




Hello Valued Customer,

Thank you for choosing One Source for your cleaning needs. To ensure the success of our cleaning partnership, we kindly request that you fill out the following list of questions. Additionally, we would like to provide you with some information about our company policies, the types of cleanings we offer, and your cleaning day.

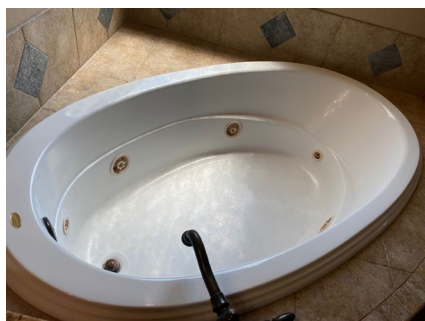
 **OSC Client Information:** Please take a moment to provide us with your personal information for your cleaning day, and we will confirm the date and time with you. This link will take you to our [Online Form](#), if you prefer not to book online, you can copy the details into an email to get started with One Source Cleaning and mail to: onesourcecleaningfc@gmail.com.

1. **Client Name:**
2. **Billing Address:**
3. **Cleaning Address (if different than billing):**
4. **Contact for day of cleaning:**
5. **Best phone # on day of cleaning:**
6. **How do we get in:**
7. **Approx. Sq. footage:** **# of Baths:**
8. **Animals (names & info):**
9. **Where do you keep your trash liners? (Not for move outs)**
10. **Where is your vacuum located: (Not for move outs)**
11. **Specific information needed about my cleaning:**
12. **Rooms we do not clean:**
13. **If signing up for recurring service - Best Days or Time (am or pm) for cleaning:**
14. **Frequency:**

Quick Reference for Estimating & Day of Cleaning

- ❖ Our cleaning services are priced based on the square footage of your home. Labor fees are estimated according to the number of hours required for cleaning. If your cleaning job requires 6-8 hours, we will send 2-3 cleaners to complete the job. This means that they will be in your home for a total of 2-4 hours. However, the cleaning hours will still be billed for 6-8 hours based on the labor hours.
- ❖ We offer a variety of cleaning services, including deep cleaning, move-out cleaning, maintenance cleaning, hourly cleaning, airbnb cleaning, construction cleaning, and office cleaning. We understand the importance of budget-consciousness and are happy to create a customized cleaning plan for your home. However, keep in mind that each clean is different and the time required for deep cleaning versus maintenance cleaning will differ significantly.
- ❖ To get started, we will ask you for the square footage of your home and the number of bathrooms you have. We will then assess the level of grime in your home. Please refer to the pictures below for a home that is less than 2,000 square feet (sf).

Light Clean 4-6 hrs min.



Medium Clean 6-8 hrs



Heavy Clean 8-20+ hrs



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Please keep the following information in mind regarding the cleaning services we offer:

- **Maintenance cleaning:** We will clean your bathrooms, kitchen, floors, and dry dust as we go. If you have a list of additional items you would like us to do, please title it “If you have time, please do the following” and leave it on the counter. We will do our best to accommodate your requests within the given time frame.
- **Deep cleaning:** This service includes maintenance cleaning but with additional tasks such as cleaning the outsides of kitchen cabinets, reachable window tracks and sills, interior windows, dry dusting all blinds, wallbase, and door frames. We will also spot clean walls and doors. We will dust shelves that are not cluttered, wet dust light fixtures, and clean all interior glass. We will wipe down main furniture items such as end tables, coffee tables, kitchen/dining tables, uncluttered dressers, desks, and counters. For bedrooms, we will make beds and vacuum if the floor is picked up. We do not detail random kitchen appliances unless specifically asked.
- **Move out cleaning:** This service includes deep cleaning but with additional tasks such as cleaning the inside of all cabinets and drawers, closets, and appliances. We will move the refrigerator if it moves easily, but we only remove the stove drawer to clean under the stove. We kindly ask you to move the Washer/Dryer if you would like the area around them cleaned during your cleaning day. However, we will slightly move them to clean between them. We do not clean garages, patios or unfinished basements unless asked. If we are cleaning around furniture, boxes, or you are still on site in the process of moving or you have moving companies & carpet cleaners on site, please plan for your estimate to increase. Also, please make sure that there is proper lighting, access to the property, and the hot water is on. If you need to reschedule a move out cleaning, we need a minimum of 24 hour notice.
- **Capped cleaning:** If you only want to pay for a certain amount of time for a cleaning, it becomes a capped cleaning. For example, if you only want 4 hours of deep cleaning in a home that is 2,000 sf, you will create a list and we will go in that order as we have time. If you cap at 4 hours, you still may be billed up to an additional hour as we will need time to finish what we have started. No discounts will be offered for capped cleanings. We will only come back to fix what was on the list that we touched if you call us within 24 hours of your service.
- **Construction cleaning:** Cleaning up after a construction project can be a challenging task, especially if the construction is taking place in a home that was already in an unclean state. This type of cleaning requires more time and effort. If the construction workers are still on-site during our cleaning or if someone else comes afterward, any potential re-cleaning, such as for floors or bathrooms, will require payment before we schedule a return visit. However, there may be instances where we need to come back, especially if construction dust is still settling or if there are still contractors, painters, movers, or carpet cleaners on site. In such cases, there will be an hourly charge. Also, please ensure that there is proper lighting, access to the property, and the hot water is on, as this will also extend the amount of time needed for the clean. We recommend that you replace furnace filters before we commence cleaning.

