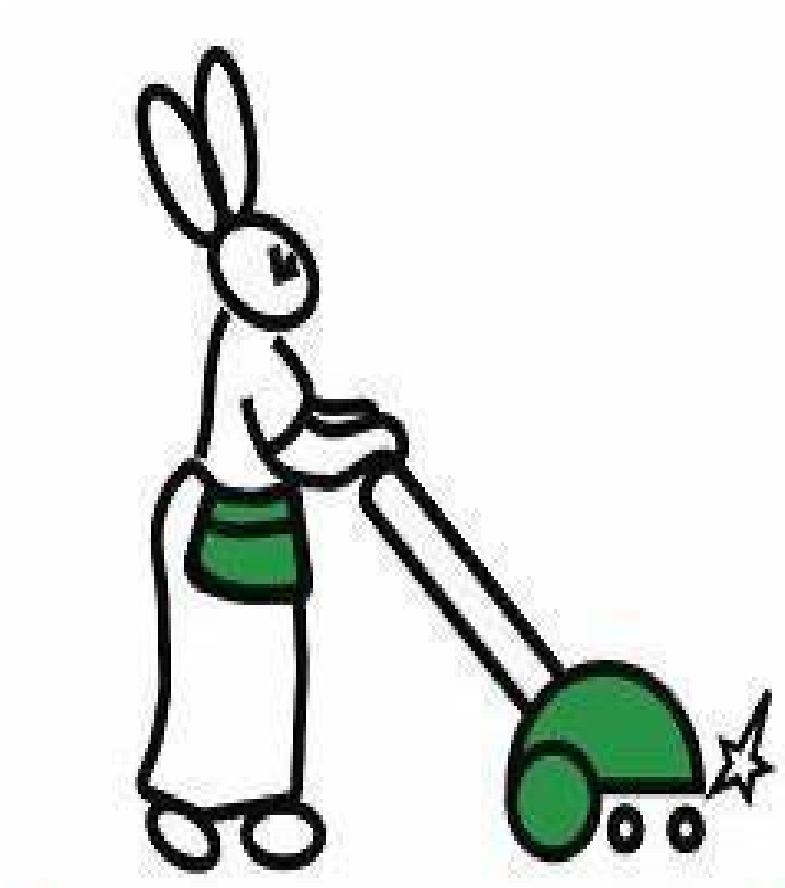


The Original Dust Bunny Maid Service's Consumer Awareness Guide for Hiring a House Cleaner



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Read this guide and you'll discover:

How to Avoid 4 Maid Service Rip-offs.....	Page 2
These Four Points are the Foundation of Our Great Service...	Page 2
Our Story Why Our Work Stands Out from Others	Page 3
8 Costly Misconceptions Regarding Maid Service.....	Page 4
We Love Complaints and Compliments!.....	Page 7
10 Questions to Ask Before You Hire a Maid Service.....	Page 8
What is Maintenance Cleaning?.....	Page 9
The Levels of Service We Offer.....	Page 10
55-Point Regular Maintenance Cleaning.....	Page 11
14- Point Small Maintenance Cleaning.....	Page 13
Optional Occasional Extras Price List.....	Page 13
What We Do Not Clean.....	Page 14
What Your Neighbors are Saying About Our Service.....	Page 15
Online Reviews Link.....	Page 16
FAQ.....	Page 16
How Are We Handling COVID-19?.....	Page 16
Original Dust Bunny 100% Satisfaction Guarantee.....	Page 22
Your Personal Cleaning Investment.....	Page 23

“How to Avoid 4 Maid Service Rip-offs”

No one wants to get ripped off, we have all heard stories where a business:

- charges for unneeded work
- charges for work that is *not* performed
- does not resolve the problem due to lack of knowledge or skills or is incompetent
- doesn't tell you when they broke or ruined something

Customers are not usually an expert in the field and in a case like this, they are not getting a fair trade. The Original Dust Bunny Maid Service strives to be sure you are extremely satisfied with the service. If not, we want to know and make it right! I call them the 4 C's:

These 4 Points are the Foundation of Our Great Service

1. Communication

If you need to contact your maid service, are they accessible by a phone call, text, the internet, or e-mail? Does the maid service speak the same language as you? Does the maid service understand instructions? When you discuss the job, are they attentive? If you let them go to work without an understanding of what is to be done, do you really know what you are paying for? Do they remind you ahead of each cleaning? The Original Dust Bunny Maid Service works from a 55- Point Checklist.

2. Cleanliness Standards

Do they measure up? Are they bringing clean cloths and a clean mop? Do they understand how to properly use the products? Do they understand how important the pH is of a product? Are they cleaning under the furniture? Behind the toilet? How do you know they are not cleaning the kitchen counter with the same cloth they used to clean the bathroom? Yuck! Are they cleaning or just spreading the dirt and germs around?

3. Count On

Do they show up? Do you trust them? Are they honest? How do you know if they will do what they say or if they will take shortcuts? Do you really want to monitor that they did what they said they would do? Wouldn't you rather just count on the service being performed correctly?

4. Cost:

Is it a fair trade? Are you getting value for your money?

Our Story of How Our Work Stands Out from Others Who Do What We Do

Our CORE VALUES are simple: Be Kind, Do your Best, and Have Fun. If these values resonate with you, we are probably a good fit! The people are the most important part of our business because if you take care of the people, everything else follows. By people, I am talking about all the people: customers, employees, vendors, and our own family members.

For customers, I want to hear (good or bad) what you say because you are the guide for how this business is structured. That is why we are here, to serve your house cleaning needs and make your cleaning day the most pleasant day of the week! We try to be as flexible as possible to accommodate favors, schedule changes, etc. because that is part of what service is.

I believe that a good foundation makes a good structure. The Original Dust Bunny's foundation is from years of ongoing planning, practicing, testing, educating, questioning, an open mind to ideas and open to embracing change.

We began in 2006 and we still have some of those customers! Initially my children helped (two of the three... not so excited) in assisting me which gave me a lot of time to figure out the best way to utilize an employee and to set up efficient and effective processes.

I hired the first real employee in 2011. Taking good care of employees means setting a solid foundation of education and training, a very good living wage now of up to \$22.hour, an attitude of wellness, kindness and caring contribute to good morale.

