

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 quote, 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.

- 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. Recurring clients 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 & grime level. Labor fees are estimated according to the number of hours required. For example, if your cleaning requires 6–8 hours, we may send 2–3 cleaners, meaning they will be in your home for 2–4 hours total. However, billing will reflect 6–8 labor hours.
- We offer a variety of services including deep cleaning, move-out cleaning, maintenance cleaning, hourly cleaning, Airbnb cleaning, construction cleaning, and office cleaning. We understand the need to stay within your budget and are happy to create a customized plan. Please note that each cleaning is different, and the time needed for a deep clean versus a maintenance clean will vary significantly.
- To get started, we'll ask for your home's square footage and number of bathrooms. We'll also assess the level of grime. Below is a guide for homes **under 2,000 sq. ft**































Services Provided

- ➤ Maintenance Cleaning: Includes full bathrooms, kitchen, floors, and dusting as we go. If you have additional requests, please leave a list titled "If you have time, please do the following" on the counter. We will do our best to complete those within your time frame. It is always our policy to add additional time to accommodate last minute requests.
- > Deep Cleaning: Includes everything from maintenance cleaning plus:
 - Cleaning outside of kitchen cabinets & Appliances (Inside upon Request)
 - · Reachable interior windows, tracks and sills
 - Dry dusting blinds & banisters (Excessive grime will take longer)
 - Baseboards, and door frames
 - Spot-cleaning walls and doors
 - Wet-dusting light fixtures, shelves, vents & knick-knacks
 - Wiping down main furniture (tables, dressers, desks, counters)

Note: We do not do inside kitchen appliances or changing sheets unless specifically requested.

- > Move-Out Cleaning: Includes deep cleaning plus:
 - Inside all cabinets, drawers, closets, and appliances
 - Moving the fridge (if easily movable) and removing the stove drawer to clean underneath.
 - Slight movement of stoves, washer/dryer to clean between them (if you want the area behind cleaned, please move them before we arrive)

Note: We do **not** move out stoves, washers/dryers or dishwashers or refridgerators with ice makers

We are happy to sweep garages, patios, and unfinished basements upon request however it is not included in basic quote. If moving companies, carpet cleaners, or residents are onsite, or there are boxes/furniture present, the estimate may increase. Please ensure access, lighting, and hot water are available. A minimum 24-hour notice is required for rescheduling or there will be a cancellation fee of \$45.

- ➤ **Capped Cleaning:** If you want to limit the time (e.g., 4 hours of deep cleaning), provide a prioritized list. We will clean in that order. One additional hour may be billed for wrap-up time as once we start a project we will finish it. We'll only return to re-clean items on the detailed list, however we must be contacted within 24 hours of the service.
- ➤ Construction Cleaning: Construction clean-up requires additional time, especially if the home was not clean beforehand. If workers or contractors are still present, re-cleaning may be necessary and will incur an additional charge. It is always best to schedule your cleaning last after all construction is complete. Dust will continue to fall after the cleaning is complete and we are happy to return if needed. If construction is still going on, we may also need to return to reclean bathrooms and to repolish. Feel free to schedule a pre-clean with a return date to polish. We are always happy to accommodate.

Please ensure:

- No ongoing construction, painters, or movers are there during the clean
- Lights are working properly
- Property access is available
- · Hot water is on
- · We also recommend changing furnace filters before the cleaning

> Airbnb Cleaning: This service includes:

- · General cleaning and staging
- Laundry
- Dish restocking
- · Bed-making
- · Kitchen, bathroom(s), and floor cleaning
- Patios swept, closet & drawer organization upon request & will increase the price
- Changing & washing all duvet covers will increase the price
- Staging over 5 items will increase the price

Deep cleaning is not included on every turn, however we are happy to perform deep cleaing items while on site. (recommended quarterly).

During your onboarding, we'll create a custom info sheet. *Please note: We are cleaners, not property managers.* While we'll alert you to low inventory, stained linens, or broken items, it's the host's responsibility to check in regularly. If you have long-term renters, please inform us ahead of time so we can book more time.

