



MICHELS

CLEANING SERVICES

**HOME CLEAN HOME: FAMILY VALUES,
PROFESSIONAL RESULTS.**



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At **our core**, we believe in more than just cleaning spaces; we're dedicated to **transforming environments into sanctuaries** and enhancing lives through our meticulous care. Our mission is to redefine the standard of cleanliness while fostering a sense of **comfort, safety, and rejuvenation** in every **home** and workspace **we touch**.



I'm **Jaqueline Michels**, the proud **owner** of **MICHELS Cleaning Services**. As someone who **deeply values family** time and the joy of a well-kept home, I understand the importance of coming back to a clean, **relaxing space** after a long day. My **passion for cleaning** and **commitment to excellence** inspired me to start in 2003 MICHELS, a company dedicated to providing exceptional cleaning services for families and businesses alike.

At **MICHELS**, we believe that your **free time should be spent enjoying the things that matter most** – whether that's spending quality time with family and friends, pursuing a new hobby, or growing your business.

During this journey, with a lot of challenges... **My family crew** and they are the **reason for everything**.

Thank you for trusting MICHELS with your cleaning needs. We look forward to helping you enjoy a cleaner, happier home.



Silver Spring, Rockville, Gaithersburg, Derwood, Burtonsville, Kensington, Chevy Chase, Bethesda, North Potomac, Adams Morgan-DC and Arlington VA.



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MISSION AND VALUES

We strive to achieve this mission by:

Through unwavering dedication to our mission, we aspire to be more than just a cleaning service; we aim to be trusted partners in enhancing the quality of life for our clients, one immaculate space at a time.

Exceeding Expectations: We go above and beyond to deliver unparalleled cleanliness and organization, ensuring every corner is spotless and every surface gleams with freshness.

Personalized Service: Recognizing that every space is unique, we tailor our cleaning solutions to meet the specific needs and preferences of each client, creating a customized experience that leaves a lasting impression.


Empowering Our Team: We invest in our team members, providing comprehensive training, fair compensation, and opportunities for growth. By cultivating a supportive and collaborative work environment, we ensure our team is equipped to deliver exceptional service with passion and dedication.

Community Engagement: We believe in giving back to the communities we serve. Through charitable initiatives and partnerships, we actively contribute to creating cleaner, healthier, and more vibrant neighborhoods for all.

Trust and Transparency: Building trust is paramount to us. We operate with integrity and transparency, fostering open communication and accountability at every step of the cleaning process.

VISION

Our vision at MICHELS is to be recognized as the leading cleaning service provider, renowned for our commitment to excellence, integrity, and customer satisfaction. We aim to set new benchmarks in the cleaning industry through innovation, continuous improvement, and a steadfast dedication to quality.



CUSTOMER GUIDANCE





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These terms of service are designed to help our clients understanding the service they are purchasing. These terms clarify and describe our guarantee, exclusions, cancellations and potential problems we strive to avoid if at all possible. With your help, these issues can be averted to ensure a successful service to you in your home.



CLEANING-DAY HOME PREPARATION

Your **price for cleaning** is based on the cleaning technicians focusing all of their time and energy on cleaning, **NOT routine housekeeping**. We ask that you take a few minutes the night before a scheduled service to “pick up.” This will allow the cleaning technicians easy access to the areas/surfaces to be cleaned: floors, countertops, table tops, etc. and removing dirty dishes from kitchen sinks. If you’d like our cleaning technicians to do these tasks for you, please call us (in advance) so your cleaning fee can be adjusted for the additional “cleaning preparation” time.

SCHEDULED “ARRIVAL WINDOW” FOR CLEANINGS

When booking your service, we provide an estimated arrival window when the cleaning technicians will arrive at your home. If we are late, we will call or text your phone number. If you can not be home, no worries, just leave us the instructions and we will handle it!



HOUSE TEMPERATURE

So that we don’t melt or freeze, please set your AC to 76 prior to our arrival. We’re happy to readjust the temperature per your written instructions when we leave.





DUSTING

Our cleaning technicians take pride in **dusting your home**. Our tools and techniques allow us to remove most of your home's dust in a reasonable amount of time and effort.

Settling Dust: During the **dusting process**, some dust becomes **airborne** and will not settle until we have left. This is more common in first time cleanings, and it may take several visits before settling dust becomes minimized.

