



Caring Hands & More LLC

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Caring Hands & More Professional Housekeeping FAQ

Q: Do I need to provide supplies or will the teams bring them?

A: Caring Hands & More maids will bring all of their own supplies and equipment.

Q: Can I have the teams clean with my own supplies? I have allergies and my floors need special cleaners.

A: Yes, we will be happy to clean with any special cleaner or solution you might need.

Q: Can I have the teams vacuum with my own equipment?

A: Yes, we will clean with your vacuum equipment but can not be responsible if your vacuum cleaner causes any damage. Caring Hands & More can only be responsible for any damage our own equipment causes.

Q: How do I leave special instructions for the cleaning teams? Can I leave a note?

A: It is better to call the office at 319-337-8922 or email us your special instructions. You can leave any instructions you want but it's typically easier to allow us to communicate with the teams.

Q: I know Caring Hands & More needs 24 hours notice to cancel my scheduled cleaning visit; what happens if I forget to let Caring Hands & More know about my cancellation in time?

A: Its no problem, we will change our schedule to suit whatever you need. We will however charge a \$20 dollar rescheduling fee for having to rebalance our teams' workloads with short notice.

Q: Can I "leave off" rooms that I do not want cleaned when I get my "regular service" price estimate. I have a 5-bedroom home but only want 2 bedrooms cleaned.

A: You must enter all of your bedrooms when getting a price estimate. Unfortunately, larger homes such as a 5-bedroom home require more time for cleaning. Even if our maids "skip" a couple of bedrooms, these homes are simply bigger everywhere. (bigger kitchen, bigger living rooms etc..)

Q: Why is a "One-time only" cleaning more expensive than a "weekly" or "every two week" cleaning?

A: We like to offer discounted rates to our clients who want a "regularly scheduled visit" (weekly, bi-weekly, or every three weeks). We ask that clients get at least 3 visits to qualify for our discounted rates.

Q: How will the maids enter my home?

A: You are welcome to be home when we clean but most clients leave a key for us... During the online sign up process, you will be prompted to tell us - where to find your key and we return it when we are through cleaning - OR to keep your key which we store in our steel lock box - OR you can sign a key release in your apartment business office. Please remember to leave a key. If we are unable to enter homes or apartments, Caring Hands & More will charge a \$20 dollar lockout fee to cover the maids' travel time.