- ➤ **Office Cleaning:** Includes trash removal, surface wiping, and cleaning of bathrooms, break rooms, and floors. We do not move papers around on desks, and only dry dust electronics.
- ➤ **Biohazard Cleaning & Remediation:** As of 2024 we now offer biohazard, hoarding, unattended death, and cleaning up after exterminator has handled infestations. We do not do flood or water damage restoration & repair. Our cleaners are certified in biohazard removal and remediation.

Please note: The supplies and equipment used for biohazard cleanings are completely separate from the cleaning supplies we bring into our regular residential homes. We maintain strict safety and sanitation protocols to prevent cross-contamination.

> Quarterly Deep Cleaning

All properties should be deep cleaned quarterly, unless we are contracted for full-service bi-weekly cleaning with sufficient time allotted. We'll send reminders every three months. It is our policy that you can add an hour to your maintenance cleaning to add deep-clean tasks as needed. Please just let the office know.

For example: If your 1,800 sq. ft. home is scheduled for a 3-hour maintenance clean (bathrooms, kitchen, floors), we may not have time to clean window tracks, baseboards, or do more than dry dust blinds. These detailing tasks require additional time and are not covered in standard maintenance cleans.

General Cleaning Policies

- ❖ Appliances: For all scheduled cleaning services, we will clean: the stovetop, the inside and outside of the microwave, and wipe down the exterior of kitchen appliances, including the refrigerator. Please note: Cleaning the inside of appliances is only included in Move-Out Cleanings. If you'd like a deep cleaning that includes inside appliances, you may request it in advance. Additional charges may apply. We only pull out refrigerators if they move easily and will remove the oven drawer to clean underneath. We do not move dishwashers, washers, or dryers.
- ❖ Blinds: We will dry dust blinds using a cloth or feather duster unless you request wet cleaning, slat by slat. In move-out cleanings, wet dusting blinds is not included, as it's often more cost-effective to replace them in rental properties if there is heavy grime. We'll reach out if this option is appropriate—please note it will increase the cost.
- Garages and Unfinished Basements: These are not included in standard estimates unless specifically requested as an add-on.
- **Banisters:** Cleaning banisters can be time-consuming due to tight spaces where dust accumulates. Time required is unpredictable and may exceed the original estimate.
- ❖ Vacuuming: If there are small items like nails, coins, or excessive pet hair/excrement that could damage our vacuums, we will pause vacuuming. You may provide your own vacuum if you'd like us to continue.
- ❖ Moving Furniture: We do not move furniture but can lift items up to 30 lbs (depending on the cleaner). If you need furniture moved to allow access to hard-to-reach areas, we can refer a handyman for assistance or you can move it out for us on your cleaning day.
- ❖ **High Ceilings:** We carry a two-step ladder and an extension duster. However, we may not be able to reach some fixtures or high cobwebs. For these tasks, we can refer a handyman.
- ❖ Team Cleaning: Each team includes a team lead and a crew member. The team lead is your main point of contact. If a job originally described as "light" or "medium" is actually "heavy" cleaning, we'll take photos and contact you before proceeding. You can then choose to have us complete the full job or focus on priority areas. Please note that you cannot set the time it takes to clean—we base our quotes on our professional assessment and work within the agreed time frame unless otherwise discussed.
- ❖ Extras / Maid Service: We're happy to help with extras like folding clothes, doing dishes, straightening pantries, changing bed sheets, organizing kids' rooms, watering plants, and other light housekeeping tasks. These services are not included in the original estimate and will require additional time. We can add an hour upon approval from our office.
- **Windows:** We clean only accessible interior windows. For exterior or high windows, we recommend hiring a professional window cleaning company.

❖ Spot Cleaning Walls & Doors: We spot-clean walls and doors by addressing visible marks from a distance of 5–6 feet. If we notice discoloration while cleaning, we will stop to avoid further changing color of the wall—repainting may be the better solution. Full wall wipe-downs can be requested in advance and may add 4–8 hours to your cleaning depending on home size, and level of grime.