The work is hard, not glamorous and turnover in this industry is 300%. Our employees stay for years. Happy employees are good workers and will go the extra mile when they feel supported and appreciated. Training, testing, a consistent full-time paycheck, paid holidays, paid time off, recognition all make it a stable and good place to work and draws good people.

The check point lists have been setup and designed for a thorough and realistic job. The products we use have been narrowed down over the years by testing and we continue to look for better ways and products. The same goes for the equipment.

We wear uniforms because we are proud to be the best of the best, the customers feel secure that there are systems in place, and our company portrays a professional and courteous image.

We are not a franchise; we look and feel like a professional small business because we are. Rather than pay a franchise fee, that 10% goes to better pay for the employees which results in the end to happy customers.



8 Costly Misconceptions Regarding Maid Service

The importance of value and price

1. "The cheapest price is the best deal; they are all the same, right?"

When people say, "How much do you charge?" they are really asking if the price fits the expectation in their mind of what they were thinking to pay. We need to be sure the investment you expect to make will match the service you are expecting to receive.

- You could end up with the dollar amount you want to pay, but are they providing a poor skimpy service or are they incompetent, uninsured and will they ruin your marble floor?
- You could think you are getting a good value because they charge by the hour; but are they slow as a turtle and they're always checking their phone? Is that a good value?
- You could end up with someone that has no insurance, so what happens when there is a problem?
- You could end up with someone dishonest or unreliable; so, how is that going to get you where you want to be?
- You could have found someone that is difficult to communicate with, whether they aren't English fluent or are offended and defensive about the smallest suggestion. Does that make your life better?

Many people have a satisfying relationship by having a private housekeeper clean their house. When you pay a private housekeeper to clean your house, you do not know if they report that income to the IRS. Why should you care? Here is why:

In 1982, a woman walked into the social security office in Grand Forks North Dakota. She had just turned 62 and wanted to start collecting her retirement social security. Very few work records were found, so she told them she had been cleaning houses for people for the past 20 years. The result was the IRS went back and charged her former employers social security, Medicare, unemployment, and a penalty going back many years. She was considered a household employee and since she did not report the income, the IRS collected those taxes from the people that hired her to clean their houses. That woman was my mom.

Generally, people know the difference between the Four Seasons Hotel and Motel 6. Most people have at some point in their life either stayed at a really nice place or a budget place. But if they don't understand *your* industry or *your* business, **what's the difference** between the maid service over here that charges \$80 and the one over there that charges \$180? The question is: Are you comparing us to the very best or are you looking for just a bare-bones price?

2. "The maid comes in and cleans everything!"

That would be great; but... be prepared that you will need to tidy up **daily** messes (such as papers, clothes, dishes, and toys) before the cleaner arrives. You get the maximum benefit from the cleaning if all the "daily cleaning" has been completed before the cleaning tech arrives. Otherwise, we will need to work around items lying about which will cause the job to take longer and some things may be skipped due to not having clear access. To see what the Original Dust Bunny Maid Service cleans, see the 55-point checklist (page 19)!

There are other professional cleaners available for upholstery, leather, carpeting, exterior windows, chandeliers, and floor tile grout cleaning. If we tried to do all those, our results would not be good because we do not have the correct equipment and training, so we leave those jobs to other professionals.

3. "I will just call them in when the house gets dirty."

One can do that, but you will have a much better experience to have a maid service come in at regular intervals.

The most common (80%) recurring timeframe is every 2 weeks. Have enough room in your budget to be committed to doing the cleaning on a regular basis, whether weekly, bi-weekly, tri-weekly or every 4 weeks.

Some will alternate a regular cleaning with a small cleaning (floors and bathrooms). Cleaning the house costs about the same as a nice dinner out. Investments range from \$90 to \$290 per cleaning with most close to \$150. The benefits to a clean house:

- It is quite affordable
- Adds value to your life
- A clean house protects your property value
- A clean house is good for your mental health as well as your physical health
- Be proud, not embarrassed to have friends over
- A life-style example to set for your children
- A professionally cleaned house gives you the precious gift of time.
- It is a great gift to yourself and your family to come home to a clean house

4. "They can use our vacuum and I have cleaning cloths and cleaning supplies."

Your best result will be when the maid service furnishes high quality cleaning products, cloths, and equipment. Think about the fact that the cleaning tech needs to learn how to use a different vacuum at every house and use different products at every house. If you do not like the idea of a vacuum being used in your home that was used in another home, we can have a brand-new floor brush that is only used in your home, stored in your home for our use each time.

Will the cleaning tech learn all there is to learn about every machine and product? My guess is no. Do you ask your plumber or landscaper or mechanic to use your tools? A professional has professional grade tools for a reason. You are paying for the effectiveness of the time spent. It will be much less effective with unfamiliar products and equipment. Results cannot be guaranteed, and do you really want to be cleaning the cloths for the maid service and remembering to check on supplies to replenish and fix your broken vacuum cleaner?

Results are best when we are using high-quality vacuums whose every function and capability are known and the vacuums are chosen based on good performance.

We use a commercial upright and a high-end Danish canister vacuum with a HEPA filter. We bring and use clean mop heads, clean color-coded microfiber cloths and the cleaning products we use are effective yet gentle since we also breathe them all day. You save a few dollars a month not buying products and never need to check and re-stock and store and repair the vacuum cleaner when the maid service provides all the products, cloths, and equipment.

5. "Cleaning services know what to do. "

The Original Dust Bunny Maid Service has a high level of service that comes from a high level of training. Customers have their own set of expectations, which we find out through communication. For example, some people dislike the smell of bleach. Others think it smells clean. We will use a bleach product or hydrogen peroxide if there are mold/mildew issues—usually in a shower or drain areas. Our products have a light clean smell. People love to walk into their home, and have it smell clean, and they love the sparkle!

What are your expectations and preferences? Do you feel like you're a good match with the person you are interviewing? We will ask you at our initial meeting what rooms you want cleaned and if you have pet peeves or interviewing? Ask if they operate from a cleaning checklist so you know what they will be doing? The Original Dust Bunny Maid Service isn't for everybody. There is the 80/20 rule, and we are right for 80% of the people that want a maid service. The 20% are people that want a deal/low price or have high expectations which we cannot meet, and it is too stressful for all parties involved.

We want your house cleaning to be the best day of your week and once we settle in, it is not something you need to manage, it is automatic.

6. "It is just good luck to get a maid service where you have good communication."