- **Airbnb Cleaning:** Our approach to Airbnb cleaning involves thorough cleaning and staging of the property to ensure that no traces of previous guests are left. We clean and straighten linens, restock dishes, make beds, and do laundry, as well as clean the main areas, bathroom(s), kitchen, and floors to create a welcoming environment for your new guests. While we do not schedule time for deep cleaning, we advise scheduling a quarterly deep clean for your Airbnb.

To begin, we will have a meeting on site to create an information sheet for your cleaning needs. It is important to note that we are Airbnb cleaners, not property managers, and therefore, we suggest that you stop by to check on your Airbnb from time to time. We will do our best to inform you when inventory is low, laundry is stained, light bulbs are out, or items are broken, but ultimately, it is the responsibility of the Airbnb manager/owner. Our priority is to solve problems and ensure that your Airbnb is client-ready. If you have a long-term renter, please inform us in advance so that we can book extra time for the cleaning.

- **Office Cleaning:** Our cleaning service includes disinfection, trash emptying, wiping down surfaces, and cleaning bathrooms, break rooms, and floors. However, we won't move papers on desks or clean behind closed office doors.
- ❖ **Quarterly Deep Cleaning:** All properties should undergo a deep cleaning on a quarterly basis, unless we are contracted to provide full cleaning services bi-weekly and have the appropriate amount of time. We will send out reminders every three months to ensure that you don't miss the cleaning schedule. On occasion, you can add an hour to your maintenance cleaning, which we can utilize for a deep cleaning rotating list. For example, if you have an 1,800 sq. ft house, we may estimate 3 hours for cleaning your bathrooms, kitchen, and floors, while dusting and organizing as we go. However, you may notice excessive dust on wall bases, window tracks, blinds, etc., which cannot be addressed in budget cleans due to time constraints.
- ❖ **Appliances:** For all scheduled cleaning services, we will clean the stove top, inside and outside of the microwave, wipe down the outside of kitchen appliances, as well as the outside of the refrigerator. It's important to note that cleaning the inside of appliances is only included in Move-out cleaning services. However, if you wish to request a deep cleaning service that includes the inside of appliances, please feel free to do so. Please be aware that such requests may result in an increased service quote. Also, please note that we only pull out fridges if they move easily and we only pull out the oven drawer to clean underneath it. We do not move dishwashers, washers, or dryers.
- ❖ **Blinds:** We will use a dry cloth or a feather duster to dust the blinds, unless you request us to clean them using a wet cloth, slat by slat. In case of a move-out cleaning, wet dusting the blinds is not included, since in most rental properties it would be more cost-effective to replace them. However, we will contact you to offer this option, but please note that it will increase the price.
- ❖ **Garages and unfinished basements:** They are considered an add-on and not included in the estimate unless requested.