Smoke or grease build up will need to be cleaned before painting, and this will add more time to your cleaning.

Clutter on Floors & Furniture: We will tidy clutter to the best of our ability in order to clean effectively. However, organizing clutter (e.g., picking up toys or clearing dishes from counters) takes extra time and may impact how much we can get done within the scheduled timeframe.

One Source Cleaning Policies

Communication:

We will communicate by text or phone to gather information for your home, which includes a section for special instructions. In this section, we will ask what is most important to you each time we clean your home. Examples might include: "Do not let the cat outside," "Floors are the main priority," or "Always empty the shredder."

Once your cleaning is scheduled, you will receive a confirmation email. If you do not receive this message, feel free to text us anytime, day or night, at 970-818-3313 to confirm your cleaning. Texting is the fastest way to reach us, and we'll confirm your message within 2 hours. If by email, please allow 24 hours to respond.

After scheduling, you'll receive an automated confirmation of your cleaning day, followed by an email 2 days prior and a text message the day of your cleaning at 7am. Our cleaners will also send a text when they are on the way to your job. We do allow our customers to add an extra hour on to their cleaning the day of service. If you are scheduled for an afternoon service, please allow a 1.5 hour window on each side of your cleaning time.

If you need to **reschedule or cancel**, please text us by 8am the day of your cleaning to avoid a \$45/ cancellation fee.

Please leave notes, tips & checks for the cleaners in a visible spot on the kitchen counter. A welcome note or instructions let the team know you're expecting them and help keep communication clear. If you're leaving payment for the cleaners, make checks payable to **One Source Cleaning**. For one-time cleanings, a credit card must be on file before service. If we cannot reach you to obtain a card, your cleaning may be rescheduled.

For recurring maintenance cleaning, we'll leave a "Today's Cleaning" note on your counter. You can use the back of the note to share feedback or requests for your next cleaning. Some examples: "Skip the sunroom today," "If there's time, clean the basement bathroom," "Please make the master bed (sheets must be set out)."

Prepare for Your Cleaning Day:

- For best results, we recommend a light pre-clean before we arrive. Picking up small items, organizing toys, or doing dishes helps us focus on the cleaning tasks you hired us for.
- If you don't want us to enter a room, simply close the door. We will not clean behind closed doors unless instructed otherwise.

Arrival Time & Hours:

Our hours are 9:00 AM to 5:00 PM. Cleaners typically arrive at the first home between 8:45–9:15 AM and the last by 3:30 PM. We cannot guarantee an exact arrival time unless you are our first appointment; please allow for a 1.5-hour arrival window. You are welcome to text the office the day before your cleaning for an ETA. If you plan to wait for the cleaner(s), please be home during that window. If no one is home and we're turned away, a cancellation fee will be charged (see page 12).

Supplies:

We bring our own eco-friendly cleaning supplies and tools. This ensures consistency, proper usage, and saves you the hassle of keeping products on hand. If you prefer we use your own products, call the office for pre-approval. Due to OSHA regulations, we must have MSDS sheets for all chemicals used by our staff. If approved, please leave your products on the counter with clear instructions.

Vacuums:

We carry vacuums for move-outs, offices, and Airbnb cleanings, but for regular residential cleanings, we prefer using your vacuum to avoid cross-contamination of allergens and debris between homes. If you have a specialty vacuum, please leave usage instructions. If you prefer we bring our own, let the office know in advance. Note: If your carpet contains construction nails, excessive pet hair, coins, or small toys that could damage equipment, we may refrain from vacuuming (even with your vacuum).

Ladders:

Our specialists bring a 2-step ladder. We do not use client ladders or climb higher than two steps. High fixtures like ceiling fans or shelves will be dusted with an extension duster to the best of our ability. For hard-to-reach areas, we may offer a handyman to perform this service—please contact the office to request this add-on.

