



Adelaide, South Australia

"The healthier choice for your family, your home & our environment."

10 Questions to ask when considering a home cleaning service...

Not all cleaning services in Adelaide are the same. Here are some questions and answers about the Green Cleaners.

	<p>Who will be cleaning my home?</p> <p>A minimum of two Green Cleaners will be assigned to your home and we will always try to keep regular appointments consistent with the same team members where possible. Our staff come from ex 5* hotel backgrounds, bringing this level of service and cleaning to your home. All of our staff are also eco trained by us, to minimise their impact on the environment, whilst cleaning your home and protecting your health.</p>		<p>Do I need to provide cleaning supplies or equipment?</p> <p>The carefully selected eco-friendly cleaning products used for your home are brought by our staff on each visit. For sanitary reasons, we ask that clients provide some basic cleaning tools of their own; toilet bowl brush, broom & dustpan. Vacuum cleaners are required for heavy duty dusting and carpeted homes. Keep in mind that the better quality these tools are, the more efficient our cleaning consultants can be.</p>
	<p>How do I pay for the service?</p> <p>On confirmation of your service, we require pre-payment for your first appointment, plus 1 month bond. As a new customer we require the first appointment to be pre paid and thereafter, we would invoice after each appointment. Payment is then to be made within 7 days of your regular appointments. Payment can be made via bank transfer/deposit, via cash/cheque to our cleaning consultant or via PayPal.</p>		<p>How will our relationship work?</p> <p>We know we must earn your trust and approval each time we visit your home. That is why Green Cleaners does not ask you to sign a minimum contract of service; However we do require a one month notice to terminate your service. On this instance, you could either pay for your service(s) as you go through the one month notice period and your bond returned, or simply use your bond to pay for the last month of service.</p>
	<p>What time will Green Cleaners be at my home?</p> <p>Our normal workdays are Monday through Friday from 8am to 6pm, and Saturday mornings. We will schedule a regular time slot for your appointments with us. While it is not always possible to schedule your requested time slot, we will make every effort to meet your needs.</p>		<p>Do I need to be home during appointments?</p> <p>Most of our clients are not home during their appointments. Some clients let us in before they leave for work, leave keys with their front desk staff or have keys on file at our office. We have some clients who feel more comfortable being home for their appointments. Whatever your preference, we are happy to make your experience pleasant and convenient.</p>
	<p>What should I do before cleaning?</p> <p>So the time we spend in your home can be as efficient as possible, we ask that you pick up clothing, toys, or other household items where possible.</p>		<p>Am I able to give my feedback?</p> <p>We depend on open communication and your honest evaluation of our green cleaning service. We appreciate when you let us know how we can serve you better and always welcome your feedback.</p>
	<p>What if something is damaged during the cleaning?</p> <p>At Green Cleaners, we treat your home as we would our own. However, in the event that an object is accidentally damaged through negligence, please notify our office within 24 hours of your appointment. Green Cleaners will only be liable for a maximum A\$100 damages. We will not be liable for damage through wear and tear. We understand that our clients have sentimentally valuable items which may not be replaceable, which is why we take extra care in your home to be careful of all your belongings.</p>		<p>What about holidays or changing a scheduled cleaning visit?</p> <p>If your scheduled cleaning falls on a public holiday, we will contact you to reschedule your service. If you need to change a scheduled cleaning visit we appreciate two working days' notice. When short notice is given, we may need to charge a fee if the team cannot be reassigned.</p>

For your own piece of mind, Green Cleaners will work through a detailed 45pt checklist of cleaning duties, room by room. To ensure our high standards, our Senior staff will check on each appointment.

Kitchen

- Cabinet fronts washed or dusted
- Countertops and backsplash cleaned
- Sinks scrubbed and disinfected
- Floor vacuumed or washed
- Appliances, big or small, wiped clean
- Windowsills cleaned
- Baseboards dusted or wiped
- Rubbish emptied
- Dishes washed
- Wash or dust table and chairs
- Light switches wiped



Bathrooms

- Tub and shower tiles
- Fixtures cleaned and shined
- Glass doors cleaned
- Door runners cleaned
- All parts and sides of toilets
- Vanity top, soap dish, fixtures, walls
- Light switches, door handles & mirrors
- Towels changed if provided
- Rubbish emptied
- Windowsills wiped down

Bedrooms

- Ceiling cleaned of cob webs
- Walls wiped
- Carpets vacuumed
- Beds made
- Linens changed
- All furniture dusted
- Baseboards wiped
- Picture frames dusted
- Lampshades wiped down or dusted
- Mirrors cleaned
- Windowsills cleaned
- Vacuum under bed (if accessible)
- Rubbish emptied

Want something bespoke for your home?

Enquire today for a no obligation, in-home consultation and we can design your green cleaning plan together!