- ❖ **Banisters:** Cleaning banisters takes time as there are tight spaces that fill with dirt. However, we cannot provide an estimate of the time needed as it is unforeseen and additional time may be required.
- ❖ **Vacuuming:** In case there are small nails, coins that aren't visible on the carpet, or large amounts of animal hair or excrement that could damage our vacuums, we will not continue vacuuming unless you provide a vacuum for us.
- ❖ **Move furniture:** We do not move furniture, but we can lift items weighing up to 25-30 lbs, depending on the cleaner. If you need help moving furniture so that the cleaners can access hard-to-reach areas, we have a handyman who you can hire.
- ❖ **High Ceilings:** We carry a 2-step ladder and an extender duster, but we may not be able to reach some fixtures or cobweb high areas or shelves. If you require help with difficult tasks such as these, we have a handyman who you can hire.
- ❖ **Team Cleaning:** **Our team will always have a team lead and a crew member. The team lead will be your point of contact for all communications. If the team lead determines that the job described as light/medium cleaning is actually heavy cleaning, we will take pictures and contact you to discuss the situation. You will then have the option to have us complete the entire job or focus on a list of cleaning priorities. Please note that you do not get to determine how long it will take us to clean your home. We will provide you with a quote based on our experience and finish within that time unless we contact you to discuss any necessary changes.**
- ❖ **Extras/Maid Service:** We are happy to do additional tasks such as folding clothes, doing dishes, straightening the pantry, changing sheets on your bed, organizing kids' rooms, watering plants, or any other soft labor tasks you may have. However, please note that they are not included in the estimate. If you need additional time, we are happy to add an extra hour upon approval by the office.
- ❖ **Windows:** We clean only the interior windows that are accessible. For high windows and exterior windows, we recommend hiring a professional window cleaning company.
- ❖ **Spot cleaning walls and doors:** We perform spot cleaning on walls and doors by standing at a distance of 5-6 feet and cleaning visible spots. If we notice a change in the wall color, we will stop to avoid making it worse as painting may be the only option. In such a scenario, the cleaning would require an additional 4-8 hours depending on the size of the house. If you want us to wipe down your walls entirely, please let us know in advance.
- ❖ **Clutter on Floors & Furniture:** We will do our best to organize clutter to enable us to carry out our contracted job. However, please note that if we need to straighten a room before cleaning, it will take extra time. For instance, we may need to put away toys in the living room before cleaning the floors or clear excessive dishes from the countertops.

One Source Cleaning Policies

Communication:

We will send you a client information form, which includes a specific information section. In this section, please let us know what is of extreme importance to you each time we clean your home. Some examples are, do not let the cat outside, main priority floors, or always empty shredder.

Once we schedule your cleaning, you should receive an email from us prior to your cleaning. If you do not receive this message, please feel free to text us at any time, day or night, on 970-818-3313. Texting is the fastest way to reach us, and we will confirm your message within 24 hours. After we select your cleaning day and time, we will send an automated confirmation of the scheduled date & time. We will also send a reminder one day before your scheduled cleaning. If you need to reschedule, please call 970-818-3313. However, please see Cancellation Policy (page 10- 11) for further information.

Please leave notes for the cleaners visible on the kitchen counter. By leaving a welcome note or instructions, it shows your cleaners that you were expecting them, and it keeps communication open. If you'd like to leave payment with the cleaners, please make checks out to One Source Cleaning. All one-time cleanings must have a card on file before the cleaning begins. If we are unable to make contact for a credit card, your cleaning may be rescheduled until we hear from you.

After the cleaning, we will leave a "Today's Cleaning" note on your counter. Please use the back of this note to let us know what to do on the next cleaning visit, or tell us what we are doing right or wrong. Without proper communication, we cannot do our best work. Some examples are, skip the sunroom today, if you have time please clean the basement bathroom, please make the master bed (sheets are out), or I really like how Charlotte cleaned the shower last time.

Prepare for your cleaning day:

- ❖ To make the most of our cleaning service, we advise you to pre-clean your home before we arrive. For example, you can pick up small items from the carpet, organize toys and do the dishes.
- ❖ If you do not want us to enter a particular room, please close the door on that day. We will not clean behind a closed door unless you specifically request it in writing or verbally.

Arrival Time & Hours:

Our operating hours are from 9 am to 5 pm. Our specialists typically arrive at the first house between 9 and 9:30 am and at the last house by 3:30 pm. We cannot guarantee an exact arrival time unless you are our first client of the day. However, we can provide you with a 1.5-hour window of our estimated time of arrival (ETA). Please call the office one day before your scheduled cleaning to request an ETA for your cleaner(s). We will do our best to meet your requested arrival time, but we cannot guarantee it. If you would like to wait for us to arrive, please be home during the estimated window of time to let the cleaner(s) into your home. If no one is home or we are turned away for any reason, a cancellation fee will be charged. Please refer to our Cancellation Policy (page 10-11) for more information.

