



# Residential Service Manual



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Serving the DC Metropolitan Area and Baltimore  
*Licensed, Bonded and Insured. DC Better Business Bureau Accredited.*

*Your Environmentally Friendly Cleaning Alternative*



Dear Valued Customer:

Daily each of us has an impact on the environment all around us. The choices that we make today influence the future that we will all share tomorrow. Green Clean has deviated from the pack in its decisions and business practices. The direction Green Clean is going reflects its commitment to making choices appropriate for our environment and our future.

We are proud to bring you an environmentally friendly company that is priced competitively with companies that are using more traditional methods.

Thank you,

Loren LaVoy  
President  
Green Clean, LLC



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## **Mission Statement**

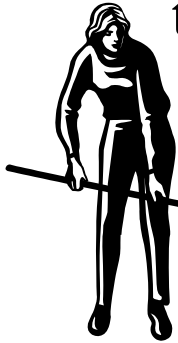
Green Clean understands that the demands of modern careers and lifestyles can sometimes create a gap in housecleaning. We are committed to bridging that gap, and providing you with more unrestricted time. We will accomplish this by offering a professional housecleaning service utilizing products that are nontoxic, biodegradable, and environmentally friendly.

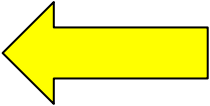
**Group Photo Coming Soon!**

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## What We do that makes us “Green”!



1. Reusable cotton cleaning cloths (recycled from manufacturer rejected cloth diapers)
2. Cleaned in high efficiency low water washers
3. Products are Green Seal Certified as non-toxic and Earth-friendly
4. HEPA 3 layer filtration vacuums
5. Training in proper use of Green Products
6. Clustered scheduling and GPS equipped vehicles to minimize emissions
7. Use of microfiber technologies to decrease toxin use
8. Concern for health of our team and customers
9. Tree Hugger Owner
10. Dissemination of green information.
11. Support of local green activities (Rock Creek Green Fair, Greenbelt Greenman Festival, Baltimore Green Week, DC Green Festival, etc.)
12. Office recycling
13. 100% renewable energy to power our office (Wind Power and solar) (EPA energy certificates)
14. We use and install low energy compact fluorescent bulbs
15. Co-op America Approved Business (**Only** cleaning company approved in Maryland)
16. Use of products with recycled content (plastic bottles, office paper, etc.)
17. Carbon emission offsets for vehicles
18. Organic Uniforms
19. Bulk Printing on 100% recycled Paper using soy based inks (provided by Green Printer, Eco friendly Printing)
- 20.
21.  ROOM for improvement!!
22. Crews traveling in Hybrid (Toyota Prius) and Biodiesel (Mercedes-Benz 300D/SD Turbo Diesel) vehicles
23. We recycle environmentally toxic products such as batteries and electronics

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## Our services

Using only non-toxic, biodegradable, and environmentally friendly cleaning materials Green Clean provides the following residential services:

### One Time/Base Clean Visits

- Intensive One Time & Base Cleaning
- Move In/Out
- Post-Construction/Renovation

### Regular Service

- Weekly<sup>1</sup>
- Bi-Monthly<sup>1</sup>
- Monthly<sup>1</sup>
- Custom Frequency<sup>1,2</sup>

### Regular Cleaning Duties<sup>3</sup>

#### **Living, Dining & Family Room Areas**

- Dust /Vacuum Furniture
- Clean Glass Tables
- Vacuum & mop floors/rugs
- Clean under couch cushions
- Dust light fixtures, ceiling fans, lamp shades & artwork
- Dust exposed heat registers and baseboards
- Dust windowsills
- Patio doors inside & out

#### **Kitchen & Laundry Room**

- Clean countertops backsplashes & baseboards
- Clean small kitchen appliances
- Microwave inside and out
- Stove exterior & inside oven window
- Refrigerator exterior, rubber seals & bottom/side air vents
- Cabinet exteriors
- Dishwasher & trash compactor exteriors
- Sink, faucet & drain
- Inside window over sink
- Dust window sills
- Vacuum & mop floors/rugs
- Dust exposed heat registers & baseboards
- Washer & dryer exteriors; inside washer lid

