HHI CLEANING SERVICES LLC

Welcome Packet

Welcome to the family - thank you for trusting us with your home.



We are a **small, family owned and operated business** with **over 13 years of experience** and competitive pricing. We stay until your cleaning is completed - we do not rush out on a timer. This packet explains, in plain language, how your reminders work, how to reach us, how to pay, how to ask for extras, and what happens if a cleaning is missed, so there are no surprises.

SCAN ME

Your HHI Customer Hub - start here

Almost everything you will ever need from us lives in one place: our **Customer Hub**. Point your phone camera at the QR code and tap the link that pops up - no sign-in, no app to download. In the hub you can:

- **Get a free quote** - fill out the estimate form, add the best time for us to stop by, and we will come by for a free walk-through and give you your exact price.
- **Reschedule, change, or cancel a cleaning** - one form for moving a clean, canceling, or changing how often we come.
- **Read this Welcome Packet** any time, **call or text Stephanie**, and visit **our website** for services, tips, and photos of our work.

No camera handy? Type this into your browser: muse.ai/s/hhi-customer-hub-oxv6xravtyitxm/6d6LyjI4H3qdSU-1Wy-dJxwJ9GQ4QnNG_8Mh9QMCl58

The fastest way to make a change is the hub form above - it goes straight to us with everything we need. **Would you rather text me directly?** Text Stephanie at **(813) 291-6868** - after the hub forms, text is the fastest way to get a response. **Email is fine too:** handyhomeinfo@gmail.com - replies can just take a little longer than a text.

1 Your reminders - and making a change

Our booking app will notify you **one week before** your cleaning, with your intended cleaning date and time. That week-ahead notice is your time to check your calendar.

- **If that date or time no longer works** - or it clashes with another appointment - open the **Customer Hub** and send the **Reschedule, Change or Cancel form** as soon as you get that notice, and we will find a better time. Please give at least **48 hours' notice** to reschedule.
- The app will notify you **again two days before** your cleaning as a final reminder.
- You can cancel at any time, or change between bi-weekly and monthly service, with at least **2 weeks' advance notice** - the same hub form handles that too. In a hurry? Text Stephanie directly at **(813) 291-6868** instead.

2 Please tidy up the day before

A quick tidy the day before helps us spend our time cleaning your home, not picking up - so you get the full value of your cleaning.

- Pick up clothes, toys, mail, and everyday clutter from floors and counters.
- Clear the kitchen counters and sink area as much as you can.
- Make sure we can get to the rooms, beds, and surfaces you want cleaned.
- If you have pets, please have a plan for them while we clean, so they stay safe and we can work without interruption.

3 Payment - please have it ready

Cash or check

Please leave payment **on the counter in an envelope with our name - HHI Cleaning Services LLC - on it**, ready for us on cleaning day.

Zelle

Zelle is **instant** - you do **not** need to pay the day before. Please pay **on cleaning day, before the end of the day - preferably before 7 PM at the latest**.

Cash App, Square, or Venmo

These services take **2 to 3 days** to reach us on a standard transfer. Please either:

- Pay **a day before** your cleaning, *or*
- Add **3.5% extra**, so we can use instant transfer.

4 Want something extra? Tell us before we arrive

Regular maintenance covers your normal cleaning. If you would like anything extra, please **let us know before we arrive** - through the **Customer Hub**, or by texting Stephanie directly at **(813) 291-6868** - so we can allow extra time between our other cleanings that day. Extras are an additional charge.

Common requests include **extra beds made** and other one-time tasks that are not part of regular maintenance. Popular add-ons:

Add-on	Price	Add-on	Price
Inside oven	$50	Dishes (one sink)	$30
Inside fridge	$50	Laundry	$38 / load
Extra bathroom - small	$15	Windows - inside	$10 each
Extra bathroom - half	$20	Windows - outside	$12 each
Extra bathroom - large / huge	$40	Extra sliding / French door	$12 each
Stairs	$10 / floor	Extra beds made	Just ask

One sliding or French door is included with your cleaning. All prices are estimates - your final price is confirmed after a walk-through.

5 Missed cleanings and gaps in service

Life happens - just stay in touch with us. These rules keep pricing fair for everyone, because a home that has gone longer between cleanings takes more work to bring back.

- **Missed and not rescheduled in the same week:** an additional fee may be added to your next cleaning.
- **More than two regular cleanings missed in a row:** your next cleaning will be charged at the **monthly price**.
- **More than a month since your last cleaning:** your next cleaning will be charged at the **first-time Detailed cleaning price**.
- **More than two months since your last cleaning:** your home may require a **Deep Cleaning** to bring it back to our standard. We will assess your home when we arrive and confirm with you before we begin whether a full Deep Cleaning is needed, or whether a modest adjustment just above your regular monthly rate will be sufficient.

> **The easy way to avoid every fee above:** when that week-ahead notification arrives, open the Customer Hub and send the Reschedule, Change or Cancel form right away - we will move you within the same week whenever we can.

6 When something changes at home

Your price is based on your home as it was at your walk-through. These changes can change the clean - and may change the price:

- **Someone moves in permanently** - more people means more use of every room. Guests visiting for up to **7 days are fine, no extra charge** - it is a permanent move-in we need to know about.
- **A new pet joins the home** - every pet adds hair, dander, and paw prints, even a small one.
- **New flooring, a remodel, or construction** - hard floors, new glass, and drywall dust change how we clean and how long it takes.

Just tell us through the **Customer Hub** or by text when something changes. If a change means your price needs to adjust, **we will tell you first - no surprises**.

Quick checklist - keep this page

- **Scan the QR code on page 1** and save the Customer Hub - your one place for quotes, changes, cancellations, and reschedules.
- Week-ahead notice arrives - check your calendar, and send the hub form right away if you need to move your cleaning.
- Two days before - final reminder from the app.
- Day before - tidy up, and send Cash App / Square / Venmo if you pay online.
- Cleaning day - cash or check in an envelope with our name on it, left on the counter. Zelle: pay by end of day, preferably before 7 PM.
- Want extras or extra beds made? Let us know through the hub, or text Stephanie, before we arrive.
- Need Stephanie directly? Text **(813) 291-6868** - fastest after the hub forms. Email handyhomeinfo@gmail.com works too.

Thank you for choosing HHI Cleaning Services LLC.
We appreciate your business, and we will take good care of your home.