum of 3 working days of notice. However if your cleaning need is urgent, please contact us by phone and we will try our very best to find you a cleaner on shorter notice.

### **What is not included in our cleaning services?**

NO cleaner will undertake to clean any antique, delicate or exceptionally valuable items. It would be your responsibility to ensure that you identify and inform of the cleaners of such items.

### **Can my cleaner come when I am not at home?**

Yes, You can leave a set of keys with the cleaner and You will not have to be in on the day the cleaner comes. Most of our client's opt for this option. This would be for regular customers only.

### **Is there a minimum number of hours per visit?**

Yes we have a minimum of 2 hours per booking of a regular clean (weekly or fortnightly) and a minimum of 3 hours of cleaning if a one-off clean. The numbers of hours of clean will depend on the size of your house/flat/office and the work required and you can agree to the number of hours of clean with the cleaner upon the first visit.

## How can you pay?

You can pay by cash or for regular client's you can pay by cheque directly to the cleaner.