Some people you hire can be stubborn, inattentive or feel the need to always be right. Presuming everyone speaks the same language, be sure you feel you can communicate well with the cleaning company. Poor communication can be costly. You will not get the service you think you are paying for. Are they interested in feedback? The Original Dust Bunny Maid Service wants to know if we did not meet your expectations so we can align our service to meet your expectations. That is what service is, right?

We want to know about any issue within 24 hours and will thank you for telling us and we fix it! We do not respond with "attitude". We operate from a "no excuses" mindset. We look for solutions not excuses.

7. "Everybody knows how to clean a house, right?"

Lack of competence will cost you! Just because somebody says they clean houses, (that could be anybody) does not mean they are competent. House cleaning is an unregulated industry. To be sure they are competent; ask how they are going clean special surfaces like granite, marble, hardwood, and stainless steel. Will they ruin something?

Believe me I have heard the horror stories and have seen the outcomes. Do they know not to use an acid-based product (such as vinegar) on natural stone or wood? Do they know what amount of water is safe on a laminate or wood floor? Do they know they should not use a beater-bar vacuum on hard surfaced floors?

We have been in business since 2006 and over the years have tried to think of everything to prevent every possible mishap. We do occasionally break something. We will tell you right away.

8. "They will do a better job if I watch them or work with them."

Many years ago, I saw a bumper sticker on a contractor's truck. It said:

I always thought that was humorous, but there is a lot of truth in there.

No offense intended, but if you try to help us you are slowing our progress. The customer does not know the order of our steps for maximum efficiency, or our methods and it slows us down, much like when a child wants to "help" with something. Remember that a professional performs their work efficiently. It may take you much more time to clean your house than it takes a trained professional using optimum equipment and products. Think of a professional you know doing their job, whether a carpenter, mechanic, a painter. When you are trained in a field, you become efficient and get the job done in much less time and usually better quality than it would take someone that doesn't do that for a living. When the cleaning technicians are working in your home, your best and most thorough service is if no one is in the area where the cleaning techs are working. An interruption stalls the cleaning techs and breaks the planned routine. The reality of this is that something can be inadvertently missed. Why? Because each house and room have an order of operations for efficient cleaning.

If we need to go from step one to step six and back again due to an interruption in the workflow, we could miss something. Also, someone passing through could slip on a wet floor they did not expect. We set up cues, so we do not miss anything like leave a light on in a room to signal we are not finished in there or leave cushions askew to signal we need to vacuum under there. If the client goes around turning off lights and straightening things, we can miss something.



We love complaints *and* compliments!

Have you ever eaten in a restaurant with poor service or mediocre food? Most of us say nothing, we simply never go back. As people, we learn early there is no satisfaction in complaining about poor service or poor quality because we hear a defensive reply, or they try to make you happy with a discount. The long story is that nothing will change for the better at that establishment because the response was just a band aid to appease you in the moment.

The Original Dust Bunny Maid Service appreciates when you give us feedback because that is how we become better. Tell us what we messed up on to give us a chance to fix the issue(s). and take steps to prevent it in the future.

We thank you for taking your time to help us improve our service rather than just look for another cleaning company!

We also love compliments on the service, and it is a true day brightener to hear that you loved what we did. Whomever cleaned your home will hear/see that message! We appreciate every customer and want to fulfill your expectations. We want to win your referrals, not your remorse!

10 Questions to Ask Before You Hire a Maid Service

Some of these questions have been more thoroughly covered in "8 Costly Misconceptions About Maid Service" article starting on page 3 in more depth.

- Can you find them if you need to? Be sure you have a physical address and a phone number listed so you can find them if you need to. A website and Email are also important for a business nowadays.
 - How do you know what work is to be completed, is a checklist available?
 - Do they furnish the products and equipment?
 - Are they competent? Check social media reviews.
 - Are they a legal, legitimate business: Do they have insurance? Are the employees vetted, background checked? You don't want any surprises later.
 - Do you feel you can communicate well with each other, and do you like them?
 - Do they have a service guarantee?
 - Do they remind you the day before, so you are ready?
-
- What kind of training have they had?
 - Who have they worked for (reviews and referrals)?

What is Maintenance Cleaning?

The categories of cleaning that occur in a home:

1. Daily cleaning: dishes, cooking mess, picking up—your job.

Daily cleaning: These are chores you should do before we arrive, such as washing dishes and putting them away, cleaning up the mess from cooking, folding, and putting away clothes, gathering stray shoes, picking up such as papers, mail, books, toys, picking up pet messes /accidents. The Original Dust Bunny leaves those items for you to take care of unless some special arrangement has been made. If some Daily chores are left undone, no problem, The Original Dust Bunny will clean around it and neatly stack or pile dishes, clothes, papers, mail, or toys.

2. Maintenance cleaning: weekly type stuff—our job!!

Maintenance Cleaning: The type of cleaning people do on their day off or hire a maid service to do for them. See our 55-Point Checklist on page 11. This is referred to as a recurring maintenance cleaning and is our specialty.

The first time we Maintenance Clean your house is a special TOP TO BOTTOM cleaning and takes longer. This normally takes about twice the time of a regular maintenance cleaning and can take up to 4 times longer if there are years of build-up. We deep clean all the items on the 55-Point Checklist.

3. One-off cleaning and special projects—Optional services from us.

Deep cleaning is an optional, (not included) service. The Original Dust Bunny Maid Service can do your deep cleaning. These are customized to clean what you need done and charged on an hourly basis. A great time to do deep cleaning is when you are on vacation and have not had the opportunity to get your house dirty, so we clean deep cleaning kind of stuff.



When Mom is happy, everybody is happy.



The Levels of Service We Offer:

1. Regular Maintenance

Cleaning Package: Our most popular option. The 55- Check-Points.

2. Short Maintenance Cleaning

Package: Floors and bathrooms from the 14-Point Checklist. Some people prefer to alternate a Small cleaning with a Regular Maintenance Cleaning as a budget helper or to add more frequent service without breaking the bank. Some people prefer to only do Small Maintenance Cleanings as a helping hand and take care of the rest of the cleaning themselves.

3. Regular Maintenance Cleaning Custom Package.

We can add to the Regular Maintenance cleaning some custom items, just ask; we will make a custom cleaning for you

4. One-time services:

- Top to Bottom Cleaning commonly called Deep Cleaning this starts your recurring cleanings with a most thorough cleaning and is priced higher

than your recurring visits. This may be priced hourly or as a flat rate depending on services needed.

