



# Tips on Finding a Cleaning Service



## Where to start your search

- Ask friends/family/neighbors you trust whom they use for cleaning services.
- Search well-known home service websites\*:
  - [www.homeadvisor.com](http://www.homeadvisor.com)
  - [www.angieslist.com](http://www.angieslist.com)
  - [www.yelp.com](http://www.yelp.com)
  - [www.nextdoor.com](http://www.nextdoor.com)

\* Some of these websites do require membership accounts or membership fees.



## Best Practices: Check references:

- Are they dependable, reliable, and trustworthy?
- Do they have a positive attitude and work ethic?
- Is their work thorough and complete?



## What are your cleaning requirements?

- How much can you pay?
- How often do you require cleaning services?
  - Weekly
  - Twice a month
  - Monthly
  - One time deep clean
- Do you prefer an agency or an individual provider?
- **Independent house cleaners** are usually referral based "word of mouth." A background check is recommended.
- **Cleaning companies** screen their workers beforehand and are often bonded and insured.



## Interview Your Agency/Provider:

- Before choosing a cleaning service provider, it is best to interview at least three agencies/individual cleaners.
- See Interview questions attached



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[www.daneadrc.org](http://www.daneadrc.org)

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# INTERVIEW QUESTIONS

| COST  |                    |                    |                    |
|---|--------------------|--------------------|--------------------|
| QUESTION  | Agency/Provider #1 | Agency/Provider #2 | Agency/Provider #3 |
| Do you charge by the hour, square foot, or a flat fee?      |                    |                    |                    |
| Do you have a required minimum amount of time for services? |                    |                    |                    |
| How often do you bill?                                      |                    |                    |                    |
| Do we pay before or after services?                         |                    |                    |                    |
| Do you accept credit cards?                                 |                    |                    |                    |

\*Information courtesy of ADRC of Dane County. The ADRC does not endorse or recommend specific agencies.



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## BUSINESS BASICS

| QUESTION  | Agency/Provider #1 | Agency/Provider #2 | Agency/Provider #3 |
|---|--------------------|--------------------|--------------------|
| Are you insured and bonded?   |                    |                    |                    |
| Do you do background checks on all employees?                       |                    |                    |                    |
| How many years' experience do you/your staff have housekeeping?     |                    |                    |                    |
| What guarantees do you offer?                                       |                    |                    |                    |
| Can I get this in a written contract?                               |                    |                    |                    |
| Who is our contact person for concerns and questions about billing? |                    |                    |                    |



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## SERVICES

| QUESTION  | Agency/Provider #1 | Agency/Provider #2 | Agency/Provider #3 |
|---|--------------------|--------------------|--------------------|
| What services do you provide, and do you not provide?                       |                    |                    |                    |
| Do you work in houses with pets/smoking? Ask if your pet will need crating. |                    |                    |                    |
| What are your expectations of the home when you arrive?                     |                    |                    |                    |
| Do you move furniture/items for vacuuming and dusting?                      |                    |                    |                    |
| Do you keep a daily log of tasks completed in each client's home?           |                    |                    |                    |
| Are you willing to work when the owner is home?                             |                    |                    |                    |



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### STAFF

| QUESTION   | Agency/Provider #1 | Agency/Provider #2 | Agency/Provider #3 |
|--|--------------------|--------------------|--------------------|
| Will it be the same cleaning staff every week?                       |                    |                    |                    |
| If my usual cleaning staff cannot come, will you send a replacement? |                    |                    |                    |
| How do you select who will clean our home?                           |                    |                    |                    |
| How do you find your staff?  |                    |                    |                    |
| How do you keep a great team?  |                    |                    |                    |
| Can you provide references from current or former clients?           |                    |                    |                    |
| Whom can I call if I have questions or concerns?                     |                    |                    |                    |