Blinds:

We offer slat-by-slat blind cleaning, but blinds must be at least 2 inches wide to avoid damage. Heavily soiled blinds may need to be vacuumed first, which may extend cleaning time. We are not responsible for blinds or shutters with dry rot, sun damage, or improper installation. We will dry dust mini blinds, but they are delicate and not covered under warranty. If extremely dirty, replacement may be more cost-effective.

We do not remove & replace screens unless requested. If so, we are not responsible for any damage to them.

Moving Furniture:

We only move furniture up to 30 lbs. We do not move stoves, washers, dryers, dishwashers, other heavy appliances. For deep or move-out cleanings, we will pull out refrigerators only if they roll easily & are not connected to a water source. If they lack manufacturer-approved rollers or legs, we cannot accept liability for damage. We will inform you if we're unable to move an item so you may move it yourself. We do not move washing machines, dishwashers under any circumstances.

Pets:

We love pets! However, to ensure the safety of both your pets and our team, please keep pets in a safe location when the cleaners arrive, especially if they are aggressive to new people. Our team does not clean out litter boxes, kennels, or surfaces with excessive pet hair, urine, or feces. We are also not responsible for letting pets in/out, managing kennels, or ensuring they stay inside.

Firearms:

For everyone's safety, please lock up firearms prior to your cleaning. We will not clean rooms where a firearm is visibly present. Never store firearms under pillows or mattresses—we change linens and cannot risk unexpected contact.

Insects & Rodent Infestation:

If we encounter infestations (ants, roaches, bed bugs, bees, rodents, etc.), we will not proceed with cleaning until the issue is resolved. We will notify you via call or text with an assessment of the situation. Severe infestations require professional extermination prior to our arrival.

Alarm Systems:

If your home has an alarm, please let us know prior to arrival. We prefer to have a manager look at the system before our cleaning so that we have proper notes. Our team is trained to arm/disarm alarms, but we must have an emergency contact in case of issues. We will lock doors while cleaning and will not grant access to third parties unless pre-approved by the office.

Safety:

The safety of our team is a priority. We do not move heavy furniture, flip mattresses, or clean vomit, blood, excrement, urine, etc. unless you have scheduled our certified biohazard specialist. Biohazard clean up is not included in your regualr hourly pricing as this is a separate service. If a staff member feels unsafe, we reserve the right to stop cleaning and leave the property. You will still be billed for time spent before departure.

Key Control Policy:

We prefer a lockbox code or a hidden on-site key. For keys we retain, they are tagged with a property nickname only to ensure safety. If you choose not to provide a key and no one is home, you may leave a door unlocked or hide a key. However, we are not liable for damage or theft in this case, as we cannot confirm we were the only party with access.

Injuries in Your Home:

All of our cleaners are employees, not contractors, and are covered by Workers' Compensation Insurance for any injuries sustained while working in your home.

Distractions:

Please allow our cleaners to work with minimal distractions. While we love friendly conversation, excessive talking or distractions (kids, pets, guests) may slow us down and create hazards. We kindly ask that pets and children remain clear of the cleaning area to avoid injury and interference with cleaning equipment.

Payment:

Payment is due on the day of service. If you're a recurring client, you may leave cash or a check for your cleaner. Otherwise, a credit card must be on file and will be charged the day of service or by the 15th of the following month if invoiced. By approving your estimate, you agree to hire One Source Cleaning and authorize us to charge your card accordingly. Unpaid accounts may be referred to a collection agency after 45 days. If you pay by credit card, there will be a 3.5% service fee.

Day of Cleaning: Service Guarantee

At One Source Cleaning, we stand behind our work. If we miss something or you're not satisfied with the cleaning, please notify the office within 24 hours. We reserve the right to inspect the job and make it right. If we are not contacted within 24 hours, we won't be able to return at no charge or to offer a discount. **Unsatisfactory service, must be accompanied by pictures.**

Please keep in mind that our cleaners are human, and cleaning is hard work—mistakes can happen. This is not personal; it's business, and we are committed to making it right. However, we cannot offer discounts without allowing a manager to perform a proper inspection.

We take pride in our customer service and always aim to do the right thing. Our goal is a successful cleaning partnership where you feel confident and satisfied with our service.

