



POLICIES & PROCEDURES

Satisfaction Guarantee

Re-Cleans - If you are unsatisfied with the quality of your clean, contact us and we will assess your concern, if applicable, the problem area will be re-cleaned free of charge. A re-clean request must be reported within 24 Hours of the initial service date.

Refunds - If you are not satisfied by the re-clean and the Cleaner is at fault, a partial refund according to circumstances will be offered. Full refunds are not available.

Fees and Payments

Extra Service fees - Client will be charged any fees as necessary for extra services the Cleaner is providing to work properly, such as, picking up items, doing dishes, folding laundry, etc.

Payment - Payment for cleaning must be made the day of cleaning, due as Bank Transfer, Cash or Check. Failure to pay for cleaning on the day of service will result in a late fee of £10 per day until payment is made.

Cancellation

Rescheduling, skipping or cancelling a clean - A written notice of any schedule change is required. Cleaner will proceed to the scheduled job if a written notice via text is not provided.

Late Notice - Client will be charged £50 for any schedule changes made within their arrival window.

Lockouts - If a notice from the Client is not made and a Cleaner cannot gain entry to your property or if they are denied access, client will be charged 50% of their total cleaning/estimated fee.

Pricing and Preference

Flat-rate pricing - A flat rate price will be charged for all services; however, the condition of your home is accounted for.

Price Increase - We reserve the right to raise any rate/price as needed. Clients will be notified in advance of any price increase. Bi-Annual price reviews are implemented.

Scheduling Preferences - Any specific date, time or cleaning tech request is not guaranteed, but we will accommodate to the best of our ability.

Client name.....

Date:



For Client

1. Any special cleaning instructions or requests:

2. Any areas or items that should not be cleaned:

3. Any allergies or sensitivities that the cleaning staff should be aware of:

4. Are there any pets on the property? If so, please specify.

5. Are there any security measures or procedures that need to be followed? if so, please specify.

6. Is there a preferred day and time for cleaning? If so, please specify:

- 7, Are there any parking space restrictions for the cleaning team?

8. Are you able to communicate via text message?

If not, specify communication method:

PAYMENT INFORMATION

1. Payment method: cash Bank Transfer check
2. Account Number: **27916482** Sort Code: **04-06-05**
3. Contact person for billing and payment: Ammar Salloo
4. Phone number of contact person for billing and payment: **07836324764**
5. Email of contact person for billing and payment: **Houseofnoorcleaners@gmail.com**

Date:



Deep Cleaning Checklist



All areas of the property

- Dust surfaces
- Dust & hand wipe furniture
- Dust skirting boards, chair rails, and door panels
- Dust ceiling fans (within reach)
- Dust & sanitise staircase handrail
- Dust all corners and Hoover cobwebs
- Clean all doors and handles
- Vacuum carpets
- Vacuum and damp mop floors
- Dust blinds, windowsills, and lock ledges
- Dust pictures frames
- Dust lamp and lamp shades
- Dust & clean mirrors
- Empty all trash

Bathrooms

- Dust surfaces
- Dust blinds, windowsills, and lock ledges
- Dust cabinets, door panels, and skirting boards
- Clean windows
- Clean and disinfect surfaces
- Clean & disinfect cabinets
- Clean & disinfect shower screen and bathtub
- Remove limescale
- Remove shower drains and clean
- Clean & disinfect toilets inside and out
- Clean & disinfect doorknobs and switches
- Vacuum & mop floors
- Empty trash

Kitchen

- Dust blinds, windowsills, and lock ledges
- Dust chair rails, cabinets, door panels, and skirting boards
- Dust top of refrigerator and clean all sides
- Clean and disinfect counter tops
- Clean & disinfect cabinets
- Clean and disinfect sink
- Clean & disinfect the microwave
- Clean & disinfect the oven – outside only
- Clean & disinfect the dishwasher – outside only
- Clean & disinfect the fridge – outside only
- Clean & disinfect kitchen table
- Vacuum & mop floors
- Empty trash

Bedrooms

- Dust surfaces
- Dust & hand wipe furniture
- Dust baseboards, chair rails, and door panels
- Dust blinds, windowsills, and lock ledges
- Clean skirting boards
- Clean wardrobe doors
- Vacuum carpets
- Vacuum & mop floors (if non-carpet)
- Change sheets (upon request)
- Make beds (upon request)
- Empty trash



Regular Cleaning Checklist



General areas

- Dusting: Removing dust from furniture, shelves, décor, windowsills, and light fixtures.
- Vacuuming/Sweeping: Vacuum carpets, rugs, and hard floors to remove dirt and debris.
- Mopping: Cleaning and sanitizing hard floors like tile or hardwood.
- Tidying Up: Straightening items, making beds, fluffing pillows, and putting away general clutter.
- Windows: Clean debris and wash all windows (inside only)
- Trash Removal: Emptying and replacing bin liners.

Kitchen

- Countertop Cleaning: Wiping down and sanitizing kitchen countertops and backsplashes.
- Sink Cleaning: Scrubbing and sanitizing sinks and faucets.
- Appliance Exterior Cleaning: Wiping down the outside of appliances like refrigerators, ovens, microwaves, and dishwashers.
- Floor Cleaning: Sweeping and mopping the kitchen floor.

Bathroom

- Toilet Cleaning: Cleaning and disinfecting toilets, including the bowl, seat, and exterior.
- Sink Cleaning: Scrubbing and sanitizing sinks and faucets.
- Shower/Tub Cleaning: Wiping and rinsing down shower or tub surfaces.
- Mirror Cleaning: Wiping down mirrors to remove streaks and smudges.
- Floor Cleaning: Mopping the bathroom floor.

Important Note: Regular cleaning differs from deep cleaning. Deep cleaning goes beyond these basic tasks to address built-up grime and neglected areas, like cleaning inside appliances, scrubbing grout, or washing windows (inside ONLY). Deep cleaning is typically done less frequently, perhaps every few months or for specific occasions. We highly recommend an initial deep clean so then we can upkeep your property with weekly or Bi-Weekly cleans.

All cleaning tasks will be done inside the property for the safety of our staff.