- One-Off Top to Bottom Cleaning also commonly called Deep Cleaning, This the same cleaning as above but is for a one-off or occasional cleaning if one does not want recurring service. This is priced as a flat rate; pricing is an estimate until we see the job. This may be a Move-in, Move-out, or Make it Ready to sell a house.
- Construction cleaning Projects

55 Point Original Dust Bunny Maid Service Maintenance Package

Bathrooms: 14 check points

1. Sinks thoroughly cleaned
2. Faucet aerators sink & drains brushed to remove mildew
3. Chrome and stainless items and fixtures cleaned and polished
4. Toilets cleaned inside and out base and behind, removable seats cleaned under hinges
5. Vanity top cleaned and straightened, vanity front, sides spot cleaned
6. Wall mirrors cleaned; handheld mirrors cleaned
7. Shower doors lime scale cleaned off (unless formerly etched) and left crystal clear
8. Tub and/or shower tiles cleaned, rinsed, and dried
9. Treat mildew with either bleach or hydrogen peroxide
10. Trash emptied
11. Spot clean baseboards, doors, trim, switch plates and wipe windowsills,
12. Check vent fans and for cobwebs, clean as needed
13. Straighten or replace towels and rugs
14. Vacuum and wash floor

Kitchen: 15 check points

1. Countertops cleaned and backsplash spot cleaned, all items moved wiped and replaced
2. Cabinet fronts spot cleaned or dusted as needed
3. Spot clean or dust baseboards, doors, trim, switch plates and wipe windowsills
4. Wash kitchen window over the sink as needed if reachable and if applicable
5. Sink and faucet cleaned
6. Garbage disposal gasket brush-scrubbed with bleach or hydrogen peroxide
7. Straighten and clean table and chairs
8. Wipe or dust reachable light fixtures such as pendant lights
9. Exterior fronts of major appliances wiped, polished if SS, dispenser tray cleaned
10. Stovetop cleaned
11. Small appliance exteriors wiped, toaster/oven crumbs emptied, and glass door cleaned
12. Microwave exterior and interior cleaned
13. Trash (not recycling) emptied if more than half full and freestanding bin exterior cleaned
14. Ceiling fans dusted; cobwebs cleared
15. Vacuum and wash floor

Bedrooms: 12 check points

1. Floors and area rugs vacuumed and mopped if hard surface
2. Dust ceiling fan and intake vents as needed
3. 1 set of sheets changed, (place on bed to find them) and beds made (unless already made)
4. Furniture dry dusted (no Pledge) unless otherwise instructed (example: using Pledge)
5. Knick Knacks lifted unless covering more than 50% of surface area, then dust around them
6. Displayed wall artwork, pictures feather dusted,
7. Rotate dry dusting (not wet-wiped), baseboards, doors, trim, wiping switch plates and windowsills
8. Mirrors and glass of pictures dusted or cleaned
9. Vacuum open flooring inside closets
10. Vacuum under the bed if accessible (storage or bedframe too low limits access)
11. Trash emptied
12. Lamps and lampshades dusted

Other Living Areas, including Hallways and Stairs: 14 check points

1. Furniture dusting: dust sides, front, exposed part of bookshelves, Reachable tops of wood furniture; like tables, polished with Pledge or dry dusted, damp-wiped, however appropriate.
2. Rotate dusting baseboards, doors, trim, wiping switch plates and windowsills
3. Knick knacks lifted (unless excess) and surface under dusted unless fragile, too heavy, or valuable or difficult access, we do not clean inside curio or china cabinets.
4. Couch cushions and pillows fluffed and straightened, crumbs swept out, throws folded and placed to be attractively draped or rolled
5. Vacuum area rugs and carpets, hard-surfaced floors vacuumed and mopped
6. Displayed artwork dusted, mirrors and glass cleaned if needed
7. Vacuum under sofas, chairs and ottomans, tables, etc. if accessible
8. Glass tabletops cleaned
9. Lamps and shades dusted as needed, dining lighting cleaned/dusted if accessible
10. Light, general straightening (lining up dining chairs, rugs straight and symmetrical, etc.) completed to stage house to be a beautiful presentation!
11. One patio door (2 panels) cleaned inside and outside
12. Front door windows and sidelight windows cleaned (the glass)
13. Indoor cobwebs swept and ceiling fans, intake vents dusted as needed
14. House trash taken to outside bin.

Does your cleaner do all these?

We already clean many things as standard that practically no one does or they charge extra for such as cleaning mildew out of sink drains and faucet aerators, cleaning the garbage disposal gasket, cleaning inside toaster ovens, cleaning crumbs out from under couch cushions, dusting baseboards, dusting intake vents, cleaning lime scale off a water dispenser drain.

Optional add-on menu of items that can be added on a regular basis to the 55-point Maintenance Service:

- Dusting blinds, if they are very dusty, the first time we will need to wet wipe every *slat* at \$10.00 per blind unit. Not available for mini blinds.
- Dusting blinds every visit, add \$.75 per blind, so if you have 20 blind units, that is \$15.00. We can alternate and do half each visit
- Dusting plantation shutters every visit: per window \$1.25 We can alternate and do half each visit.
- Wiping top of fridge \$2.00
- Cleaning louvered interior doors. First time, wet wiping each slat. These can vary a lot, so to be fair, we will count the slats and give the price.
- Wiping out patio door tracks. We move the doors back and forth to access as much as possible. \$2.00 per door panel (using a brush and a cloth) A 4 panel door track would be \$8.00.
- We include cleaning 2 patio door panels. Adding a patio door glass-cleaning to be included each visit \$3.00 for each single door panel inside and outside. So, if you have a 3-panel patio door, that is \$9.00
- Exterior French doors same as patio door pricing. Interior French doors already included.
- Empty recycling container each visit \$2.00
- \$5.00 Wipe laundry machines, dust laundry decor and cabinets, empty laundry trash
- We include changing one bed, for changing additional beds, \$7.00 each bed.
- Load a duvet into a duvet cover \$8.00
- Put slipcovers on furniture: per cushion \$1.50, fitted throw, per unit \$7.00 (if questions, ask!)