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

If your job requires more time than originally estimated, we will document it with pictures and explain the reasons (refer to light, medium, and heavy cleaning examples on pages 2–3).

Common reasons for increased time include:

- Excessive dust on fixtures or baseboards
- Heavy cleaning of interior windows, tracks & sills
- A lot of windows & blinds
- Excessive grime on walls
- Incorrectly estimated square footage
- Food left in the fridge
- Items in closets or cupboards
- Add-on areas like garages, patios or unfinished basements
- Excessive trash or grime in kitchens, bathrooms, or appliances
- Nails or coins in carpet
- Excessive grease on oven hood vent
- Excessive grime on blinds
- Heavy grime cleaning will be charged hourly as is difficult to estimate

At this point, you can choose to either:

- Approve the full service at the adjusted cost
- Provide a list of priority tasks and set a budget

Note: If a list is provided, it will be treated as a capped cleaning (page 4). We will only return if something from your list was missed. If you stop the cleaning midway, we may still need an additional hour to finish our current tasks.

For one-time cleanings, it is essential that you walk through the job with us for approval before we leave. If you are unavailable, your card will be charged if the work aligns with the approved estimate. Should any issues arise, we will return within 24 hours to resolve them. One Source Cleaning retains the right to address any concerns efficiently. If you opt to handle the issue yourself without providing pictures, you will not be eligible for any discounts. Remember, cleaners are human, and while some items may occasionally be missed, we are committed to making it right!

Fees & Labor

Cleanings are quoted by square footage & grime level. Labor is estimated by total labor hours. (For example, if your estimate is 6–8 labor hours, we may send 2–3 cleaners for 2–4 hours.) We reserve the right to adjust our rates and policies at any time.

Tips

Tips are appreciated but not expected. You may:

- Add a tip to your payment while paying the invoice online
- Leave cash in a clearly marked envelop so that our cleaners are sure it is for them. We will not assume cash left out in a random place is a tip without a note of some kind.

Scheduling & Cancellations

We reserve your cleaning time just for you. Last minute cancellations have costs. Employees hours, drive time, office time and also it directly affects our next client. Please text the office by 8 am for same day cancellations and make sure it is confirmed. We are flexible, however there are multiple costs associated with a sudden change in plans. If you cancel same day after 8 am a \$45/fee will be applied to your account.

Lock Out, Property Access

If we arrive and can't access the property, we will call/text and wait for 5-10 minutes after trying to contact you. If after 10 minutes, we still do not have access you will be charged for the cleaners time from arrival to when they leave or \$45, whichever is more. If we have to wait, that time will be charged to you. Also, if we leave and return later that day, you will also be charged for the return trip back to the property.

Returned Check Fee

A fee will be applied to all returned checks depending on the amount charged by the bank each time they run the check.

Flexible Scheduling

We allow you to cancel, reschedule, or skip your cleaning with minimum 24-hour notice. We understand that life happens and are happy to accommodate.

Contracts

By replying to our confirmation email and confirming booking details, you have contracted us for that cleaning. You have 24 hours to cancel, or you will be subject to our cancellation policy.

For maintenance cleaning, we do not have contracts. We stand behind our cleaning and will do all that we can to ensure a great partnership, if you would like to cancel your recurring cleanings with OSC, we would ask for a minimum of 10 days' notice so that we have time to schedule another client.

Our confirmation email states the following:

By responding to the email for the requested service, it is understood that if there is an issue with your cleaning, you must contact us within 48 hours, and we will come back promptly to resolve it. Your satisfaction is our priority. For cleaning services priced by the hour, please note that 2 Cleaners working for 2 hours equals 4 cleaning hours. It's crucial to understand that if any issues arise with the cleaning service, the service provider has the right to address the problem before any refund considerations are made within 48 hours. Additionally, please be aware that if you choose to pay by credit card, a 3.5% fee will apply. For a comprehensive overview of our cleaning services, please refer to our policies attached to this email or on our website. Thank you!