Supplies:

We bring our own environmentally friendly supplies and tools because we have tested our products to ensure they provide quality results, our employees are trained in their proper use, and we want to free you from having to keep track of what we need before your scheduled cleaning day. If you would like us to use your cleaning products, please call the office for pre-approval. Due to OSHA regulations, we are

required to have MSDS Sheets for all chemicals used by our cleaning specialists. We would also ask you to leave your cleaning products on the counter with instructions for use.

Vacuums:

Our specialists carry vacuums specifically for move-outs, offices, and Airbnb cleaning. We prefer to use our clients' vacuums during residential cleanings to reduce the transfer of dander and dirt from home to home. If you have a special vacuum, please leave instructions for its use. If you are a residential customer and prefer for us to bring a vacuum, please let the office know. Please note that if your carpet has nails from construction that we cannot see, excessive pet hair, coins, or tiny toys, we will be unable to vacuum with our vacuums or even yours to avoid damage.

Ladders:

Our cleaning specialists come with a 2-step ladder. We are unable to use client ladders or climb higher than two steps. Higher items such as ceiling fans, light fixtures, decorative shelves, etc. will be dusted with an extension duster to the best of our ability. We have a handyman to reach those hard-to-reach areas. Please call the office if you would like us to provide this service.

Blinds:

We offer slat-by-slat blind cleaning, but please note that blinds must be a minimum of 2 inches wide to avoid damage during the cleaning process. We may also need to vacuum the blinds prior to wiping them, which may add extra time to the cleaning. Please keep in mind that we cannot be held responsible for any damage to blinds or shutters that have dry rot, sun damage, or are not installed correctly. We will do our best to dry dust mini-blinds, but please note that these are more fragile and do not fall under any warranties. If your blinds are very dirty, it may be more cost-effective to replace them.

Moving Furniture:

During our maintenance cleaning, we will move light furniture, but we cannot move anything over 25-30 lbs, such as refrigerators, stoves, washers, or dryers. We will use an extension duster to clean any visible areas that we cannot reach by hand. For move-out or deep cleaning, we will pull out refrigerators only if they move easily. If they do not have appropriate bottoms such as rollers or legs by the appropriate manufacturer, we cannot be liable for any damage caused by moving them. If we are unable to move any heavy items, we will inform you so that you can move them yourself. Please note that we do not move washing machines, dishwashers, stoves, or dryers under any circumstances.

Pets:

We understand that your pets are a part of your family, and we respect that. However, if your pet is afraid of vacuums, territorial, or overly friendly and will not allow us to do our job, we may suggest that they be placed in another area of your home. Please note that our specialists are not trained to clean pet excrement, including litter boxes, dog kennels, or floors with excessive urine, animal hair, or feces. We are also not responsible for letting pets outside, keeping them inside, or letting them in or out of kennels. While we love furry companions, we need to complete our job within a certain timeframe.

Firearms:

For our safety and yours, we kindly request that all firearms be stored and locked away before we begin cleaning. We will not clean any rooms in which a firearm is visibly present. Please do not leave firearms under pillows or mattresses as they can be dangerous when we are changing linens on beds.

Insects/Rodent infestation:

If we encounter an infestation of ants, termites, bees, roaches, fleas, bed bugs, or any other insect or rodent, we will not clean until the problem has been resolved. We will leave you a note or call you to let you know about the issue. While we can do what we can on a limited basis, serious infestations will require professional help.

Alarm System:

If your home has a security system, please inform us how you would like us to handle it. Your home's security and safety are our top priorities, and we are sensitive to security and access procedures. Our policy is to lock the door while we are cleaning and to not allow access to unknown persons. Please do not rely on us to let in workers during the time we are in your home unless pre-approved by the office. Please note that it is not necessary for you to disarm your alarm system on the day of our cleaning. If you contact your alarm company, they can assist you in programming a code that is unique to our company. It is common for clients with alarms to give us our own code. Our specialists are trained on how to disarm and rearm alarms, but we must have someone to contact on the day of cleaning if we have any issues.

Safety:

The safety of our employees is of utmost importance. To reduce the risk of injury to our employees, we are unable to move heavy objects, flip mattresses, or clean up vomit, blood, urine, excrement, or any other biohazard. If an employee feels that their personal safety is at risk, we reserve the right to cancel the cleaning. You will be informed promptly if this occurs. Please note that you are still responsible for the time spent cleaning your home up to the point we leave.