- Washing interior of windows \$3.00 per window, example: a bay window is 3 windows
- Washing exterior of windows \$5.00 per window and must be reachable from a step stool
- Cleaning a staircase if we normally only clean one story of a house (vacuum, mop, dust railing) \$8.00
- Inside the dishwasher cleaning, it must be empty. Wiping the door edges, gaskets, run a cycle with Lemi-Shine which helps rid lime scale deposits. \$15.00

14 Point Original Dust Bunny *Short* Cleaning Maintenance Package:

We clean all the bathrooms and all the floors. Which are ***the least loved*** cleaning jobs and are the most time-consuming. The investment of a small cleaning is generally about 2/3 the price of a regular cleaning. So, if the regular cleaning is \$150, a small cleaning would be generally \$100.

Short Cleaning: 14 check points

1. Sinks thoroughly cleaned
2. Faucet aerators sink & drains brushed to remove mildew
3. Chrome and stainless items and fixtures cleaned and polished
4. Toilets cleaned inside and out base and behind, removable seats cleaned under hinges
5. Vanity top cleaned and straightened, vanity front, sides spot cleaned
6. Wall mirrors cleaned; handheld mirrors cleaned
7. Shower doors lime scale cleaned off (unless formerly etched) and left crystal clear
8. Tub and/or shower tiles cleaned, rinsed, and dried
9. Treat mildew with either bleach or hydrogen peroxide
10. Trash emptied
11. Spot clean baseboards, doors, trim, switch plates and wipe windowsills,
12. Check vent fans and for cobwebs, clean as needed
13. Straighten or replace towels and rugs
14. Vacuum the floors in the whole house and wash all hard-surfaced floors in the house

Original Dust Bunny Occasional EXTRAS Price List:

Items that do not a need weekly maintenance cleaning:

- Blinds– (not mini blinds) washed with a damp cloth \$6 per unit, vacuumed \$3.00 per
- Washing windows- inside \$3 per window unit, more for multi paned windows, ask for quote.
- Outside \$5 per main level window, must be reachable from standing on ground (like windows facing a patio.) Screens must be removed prior. Additional cost if screens not removed prior.
- Dusting or washing high things like ledges tops of high furniture, fans, light fixtures, ceiling vents, priced upon inspection. We prefer you furnish a safe ladder.
- Washing baseboards with a damp cloth then sprayed with general cleaner (no brush is used) \$2.00 for every 100 square feet of house. Example 2000 square foot house (2000 divided by 100 =20 X \$2.00=\$40)
- Cleaning Silk plants or real ones, priced upon inspection. List continued on next page.
- Pulling out appliances to clean behind and under them. \$10.00 per appliance. Damage waiver to be signed in case they damage the floor.

- Kitchen cabinets, remove items, wipe out with damp cloth, and replace items.
- Upper units \$1.25 lineal foot measured at the wall. Empty cabinets \$.75 lineal foot
- Lower units, \$1.25 lineal foot measured at the wall. Empty cabinets \$.75 lineal foot
- Cleaning refrigerator interiors, removal of items, interior washed, and items returned \$25.
- Cleaning freezer section, same process \$10 Free-standing freezer interior \$25.00
- Vacuuming window treatments-priced upon inspection
- Cleaning closet interiors. Priced upon inspection.
- Washing interior passage/closet doors \$1.00 non-louvered, \$5 to 10.00 for louvered.
- Floor grout and carpet. We are not equipped to do a good job, use a service that uses a truck mounted system.
- Cleaning fireplace doors \$10.00 the doors may not look nice even after cleaning since the heat discolors the glass.
- Cleaning out fireplace ashes, \$10.00
- Removing cushions and deep vacuuming couches and chairs, priced on inspection
- Washing architectural items like doors, casing, switches plates, trim priced upon inspection
- Wet-wiping fans \$6.00 per fan, we include dry dusting fans.
- Oven cleaning, no chemicals used, just elbow grease! \$35.00, racks \$10.00 per rack extra
- Operating a "clean cycle" prior to an oven cleaning. We hand clean the inside of the door and the areas that got missed and wipe out the ashes. \$15.00 +\$10. per oven rack
- Cleaning an oven not run through a clean cycle. \$ 35.00 + \$10.00 per oven rack. We do not use oven cleaner; we use manual means and all our lungs thank us for that

What we do not clean:

Our insurance does not cover some of these and some are a hazard to safety or health.

- 2-Story houses not equipped with proper handrails to go from first to second floor.
- Kid stuff: Toys, kid's tables and kid's chairs, highchairs, baby equipment, we do not empty diaper pails, (child or adult)
- Pet stuff: picking up or wiping up feces or urine, pet beds, pet blankets, pet dishes, pet mats, pet hair embedded in draperies, furniture (suggestion to client: prevent by making inaccessible or covering with something washable that can be cleaned in a washer.)
- Dirty walls except around a light switch. Most walls are painted in flat paint and are not meant to be washed. If walls are dirty from pets or children, best is to re-paint. We can spot clean.
- Organic waste: feces, urine, vomit from floors or walls. If we see something like that, we will cover it with a paper towel, so no one steps in it and leave it. We don't clean plumbing/sewage backups. We do not empty waste bins that have this kind of organic waste such as diaper pails.
- Infestations: Fleas, cockroach (invasive German cockroaches) or rodent problem. If we see any flea or German cockroach dead or alive; we need a pest control company to eradicate fully before we clean. If evidence of rodents we will not clean. Hantavirus from rodents is deadly and we cannot take a chance. There are companies that will clean this such as Service Master.
- Areas of excess clutter, we will clean around it
- For safety: we do not make or change the upper bed of bunk beds
- Higher than the third step of a step stool/ladder and the stool must be at least 5 feet tall to go to that height so our hands can hold on.
- We will not go up or down stairways that have no real handrail.
- We do not clean exterior of windows unless at ground level.
- We do not clean inside garages or sheds.
- We do not clean outdoors except for the glass of windows and doors