Contacting the Office

To schedule, reschedule, or if you have questions with your service that day, please call or text at 970-818-3313, and we will be happy to assist you promptly. Text is the fastest way to reach us. Scheduling email: onesourcecleaningfc@gmail.com

If you have administrative questions, billing, or issues with your ongoing cleaning schedule, please call or text our office at 970-222-0929.

Office email: onesourcecleaningoffice@gmail.com

Our cleaners are not trained to handle billing, scheduling, or rescheduling and are prohibited from direct communication with clients outside of scheduled jobs (as outlined in their non-compete agreements).

Solicitation of Staff

By using our services, you agree not to solicit our staff for any home-related work. Violating this policy will result in a \$3,500 referral fee as we take this very seriously.

If you prefer a specific cleaner, let us know—we'll do our best to accommodate. If you'd like them to do something outside of our standard cleaning services (e.g., housesitting, pet care), you must get written approval from the office. Please note: hiring our staff outside of One Source Cleaning voids our responsibility for any damages or liabilities. We highly discourage this type of involvement with our cleaning staff & please note that our staff signs non-compete agreement that will hold them liable as well.

Staffing on Your Cleaning Day

If your regular cleaner is unavailable, we'll send a substitute team leader at your scheduled time. You may take up to 15 minutes to show them around—this time will not count against your cleaning time.

Rest assured, all our cleaners are trained the same and follow documented notes about your home and preferences.

Damages

We do our best to avoid damage, but accidents can happen. If we are responsible, we'll leave a note and work to repair, replace, or reimburse. Please note, it is important for the cleaners to have the proper time to clean. Being rushed can cause injury to the cleaners & mistakes to happen. We estimate our hours based on what can get done by a professional cleaner. If you add more cleaning items, please do not expect more cleaning can get done in that time without taking something off or paying for more time.

Please note:

We do not assume liability for pre-existing damage (scratches, dings, etc.). Items not properly secured are at risk. Items of high value (monetary or sentimental) should be put away or handled by the homeowner. Surfaces like marble, granite, hardwood, etc., are assumed to be sealed and safe for standard cleaning agents.

Release of Liability

If you request us to clean valuable or sentimental items (over \$100), you accept full liability for those items—even if One Source Cleaning is responsible for damage.

Wear and Tear

Some areas may take multiple cleanings to improve, or may not come clean at all due to natural wear & Tear. Examples include:

- Older Baseboards
- Bottoms of showers/tubs & Tracks
- · Black mold in showers
- Water spots and soap scum on glass
- Worn floors, grout, and window tracks
- etc.

Staffing on Your Cleaning Day

If your regular cleaner is unavailable, we'll send a substitute team leader at your scheduled time. You may take up to 15 minutes to show them around—this time will not count against your cleaning time.

Rest assured, all our cleaners are trained the same and follow documented notes about your home and preferences.

Holidays & Closures

We are closed and do not schedule cleanings on the following Federal Holidays:

| New Year's Day | Labor Day (Monday) |
|-----------------------------|-------------------------|
| Memorial Day (Monday) | Thanksgiving (Thursday) |
| The 4 th of July | Christmas Day |

View this years specific holiday dates on (federalpay.org)

** Airbnb cleanings will still be available on holidays at \$85/hour. **

Snow Days

If snowfall exceeds 5 inches overnight, we may cancel appointments for safety or push them back to start at 10 am. Many of our cleaners drive company vehicles, and safety is our top priority. We will close according to Poudre School District Schedule.

Thank you for choosing One Source Cleaning. We truly appreciate your trust and support. Please do not hesitate to reach out with any questions or concerns.

Sincerely,

Jill Barends & The One Source Cleaning Team



Jill Barends – Owner
One Source Cleaning, LLC

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

80524 Office Hours: 8:00 AM - 10 PM, 7 days/week

Main Phone/Text: 970-818-3313

Customer Service Phone/Text: 970-222-0929

Website: www.onesourcecleaningfortcollins.com

Facebook: facebook.com/onesourcecleaningfortcollins

2025 15