Key Control Policy:

Some of our clients provide us with keys to their home. We prefer a lockbox code with a unique code or a hidden key onsite. Rest assured that we take the utmost care in protecting both your key and your home. Keys are numbered and have no names or street addresses attached to them. If a key is lost or misplaced, there will not be a way for anyone outside of the management team to know to whom the key belongs. If you choose not to issue a key to One Source Cleaning, and no one will be home during the cleaning, you may leave a door unlocked or place a spare key in a secure place for the specialist to gain access to your home. Please note that in this case, you release One Source Cleaning from any liability that may arise from damages or theft to your home, as we cannot guarantee that we are the only ones who will have access to your home that day.

Injuries in Your Home:

Our staff members are full-time employees and not independent contractors. All employees are covered by our Workers' Compensation Insurance, which covers the employee's injuries.

Distractions:

It is important for us to have access to every area of your home that we will be cleaning. In doing so, we need to work freely and without distractions. Excessive talking, beyond cleaning instructions, prevents us from being 100% focused. Every effort is made to work safely and cautiously and we cannot assume liability for injury to others. We kindly ask that you, your children, and pets remain out of the rooms that we are cleaning in order to prevent safety hazards such as contact with cleaning products, tripping over buckets, caddies, vacuum cords, etc.

Payment:

A form of payment must be on file at the office. If you are an existing recurring client, you can choose to leave a check/cash for the cleaners to take. Payment is always due on the day of service. By approving this estimate, you are agreeing to hire OSC for your cleaning needs on the date specified. We will charge your credit card the day of service for the agreed-upon price estimate. In the unfortunate event that we are unable to collect on past due payments, accounts will be forwarded to our collection agency.

Day of Cleaning:Service Guaranteed:

At One Source Cleaning, we guarantee our service. If we have forgotten to clean something or did not clean it to your satisfaction, please let the office know within 24 hours. We reserve the right to make things right and to inspect the job ourselves. If you do not call the office within 24 hours of your cleaning, we will not be able to come back at no charge or offer a discount. Please remember that the cleaners are human and cleaning is hard work, mistakes can happen. Please know this is not personal; this is

business and we will do what it takes to make things right. However, we will not discount the cleaning without the chance for a manager to do a proper inspection of your home. Please know we will always do the right thing for our clients as we specialize in customer service. We aim for a successful cleaning partnership and want you to feel positive about your service.

Day of Cleaning Policies (Move Outs & Deep Cleans):

If we need more time than the quoted price, we will take pictures and let you know why (See light, medium & heavy pictures on pages 2-3). Excessive dust on light fixtures & wallbase, misquoted square footage, food left in the fridge, items in cupboards or closets, add-on of unfinished basement & garage, excessive trash that needs hauled out, excessive grime in bathrooms, kitchens & appliances all may indicate a heavier clean than estimated. At that time, you will let us know if you would like the complete service and increased cost or if you would like to leave a list for us to do and for you to finish the cleaning yourself. If you leave a list, this will be considered a capped cleaning (see capped cleaning on page 4). We will clean the list and will only come back if something on the list was missed. Cleaning is a process; if you cap the cleaning in the middle of our cleaning, we may still need an extra hour to finish our tasks.

For one-time cleanings, you will be asked to walk the job before we leave for approval. When the cleaners leave the site, your card will be charged if within the approved estimate. If you are not available, your card will still be charged if within the quoted price, and if a problem exists, we will come back within 24 hours to fix any work.

Fees:

Our cleaning services will be quoted based on square footage. Labor fees are estimated by labor hours. If your cleaning is quoted 6-8 hours, we will send 2-3 cleaners. This means that they will be there a total of 2-4 hours in your home. This will still equal 6-8 cleaning hours as cleaning is priced per man hour. We reserve the right to adjust our rates and policies at any time.

Tips:

Tips are always appreciated but not expected. Feel free to add a tip to your payment or leave cash in a marked envelope. Our cleaners will not assume cash on the counter without a note as "tip" money, so please be sure that they know your intention.