Here is what your neighbors are saying about The Original Dust Bunny

- Michael Janas: *"The Original Dust Bunny is thorough and professional. They do an excellent job and show up when they say they will. I could never keep up with everything that they are able to do."*
- Kevin and Laurie, Orlando: *"Sherry is a real pro. She's constantly researching ways to improve her cleaning. We had hard water stains on our shower doors and tried everything to clean it. We came home one day and like magic, it looked like a new door! We were sold!"*
- Rebecca from Apopka: *"I have used Sherry's service for years. They are reliable and extremely thorough. As a person who works long hours, it is so nice to come home to a sparkling clean house. I would recommend them to any of my close friends!"*
- Lauren Motcheck, Winter Park: *"The Original Dust Bunny has been cleaning my place for about 8 years. I look forward to the day they clean...It is the most relaxing day of the week for me."*
- Janie B: *"Thanks to the Original Dust Bunny my house is always clean when company comes."*
- Paula B. of Orlando: *"Sherry Cooper and her team are the best. They are very dependable and do a great job every time. I would recommend them to everybody."*

- David and Carelle: *“Sherry has been cleaning our home since 2010. She is honest, dependable and detail oriented. We love her work and refer her to all of our friends and neighbors.”*
- Dianne and Jim Gocek: *“My husband and I have been using the Original Dust Bunny Cleaning service for our home in Baldwin Park for the last five years. Sherry and her staff clean our home impeccably. They are extremely pleasant, professional, and concerned that they do a great job for our family. I like that they are responsive to our needs, communicate to let us know when they will come to clean, arrive on time and are efficient in getting the job done. It is nice to have someone in your home that you like and can trust. I would highly recommend their cleaning service.”*
- Dr Mark and Mary Soliman, Orlando, FL: *“How many people can you trust to be in your house when you are not home? Sherry is one of those people and more! She does a phenomenal job and goes above and beyond each time. We have been using her service for over four years and have recommended her to our closest friends and family, who all feel the same.”*
- Jim Efantis, Orlando, FL: *“I am extremely impressed with the attention to detail each visit. Our house looks brand new after a cleaning!”*
- Karen Harrington, Winter Park: *“The Original Dust Bunny approaches clients with professionalism, flexibility and customized cleaning that caters to the needs of our home and family.”*
- Celeste Dinger: *“You did an awesome job -- everything looks fantastic. The bathroom, bedroom, whole house looks awesome and smells fresh.”*
- The Mirs, Downtown Orlando: *“The Dust Bunny is great, they always do a great job, they are reliable and most importantly, very trustworthy!”*
- For online reviews, click the link below

[The Original Dust Bunny Maid Service Orlando FL](#)

FAQ

What precautions do you take to keep safe during COVID-19?

We have 4 solutions:

1. Standard for every house, we put on disposable shoe covers and disposable gloves when we enter your home, we also, at your preference, will wear a facemask. All the cleaning cloths and the mop head for washing the floors are freshly laundered and sanitized with a clean set for every house.
2. For a one-time fee of \$45.00, we offer a cleaning kit that we leave at your house that has sponges, brushes, toilet brush, duster, and vacuum floor brush so we use that rather than using items we carry from house to house.

3. Social distancing. Since people are working from home, we can clean everything and get the room you work in last, or first or skip it. We have gone to a business model of **teams of one person** except for initial cleanings and houses over 4000 square feet, we use a team of two. The less people near each other, the better. For a lengthy cleaning, like the first one, we still use a larger team.

4. We can disinfect knobs, handles, switch plates, remotes, and other high-touch items for an optional \$20.00 per visit.

I have heard the first cleaning costs more, why is that?

The first time, we do a TOP TO BOTTOM clean. Some call it a deep clean. What that means is that we clean from the 55-point checklist and clean from the top of the dirt to the bottom of the dirt. Unless your house was professionally cleaned within the past two to four weeks, or you are a 5-star house cleaner yourself, this is going to take longer and be some hard work! Bathroom tile and shower doors and floors, appliances and cabinet fronts, doors, baseboards, and trim are usually the big time-takers. No two houses are the same and the more dirt, the more time it takes. This cleaning will be priced separately and is based on time needed.

How often should a maintenance cleaning be done?

80% of our customers have their home cleaned every two weeks which is called bi-weekly in the industry, 7% are cleaned weekly and 13% other rotations of every three and four weeks. The more people and pets you have, if you entertain frequently, or you like to have the house always be company clean or be your peaceful spot, you will prefer weekly or bi-weekly cleaning.

Anything more than every 4 weeks is considered an occasional cleaning and is priced by the scope of work since that will vary from time to time. The term monthly cleaning is really an every-4-week cleaning since that fits nicely into a schedule of mostly bi-weekly rotations.

Most companies do not offer an every 3-week cleaning because it doesn't play nicely in the schedule. We have found a solution for that by requiring they only be on Tuesdays, which is the least popular day of preference.

People that are not home very much or prefer to do some cleaning themselves may choose three- or four-week intervals to have the whole house clean at once as a treat to themselves and to keep up with the maintenance cleaning and is more budget friendly than bi-weekly.

What if I am gone on vacation and the house has not gotten dirty?

No problem, we can skip a cleaning. Please inform us as soon as possible so we may try fill that spot so our employees can still have work to do so they can earn their full paycheck. We appreciate that courtesy! Sometimes a customer may request some spring/special cleaning project while they are gone if we have access, such as washing windows and blinds.

Do you price the job by square feet?

Every home is different. Your cleaning investment is roughly based upon the amount of time needed. We have an app that calculates the number of people, pets, square feet, bathrooms.. We come up with a flat rate that will be the same every time. whether the cleaning takes longer, or we are done sooner.

Frequency of cleaning is another factor of pricing since the more time between cleanings, the more dirt has built up. We can switch frequency to a more frequent rotation or a less frequent rotation, based on your needs and budget.

A surcharge will be applied to cleaning construction debris (such as new tile installed, and everything is coated in dust!) since it adds greatly to the time needed.

People say you need to clean before the cleaners come, why?

You are clearing the way so we can easily get to the stuff we need to clean so when you come home, the house looks and smells wonderful! Make a trip through the house and put away/pick up clothes, laundry, pet paraphernalia, shoes, papers, dishes, food, cash, mail, and trash lying around. Pick up toys, and books, games, movies, and personal things you would not want someone's eyes on. These are things that we don't really know what to do with. If we are changing beds or putting out fresh rugs or towels, have them ready to go stacked on or next to the bed because we are usually not there long enough to wait for laundry cycles. It is best if pets and people are out of the cleaning area for two reasons, safety, and workflow. We would not want someone falling on a wet floor and getting hurt (we wear non-slip shoes, but our customers probably do not) nor since interruptions to the flow could cause us to inadvertently miss something. If there is stuff lying around, we may decide stack it or leave it and just clean around it. The house will look prettier in the end if these clutter items are put away before we clean.