#### **Bedrooms & Office Areas**

- Dust furniture
- Vacuum & mop floors/rugs

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- Make beds<sup>4</sup>
- Dust exposed heat registers & baseboards
- Dust light fixtures, ceiling fans, lamp shades & artwork

### **Full Bath**

- Tub/shower stall
- Commode inside & out
- Lights, mirror & counter
- Clean cabinet exteriors
- Paper holder/towel racks
- Vacuum & mop floors/rugs
- Dust exposed heat registers & baseboards

### **Half Bath**

- Commode inside & out
- Lights, mirror & counter
- Clean cabinet exteriors
- Paper holder/towel racks
- Vacuum & mop floors/rugs
- Dust exposed heat registers & baseboards

### **Entry, Exit, Stairwell, Hallway**

- Dust light fixtures, ceiling fans, lamp shades & artwork
- Vacuum & mop floors/rugs
- Dust exposed heat registers & baseboards

## Rotational Tasks

These tasks are typically completed during our first visit to the property and then on a rotational basis, depending on the needs in your home from visit to visit, or we will select these tasks based on an area or room of concentration.

- Fingerprint and Scuff Mark Removal
- Move and clean under furniture<sup>5</sup>
- Clean unexposed heat registers/baseboards<sup>5</sup>
- Cobweb patrol
- Wash artwork/light fixtures
- Wash window frames
- Wash door frames
- Polish wooden kitchen cabinets
- Polish wooden bathroom cabinets

## **Green Initiative**

In an effort to encourage environmentally friendly living Green Clean currently offers the following with any cleaning service upon request and we're always open to more ideas!

- Watering of house plants

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- Recycling of batteries (including car batteries)
- Recycling of electronics
- Replace old light bulbs with compact fluorescent ones<sup>6</sup>

## Extra Task Assignments

The following services may be available with prior advance notice and at an additional charge. These items are not considered as every time cleaning tasks.

- Wash walls & ceilings<sup>7</sup>
- Polish Furniture
- Basic Window Washing (Interior Glass)
- Remove shoes, etc. from closets, vacuum and replace
- Vacuum drapes
- Remove ashes from fireplace
- Clean inside oven (please run self-cleaners the night before)
- Clean inside refrigerator<sup>8</sup>
- Hazardous waste removal<sup>9</sup>

## Dishes and Laundry

We consider dishes and laundry to be daily household chores outside the scope of our normal house cleaning service. However, if there are a small amount of dishes in the sink (i.e. a couple plates and glasses leftover from breakfast) we will gladly put them in a dishwasher or hand-wash them. However, we cannot economically charge for service beyond this.

Laundry falls along the same lines. We will gladly put a small amount of clothing in a hamper or in the laundry room free of charge. However, we cannot economically charge for service beyond this.

## Clutter

Clutter - to fill or cover with scattered or disordered things that impede movement or reduce effectiveness.<sup>10</sup>

We ask that customers put away or move aside anything that can be tripped over or impedes access to any surface that is to be cleaned. Our crews will move knickknacks in order to dust/polish or clean furniture, counters, desks, and to vacuum and mop floors, however excessive clutter can easily double the amount of time it takes to clean a home and we may contact you to adjust a quoted price when warranted.

Need help putting things away and staying organized? We refer out to Mindful Decluttering & Organizing. Contact information in the local businesses section of this manual.

## Service Limitations

We pride ourselves on providing complete cleaning services to our customers, and will fill as

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many special requests as possible. However there are certain tasks that we have decided, either for legal or safety reasons, not to do. We have listed most of these below but ask that if you have a special request that you clear that through the office prior to your scheduled service.