Scheduling:

When we schedule your appointment, we reserve a day and time specifically for you. Cancellations cost us and our cleaning specialists time and money as we pay for our cleaners' drive time. Accordingly, we have implemented the following policies:

Cancellation Fee:

We require cancellations to be communicated to us 24 hrs (1 full working day) in advance to avoid charges. We have held your spot and turned down business so as not to interrupt your service. Cancellations communicated less than 24 hrs (1 full working day) prior to the appointment will be charged \$45.00.

Lock Out/Turned Away Fee:

If we arrive on our scheduled cleaning day and are turned away at the door or cannot get in, we will charge a fee of \$55.

Returned Check Fee:

Returned Checks will result in a \$25 fee.

Scheduling Flexibility:

Our policy will allow you to cancel your service with a 24-hour advance notice, skip a cleaning, or reschedule without any fees. We know that “life happens” and we are happy to accommodate your busy life.

Notify the Office:

To cancel or make changes to your schedule, kindly contact our office through call or text at 970-818-3313. For billing inquiries, please also reach out to our office as our cleaners are not trained to handle these issues. Our cleaners are prohibited from contacting you directly as this is against the non-compete agreement they signed upon hiring. If you have a preferred cleaner, simply send us a note and we will do our best to accommodate your request. However, please be advised that our cleaners are not allowed to clean for you outside the office. If you need a cleaner to perform a task that is not within our services, such as housesitting or watching your pets, please put it in writing and get approval from our office. Please note that we do not recommend hiring a cleaner outside of our company as we will not be held responsible for any damages or liabilities that may arise.

Staffing on your Cleaning Day:

If your regular cleaner informs you that they will be out of town on your next cleaning day, you can reschedule through our office. If a cleaner is not available due to being out of town or quitting without proper notice, we will send another team leader to your home at your regular cleaning time. You may take 15 minutes to show the substitute cleaner around if you feel it is necessary, and this time will not be charged to you. You will still get your full contracted cleaning time after you have shown them around. Please be assured that all our cleaners receive the same training and we keep updated notes of your home and special requests. Kindly let us know at the office if you prefer a specific cleaner, and we will do our best to accommodate your request.

Solicitation of Staff:

By using our services, you agree not to solicit any staff member introduced to you by One Source Cleaning for any home-related service. If you are found to have solicited one of our staff, please be advised that our referral fee is \$3,500.

Damages:

We make every effort to avoid damages during cleaning. However, accidents do happen. If we are responsible for damages to your home or items in your home, we will leave a note for you on the day of the cleaning. We will make every attempt to repair, replace, or pay for any items that we have damaged. Please note that we will not assume liability for pre-existing damages, scratches, dings in windows, paint, furniture, floors, walls, etc. or items not secured in a proper manner. Items of monetary or sentimental value should be put away on the day of cleaning and/or cleaned by the homeowner. All surfaces, such as marble, granite, hardwood floors, etc., are assumed to be sealed and ready to be cleaned without causing harm/damage when common cleaners are used.

Release of Liability:

If you want us to clean items of monetary or sentimental value (>\$100), such as items within curio cabinets, etc., please be advised that you will be releasing One Source Cleaning from all liability arising from cleaning these items. You understand that you are completely responsible for repairing or replacing any damaged item(s) even if One Source Cleaning may have caused the need for repair or replacement.

Wear and Tear:

Wear and tear is a natural occurrence that happens in all homes. Areas such as baseboards, bottom of showers and tubs, mold/mildew, excessive water spots and soap scum on glass shower doors, worn flooring, grout, window tracks, etc. are all areas where wear and tear will impact results. These areas may take more than one cleaning to improve in appearance or may not come clean at all.

Holidays and Closings:

Please note that our office will be closed, and no cleaning will be scheduled on the following holidays:
Airbnb Cleaning will be available at \$75/hour.

New Year's Day Memorial Day Independence Day Labor Day
Thanksgiving Day Christmas Day

Snow Days:

We may need to cancel cleaning on days when the snow fall exceeds 5" in one night as many cleaners use their own cars and safety is always our top priority.

Thank you for choosing our business. We appreciate your trust and support.

Sincerely,

 **Jill Barends - Owner**



One Source Cleaning, LLC

Office location: 1040 E. Elizabeth St. #102. Fort Collins, CO 80524

Hours of operation: 8am - 11:30pm; 7 days/week

Office phone/text line: 970-818-3313

Website: www.onesourcecleaningfortcollins.com

Facebook: www.facebook.com/onesourcecleaningfortcollins