Can you dust my fans?

Yes, with a long duster and if they are turned off. In some houses turning off fans is complicated. (Remote control in a drawer). The Original Dust Bunny Maid Service cleans high items and removes cobwebs with an extension duster. We do not bring a ladder/stool, we will climb a maximum of a 5-foot-high ladder going up 3 steps. We must be able to hold the top of the stool/ladder for safety.

Why is my friend paying less than me when her house is bigger?

A big sparsely furnished house can take less time than a smaller more crowded house. We can move quickly in a big house. If the house is well-picked up vs one where we need to work around toys and clothes and dirty dishes, more time is needed. Changing or making beds adds more time. Some houses have high-maintenance surfaces like clear glass, multi-paned glass doors, shiny tile, shiny wood, lots of knickknacks, high density to the decor vs minimalist. Sometimes a house is cleaned more frequently so there is less dirt. The number of occupants adds the most as to how dirty the house gets, especially shedding pets and children.

How do I start services?

Text or Call 407 733 9912, we can usually schedule your home within a week

How do I get an estimate?

We can either do it by text with our app or come out to have a look, the number is 407 733 9912

How do I pay?

If a one-time cleaning, we need a \$50 non-refundable deposit from a credit card to hold the spot. We take Visa, Master Card and Discover. Balance due when completed. That can be credit card, Zelle, Cash App or cash.

For recurring we charge credit cards after the cleaning. If a cash or a check payable to: Original Dust Bunny Maid Service. Please place on the kitchen counter, we appreciate that courtesy so we do not need to go looking for you to obtain the payment since you will know the amount prior. If a credit card, we keep them on file and charge them at the end of the day. If an app and you are a new customer, we need the payment before the business day starts (8:30) since we have no way to transfer that payment ourselves. If you have a history with us of being reliable to send the Zelle or Cash App on the day of cleaning, we can work it like that.

What about my pets?

We love pets! We are careful to leave the same doors open so we do not trap a cat in a closet all day. Most dogs are amused by having a daytime visitor. We usually go say Hi and the dogs are happy. If you do not trust your dog, a secure kennel/crate or confined to a room we do not enter is a good solution. We will keep our distance to not upset them. We are very careful to keep an eye on the pet when we bring our cleaning supplies in and out, so pets don't get out of the house. Some customers take their dog to doggy daycare on cleaning day.

Do I have to leave?

No. if you are home, we ask that you stay in an out of the way place so we can move about as we need to. We follow a routine to maximize our labor to be efficient and thorough which helps keep your cleaning investment as affordable as possible. Also, we don't want you to walk across a wet floor and slip or trip on the vacuum cord or on a tote sitting on the floor. If we are interrupted in our workflow, we may miss something. If working from home, people generally stay in their office while we clean and if you want that area cleaned, we can do it first or last.

Will you use my products and my vacuum cleaner?

We prefer to use our own since we fully know how to use them. We have tested dozens of products tools and equipment over the years and the ones we currently use are the best of the best! We will honor a request for a certain product if you furnish it and can use your vacuum if you insist, but results are not guaranteed. We use a Danish canister vacuum from Nilfisk-Advance called Clarke with a HEPA filter that is amazing. A HEPA filter means it will remove at least 99.97% of dust, pollen, mold, bacteria, and any airborne particles with a size of 0.3 microns (μm). Our vacuum can get in and under things like no other, has high suction and doesn't scratch floors. It looks very simply but is a workhorse. We use an upright with a beater bar for matted carpeting and sculptured rugs. That has an impeller and has a HEPA filter with a bagged design which is more sanitary and one of the best in the industry for picking up dirt and pet hair. Our cleaning kit (optional) that stays in your home has a floor brush for our canister vacuum that would only be used in your house and will stay in your house.

Another company told us they use the customer's vacuum because of sanitation reasons. Why is that?

That sounds logical but the real reason a cleaning company / independent cleaner wants to use your vacuum is because it saves them money. Using a vacuum every day for several hours is hard on them and they need replacement, repairs, and new bags. Durable and powerful vacuums are expensive. We want to save the valuable life of *your* vacuum for when you need to use it between our cleanings or when there is some mess to clean up. We don't want you stuck with a broken personal vacuum cleaner. We like to use our own products and equipment because we know 100% how they work, we carry extras, so we never are left in a predicament and feel it gives you better service with less to concern yourself with

As to products, we have tested many products to find the most effective yet gentle ones. We always bring sanitized clean microfiber cloths and a freshly laundered string or flat microfiber mop head. We do not bring in a dirty mop from the previous house.

We don't think a cleaning service is quite the "turnkey timesaver of a service" if you need to be making sure there are cloths and products available and maintain and repair your personal vacuum. Isn't the point to make your life simpler and more enjoyable and have more spare time?

We only clean "respectfully lived-in" houses. We will refuse cleaning jobs. Our specialty is maintenance cleaning not restoration cleaning. There are other companies that do that work. **We offer (optional) a vacuum floor brush that can only be used (and reside) in your home.**

Will you remind me when my cleaning occurs?

Yes, the day before you will receive a text message to remind you. If you do not use texting, we can call or email if you think that is necessary. Also, we will give an ETA with a range of 30 to 60 minutes for arrival time.

Will the same person clean the house?

It is our intention to have the same person clean the house. Due to time off or turn over, we may have someone different. You would be notified of that occurrence.

How many people will come to clean?

The first time two will come because it takes longer, and we need to make a detailed work order for the team of one that will take over perhaps after the second or third time. We began this model of one cleaner in July of 2020 due to COVID-19 and it has many benefits. That one cleaner gets to know your house and how you like things and only one person cleaning has more accountability since that person is solely responsible for the outcome. Also, the less people, the safer everyone is. We use PPE precautions, and it lowers the risk having one person come in a car by them self. From a business standpoint, we have noticed that the job applicants are of a higher caliber since a cleaning tech needs more skill and confidence to clean by themselves. This also reduces turnover due to personality conflicts between team members is eliminated. That is good for customers because the cleaner they have will stay constant and we don't need to put new people in houses.

How will the cleaner access the property?

A key, a code to a garage or front door keypad or a hidden key, a lockbox or someone home to let us in. Remember to provide a code for a security gate, and if your alarm is armed, we need a code for that.

