



Green Cleaners

If you are thinking of hiring a private cleaner,
for your protection and peace of mind,
consider asking a few questions....



Green Cleaners Adelaide,

South Australia



What happens if I am not satisfied?

Make sure the individual will immediately re-clean the unsatisfactory area and that they take corrective action to ensure the same mistakes do not happen again. Also, ask them to explain their customer care policy.

Your satisfaction is our primary goal and if you are not satisfied, we're only a phone call or email away. Our focus is on maintaining the highest standards of cleaning to protect your health without damaging the environment.

How many years have you been cleaning homes?

Make sure the person you are hiring is reliable, experienced and trustworthy. Is this person a trained cleaning professional or someone who treats the cleaning of your home as a part time job? You should also consider asking for references.

Green Cleaners started 5 years ago in Singapore and we have expanded to Adelaide with the same focus on training all our staff to 5* hotel standards. Our Quality Control Supervisors and Senior Staff will be on hand to ensure the highest standards are maintained and provide additional support where needed.

What happens if you are sick or on vacation?

You don't want to be left literally "holding the bucket" if the person who is supposed to clean your home can't because they are sick or on vacation. Make sure the person you have hired can make alternative arrangements with someone who will clean your home in these instances.

You will be thankful that we never miss your scheduled appointment, even if your regular cleaners are sick or unavailable. We always provide a substitute team so you can count on your home being cleaned on your pre-arranged appointment.

Do you bring your own cleaning supplies and equipment?

Not everyone uses their own cleaning supplies and equipment to clean your home. If they don't, make sure that you have a ready inventory of items to use and chosen and purchased the cleaning products you want to be used in your home.

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 only provide some basic cleaning tools of their own; toilet bowl brush, broom & dustpan.

What happens if you are injured while cleaning my home?

If the individual you hire is injured while cleaning your home, you may be held liable for medical treatment not covered by your own insurance cover. The cost of an injury may be in the thousands of pounds. If you are using a private cleaner make sure to check your insurance to ensure appropriate coverage is in place.

Every GREEN CLEANERS employee is covered by our comprehensive insurance and medical package.

What happens if you break something or something goes missing?

Get their personal details and ask them to explain what happens if something in your home is damaged, misplaced or goes missing. Consider asking for proof of ID and work permits. Also how they will fix any damage that is done to your belongings.

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. 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. Green Cleaners will conduct an immediate and throughout investigation in the unlikely incident of theft. If deemed necessary, the matter will be reported to the police.

Green Cleaners is the leading eco-friendly home cleaning service in Adelaide. We provide protection, peace of mind, and spotless, healthy clean homes in Adelaide.

Email sales@greencleaners.com.au to have your home cleaned by the professionals at Green Cleaners.