### **We Will Not...**

- Operate your motor vehicle for any reason
- Throw circuit breakers or replace fuses
- Permit other service people, such as cable repairmen, or other unauthorized people, access to home while we are servicing it.
- Work while there are unsupervised children
- Feed pets
- Access your phone or answering machine
- Exchange keys with anyone other than the a previously agreed person
- Work in a hazardous or dangerous environment

## **Safety**

We ask you to inform trustworthy neighbors, neighborhood watch organizations, relatives and anyone else that may be keeping an eye on your home for you that we will be at your home cleaning on the scheduled cleaning days. Doing so can save the police department, neighbors and the cleaning crew from an embarrassing situation. Please notify us in advance of any person or people who may be in your home during the time of a scheduled service. This includes family members, service contractors, repair personnel, and so forth. We reserve the right to reschedule visits that coincide with a visit by another service contractor or houseguest.

## **Hours of Operation**

Our office is open Monday through Friday between 8:00 am and 5:00 pm. We can be contacted any time via email and voice mail. We are closed on weekends and the following days.

- New Year's Day
- Birthday of Martin Luther King, Jr.
- Memorial Day
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving Day and day after
- Christmas Day and day after

Customer's who have recurring service that falls on a day when Green Clean will be closed will be notified one week prior for rescheduling service if the customer has not already made arrangements.

## **Scheduling & Time Reservation**

We advise all clients that will be using our service to schedule as soon as possible as our time slots are scheduled on a first come first serve basis. We can at times accommodate unplanned same day and next day requests if we have a cancellation and every attempt will be made to

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accommodate your requested date and/or time. When scheduling your appointments please keep in mind that while we guarantee the day we will service your home, our time slots are ranges of time affected by traffic, weather, etc. and therefore only estimates of start and end time. However, we will make our best effort to schedule your appointment to fit your time needs. Please be advised that cleaning crews are not authorized to wait for entry to your home.

Recurring service customers who require a reserved time slot, such as first appointment of the day, are subject to a time reservation fee.

## **Green Clean Delays & Cancellations**

Even with the best planning and safeguards unforeseen events happen which can hamper our ability to meet scheduled appointments. During these situations we will make every attempt to get a crew to your home, but from time to time this may not be possible. In the event that we are unable to get a crew to your home on the scheduled day we will contact you as soon as possible.

## **Customer Cancellations**

We request that if you need to cancel or reschedule your appointment that you notify us at least 48 hours prior to your scheduled appointment. Cancellations made after the end of the business day prior to the scheduled appointment will be charged \$50.00. This cancellation fee also applies to at the door refusals of service.

## **Home Access and Security Measures**

Over 90% of our regular customers leave a copy of their house key and/or information regarding access to their property at our office. We take extreme measures to protect each customer's personal information. Recurring service customers who do not provide a key or other form of assured entry are subject to an access convenience fee.

Each key is assigned a security code and stored inside one of two fireproof steel safes. Only the office management has access to these safes. Soft access such as alarm codes or the key code numbers are stored with the customer's electronic record. Customer databases are encrypted, password accessible only by office management, backed up in local and remote locations, and our office is behind a network firewall. Crew leaders will be issued your key and/or access information the day of your scheduled cleaning, and then return it to the safe by the end of the day. Any hardcopies of private information are either shredded or kept in a locked steel filing cabinet only accessible by office management. We will never give out personal information to any person or organization outside of Green Clean for any reason.

**We return keys either in person or via certified mail, and only turned over to an authorized person. We conduct criminal background checks and drug testing for all of our employees and only hire people legally authorized to work in the United States.**

## **Damaged/Broken Items & Theft**

Green Clean is insured for any property damage. We will always report breakage, big or small,

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to the customer as soon as possible. We do request receipts and/or estimates for repair/replacement of any damaged or broken item so that we can issue reimbursement as quickly as possible.

Green Clean is a fully bonded company and any theft that occurs should be immediately reported to the proper authorities and management.

## Payment

We accept the following forms of payment:

Check/Money Order

Cash

Credit Card/Paypal<sup>11</sup>

We recommend all payments be made at the time of services rendered, however we do offer pre-payment and monthly invoicing options on request. If you do not plan to be home during our service please leave payment in a sealed envelope on your kitchen counter.<sup>12</sup>

### Late Payments/Returned Check Charges

A payment is considered late if it is not paid by the invoice due date; typically this is the day of service unless an alternate payment plan has been set up. Late payments are subject to a \$25 late payment fee, plus 2% interest on the balance every 30 days until payment is made.

