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B & G Cleaning Services Auburn, WA

"When You Want The Best"®

Information for New Customers



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B & G Cleaning Services 'When You Want the Best'®

A SHORT HISTORY-

Bob and Gayla formed B & G in 2000 as an alternative to the standard cleaning services. A majority of cleaning services today sell cleaning based on time-blocks. For the customer, this can mean having different people in your home every few weeks, instead of seeing the same faces each cleaning day. In addition, many services instruct their employees to skip certain areas of the home if the time-blocks you paid for run out, in order to move their employees on to another home. Other services work by the hour, or make the customer set 'priority lists.'

What B & G offers customers is completely different. Usually, your home is the only one we will be doing on your cleaning day. You can feel safe with B & G in your home, as well. We carry maximum business insurance, are fully bonded, and will gladly provide local references from families we have served for many years. The majority of our customers have been with us for more than five years, some for over a decade. We serve only a limited number of families, ones who truly appreciate good service.

WHAT YOU CAN EXPECT FROM B & G

If you have had previous cleaning service, you will discover that we have higher standards than commercial cleaning companies do. We bid and perform work based on a TOTAL clean from top to bottom, start to finish, and we do not leave until everything is done.

Occasionally, even we have been known to 'miss a spot,' but in general, our work is superior to typical cleaning services. We wash baseboards and window tracks. We dry sinks, faucets, and toilets after cleaning. We use proven products and methods. As a rule, we perform the classic 'presentation' method of cleaning homes. This is a system where items in the home are often straightened after they are cleaned, pillows fluffed and arranged, and other small things that make a difference you can see when you return to your clean house.

In bathrooms, our methods assure that these areas will not only shine, but be germ-free as possible. In kitchens, we actually take apart your range top and clean it, not just spray and wipe. Don't worry - we know how to put it back together! These types of methods mean we usually must spend 5-7 hours in your home on cleaning day. Quality work just takes longer.

These high standards are good for everyone. Over the last few years, we have established a few facts about using a quality housecleaning service:

The dust level in your house will drop dramatically, and people in your home will breathe much easier, even if they don't notice a change at first.

Your home will smell fresher and cleaner.

After a few cleans, you will find that the housecleaning you do yourself becomes lighter and easier.

People living in your home will usually get sick less, especially during flu season. (We know this from the many customers who have told us about it.)

You may sleep better due to a fresher house with less floating dust.

Your friends may comment on your clean home and ask what you have been doing differently to make it that way.

'First' Cleans

The first time we clean your home, the charge is going to be higher than for regular service. This is because the type of cleaning we do is very thorough and takes longer in a home that we have not cleaned previously. The usual 'first clean' can run as long as ten hours, but averages about eight to nine hours. After the first clean, we will submit our bid to you for monthly service. If you accept our bid, then we place you on our regular schedule. We do this because it is difficult to bid a home properly until we clean it the first time.

Scheduling and Payment Policies

We understand that sometimes things happen and you may have to re-schedule your service to a different day due to an unforeseen circumstance. However, we do ask for at least a 48-hour notice, if possible. When you re-schedule a clean at the last moment, we have no chance to place another customer in your slot, and that means a lost cleaning fee. Last-minute re-schedules are treated as cancellations. (See below)

We have two typical cleaning schedules: Bi-Weekly, and Every 4 Weeks, sometimes known as a 'monthly.' **The monthly clean is not a true monthly.** If it were, your clean would be performed on a different day each month, and our scheduling calendar would be very difficult to standardize. *A monthly clean is performed exactly four weeks apart, on the same day of the week each time.* **There are actually 13 monthly cleans scheduled in a year.**

If you are on monthly service, this means you should budget for two cleans in the same calendar month, once per year. We can let you know in advance, in which month this will occur.

Cancellation Policies

Unlike a re-schedule, a cancellation is when a customer skips an appointment completely and requests we come back on their next regularly scheduled day. A home that goes longer between professional cleans is more difficult to do. If a customer cancels too many cleans, we often drop them from service.

PAYMENT FOR SERVICES

We are a DBA. Please make all checks payable to GAYLA PROCIV, not 'B and G'.

PAYMENT IS EXPECTED AT TIME OF SERVICE.

(Usually, people just leave a check on the counter if they are at work)

Insurance Restrictions on Certain Work

Due to insurance rules, we have to restrict some minor work in your home:

- 1) **Large formal china cabinets holding expensive crystal or china** will be cleaned and polished on the outside only, unless they are empty.
- 2) **High-mounted glass chandeliers will not be cleaned without prior arrangement and an additional charge for cleaning.** Generally, we charge quite a bit to clean these, because they are very labor-intensive and time-consuming. We do use extension handles and a duster to clean cobwebs or dust from them, however.
- 3) **Valuable personal 'collections'**, (doll collections, sports memorabilia, etc.) especially when stored in glass display cases, will not be touched.

Extra Services

Our most popular extra service is window cleaning, which can be scheduled for late spring or early summer. We also offer cleaning of your vacation or rental property, your boat or camping vehicle, almost anything you want shined!

Thank you for choosing B & G!

Bob and Gayla