If locked out, we often can work these things out with a phone call and some additional instructions, but it is not a win-win for if the cleaning service cannot get in. The lockout fee is 50% of the cleaning price because we pay the cleaning tech. so her paycheck isn't short.

Is my key safe with the Original Dust Bunny Maid Service?

Your key is assigned a number and placed in a key safe, the number has no identification. Just the number on the keyring. That number corresponds to the hook number in the key safe. The master list paper for the hangers in the key safe is located elsewhere in a different file cabinet. ***We do prefer to use a code on a door or garage rather than keep keys.***

Do cleaning technicians get tips?

YES! Everybody loves a tip, right? Some people tip every time, and many people give a nice tip just before the year-end holidays. Tipping is at your option. The tip will go to the tech cleaning your house. If a different tech is cleaning on the day, you leave a large year-end bonus tip, you can leave the tip in an envelope with their name or text the office that the extra is for_____. Tips make for a great day!

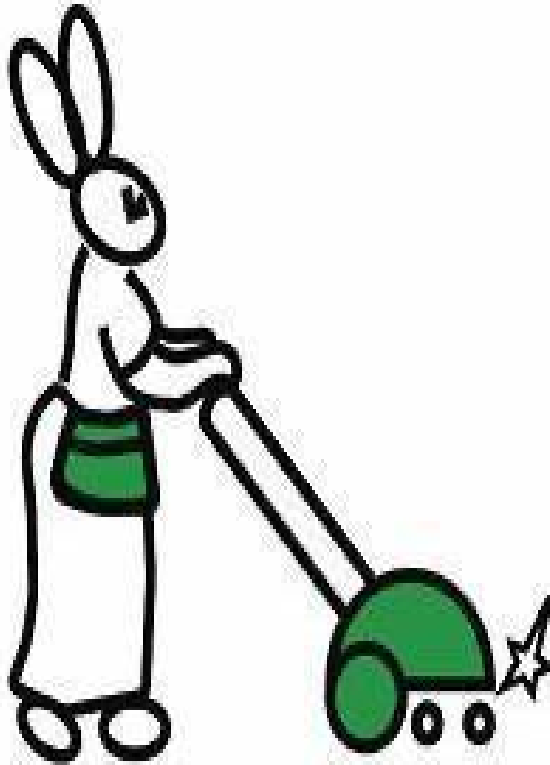
What about breakage, etc.?

The Original Dust Bunny Maid Service carries LIABILITY INSURANCE thru Next Insurance. When something breaks, (I am sure most of the time the person that broke the item feels worse that the person the item belongs to.) you will be notified that day via text message, or a note left at the house. Usually, the customer says, "Thanks for telling me, that is ok, accidents happen." Sometimes the item can be glued back together, sometimes we are able to replace it or give money toward replacement. Picture frames are the most common item to break. Picking up and dusting a free-standing picture frame 26 times a year weakens that cardboard stand that holds it up and those clips on the back let loose, sometimes it all falls out of the frame. They will eventually fall apart, and *we do not compensate for those if they break.* We will let you know. We will also let you know if we see some insect, you may not be aware of, like ants in a guest bath and if there is a water leak, we discover. You may already know, but things like that can do a lot of damage over time and we are another set of eyes for you.

What about valuables?

Employees are background checked and we have never had any incident, but please, it just makes sense to put away anything you value in a secure place. Mainly this refers to small items such as jewelry, cash, and medications. We have all had something go missing only to find it later and we forgot we had put there. Neither the customer nor cleaning company wants to have something of value go missing. It is uncomfortable for all parties and usually it turns up later. When the items of value are in a secure place, none of the drama need to occur. If you have mislaid or lost something, let us know and we will keep an eye out as we clean the house and be careful when vacuuming

Our Satisfaction Guarantee



***Original Dust Bunny Maid
Service 100% SATISFACTION
GURANTEE***

IF you are not happy with your cleaning, contact us by text or a phone call within 24 hours of the service. We will come out and re- clean the areas you are not happy with within 24 hours and if you are still not satisfied, we will give you your money back.

Cleaning Investment: see next page

First time cleaning scope of work: _____

- This is usually a much longer duration. For the “average amount of dirty” house, this cleaning takes from 1-1/2 to 3 times longer than a recurring maintenance cleaning, (even longer if it has been a long time since a thorough deep clean). A team will clean every room top to bottom including anything as high as a three-step stepstool will reach. The customer needs to provide a step stool or let us know and we will bring one.
- We will clean floors including under (easily accessible areas) items such as sofas, beds, dressers. We will not move objects too heavy or that may be damaged by moving such as valuable item like electronics, art items, and antiques. We will clean around them.
- We will wipe all the accessible baseboards, millwork, doors, railings, built-in cabinet fronts, and doorknobs and switch covers. We will remove furniture cushions and thoroughly vacuum out the dust and debris.
- If you’d like, we will make beds and change your bedding. Leave a set of clean sheets out on the bed.
- We vacuum all floor surfaces and wash the hard surfaces. We will dust and/or polish furniture surfaces, clean both sides of glass tabletops if not too difficult or unsafe to access the underside.
- We clean all bathroom surfaces right to the bottom of all the build-up. We will brush with bleach the visible mold from the drains and shower grout. Sometimes we cannot remove the entire mold from the tile grout/silicone or hard water stains from the glass doors, but we will make them sparkle!
- We will dust and wipe pictures, window ledges, wash mirrors (except antiques) dust/vacuum tops of window treatments, remove cobwebs, dust light fixtures and dust off ceiling fans. We do not clean silk or real plants on a top to bottom cleaning. It can be added a la carte.
- Kitchen counters, appliance surfaces, backsplash areas and sinks are deep cleaned and polished or wiped dry, even the disposal rubber.
- We clean the kitchen window over the sink (if reachable) and any patio doors (and vacuum the tracks) and the clean glass in the front door area.
- Cleaning additional windows and all blinds are not included, nor is cleaning the refrigerator interior and inside the oven but can be added if desired. See the price list on previous page.

For recurring service, we keep all these items listed above in the same condition of clean!

Frequency choice: (circle)

weekly bi-weekly tri-weekly (Tuesdays only) every 4 weeks

Your future recurring scope of work choice: (circle)

Regular cleaning Short Cleaning (all floors and bathrooms) Alternate Regular and Short Cleanings

Initial cleaning investment \$_____Recurring cleaning investment \$_____per visit.