We will charge a \$35 fee on all returned checks.

## Ongoing Promos & Discounts

Be sure to tell us how you heard about Green Clean! We advertise in a variety of outlets and offer promotional discounts for nearly every one.

- Refer a friend or family member and get 50% off your next cleaning!<sup>13</sup>
- Discount for moving and post construction service for regular customers.

If you are interested in bartering products, advertising or other service for residential or commercial cleaning please contact our management (contact information below).

## Love us? Hate us? We want to know!

We value customer feedback to know what is working and what needs improvement. Our crews may leave a Quality Control Card for you to fill out you can fill it out online at:

<http://greencleanusa.org/Quality%20Control%20Card.html>

## Green Clean Supports These Local Businesses

Decluttering/Organizing: Mindful Decluttering & Organizing 301.270.0969, clutterfreenow.net  
Landscaping: Aldertree Garden 301.563.6227

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Organic Gardening: My Organic Garden 202.368.9070, myorganicgardenc.com  
Carpet/Upholstery: Atlantic Carpet Care 301.277.0181  
Windows: Steve Windows' Window Washers 443.742.4666

## Residential Products

Listed below are the products our teams may use for house cleaning. If you would like us to use any particular product or piece of equipment for your home please notify us in advance.

### HydrOxi Pro<sup>®</sup> Concentrated Cleaner

Website: [http://coreproductsco.com/index.php/Concentrated\\_Cleaner](http://coreproductsco.com/index.php/Concentrated_Cleaner)

MSDS: <http://coreproductsco.com/UserFiles/File/HPC-Hydroxi%20Pro%20Concentrate1.pdf>

### H2Orange2<sup>®</sup> Concentrate 116

Website: <http://www.enviroxclean.com/docs/Literature/116%20LITERATURE.pdf>

MSDS: [http://www.enviroxclean.com/docs/H2Orange2\\_Concentrate\\_116.pdf](http://www.enviroxclean.com/docs/H2Orange2_Concentrate_116.pdf)

### Murphy<sup>®</sup> Oil Soap

Website: <http://www.colgate.com/app/MurphyOilSoap/US/EN/Products/OriginalFormula.cwsp>

MSDS: <http://www.colpalcommercial.com/images/msds/01103MSDS.pdf>

### Bon Ami<sup>®</sup> Polishing Cleanser

Website: <http://www.bonami.com/products/>

MSDS: <http://photo.evergreen.edu/msds/Cleaners/Bon%20Ami%20Cleanser.pdf>

## General Information

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Employment  
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All Other Inquiries  
[info@greencleanusa.org](mailto:info@greencleanusa.org)

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WWW.GREENCLEANUSA.ORG

## Disclaimer

All work is guaranteed to be as specified. All work to be completed in a professional manner according to standard practices. Any alteration or deviation from agreed upon specifications involving extra costs will be executed only upon supervisor approval and will become an extra charge over and above the estimate. All agreements contingent upon delays beyond our control. Customer agrees to pay all costs of collection, including attorney's fees.

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## Notes

1. Recurring service must start within 6 weeks of a First Time Base Clean or Intensive One Time Visit
2. Requests for custom frequencies require Manager Approval
3. All cleanings include trash and marked recycle bin emptying.
4. Clean sheets/linens must be provided and instructions on where to get them if not placed on bed.
5. For safety and liability reasons, our crews are not authorized to move objects weighing more than 40lbs.
6. There is an additional cost per light bulb for this service.
7. For safety and liability reasons, our crews are not authorized to climb higher than a standard step stool
8. We ask customers empty out refrigerators prior to service, else an additional charge for removal time is added
9. For safety and liability reasons, removal of hazardous waste, such as feces, is at the discretion of Green Clean
10. Definition from <http://www.merriam-webster.com/dictionary/clutter>
11. All Credit Card and Paypal Transactions subject to a 3.11% service fee
12. Please do not put notes for the cleaning crews in the sealed envelope as they will not be opening the envelopes
13. Discount applied once referral has signed up for service.