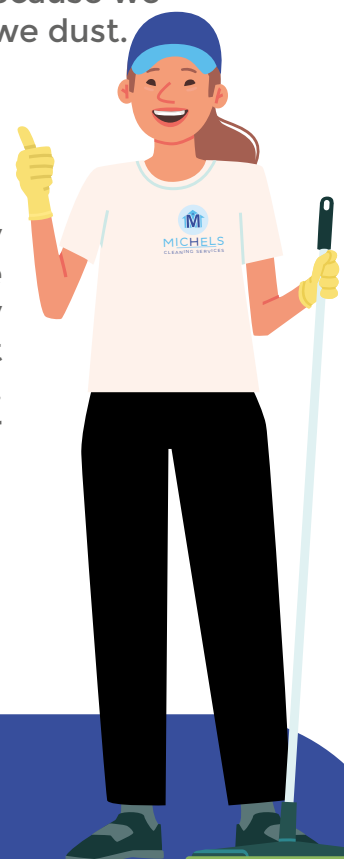
Dusting Knick-Knacks, Collectables, Stand-up Picture Frames, and other small items: We dust **small items based on the size and the number of items** on a shelf or flat surface like a mantel. If there are **10 or fewer small items** on a shelf we will hand dust them and the surface below and return the item to the shelf. If there are **more than 10 items per shelf** we may dust the items where they sit and the surface around them.

Dusting height limits: We are not able to dust items on shelves or hung on a wall that are higher than a cleaning technician can reach standing on a **2 step stepladder**. We do use extension poles to high dust rooms but we will not high dust items that may tip over or hung on the wall because we are not able to hold it with one hand in order to secure it while we dust.



PRIVACY & VALUABLES

To protect our cleaners and your privacy, please be sure that any confidential or potentially illegal documents or substances are put away before your scheduled cleaning. If you have any valuables including collectibles or expensive objects, please let us know, so we can make a note on your account. Cabinets, gurines, glassware, antiques, and items of extreme or sentimental value should be cleaned by the client.





CLEANING TIME

We reinforce that we charge per job, not per hour. Our technicians are trained and have skills to clean in a shorter period of time, it does not mean, it costs less. Also, if you decide to give our team less work than agreed in the initial estimate, we will still charge the full amount unless discussed in advance. When someone or something new starts living in the property, it typically increases the cleaning requirements. To accommodate these changes, the cleaning price will need to be adjusted accordingly - additional occupants, pets or significant lifestyle changes:



PET SPECIAL INSTRUCTIONS

We work around pets every day and we love them! However, if you have **special concerns** that fall outside the duties of cleaning, we will not be held responsible for any damages or liability that result from your pets' actions. **If your pet has ANY special requirements**, we recommend boarding them for the day of the cleaning. Also, our **cleaning technicians cannot touch or pick up pet feces**, including emptying or moving litter-boxes. Thank you for your understanding.



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CLEANING SUPPLIES LIST

To ensure a thorough and efficient cleaning service, it is essential to have the right cleaning supplies available. Below is a list of recommended cleaning supplies:



Our cleaning technicians bring the tools and the clientes should provide the products. We also are not able to clean in homes that have any fumes from paint, varnish, sealants, solvents, etc. from recent work to your home.



RESCHEDULING YOUR CLEANING

Rescheduling your cleaning can result in the cost of your service being Less Than, More Than or the Same As your last cleaning, or your Recurring Schedule cancelled altogether.

EXAMPLE 1:

Bi-Weekly customer “skips” a cleaning, creates a **four-week interval** between visits and the applicable (higher) **Monthly rate will apply** to the next cleaning. Monthly (every four weeks like clockwork) is **up to 50%** higher than the bi-weekly rate.

EXAMPLE 2:

Bi-Weekly customer “skips” a cleaning, creating a **three-week interval** between visits and that rate will be **up to 25% higher** than the bi-weekly rate and then resume back to the regular rate once the bi weekly cadence is resumed.

EXAMPLE 3:

Monthly (every four weeks like clockwork) customer skips a week creating a **5 week interval**, the rate would be the monthly rate + **up to 25%** of the monthly rate; if a customer skips two weeks creating a **6 week interval**, the rate is the monthly rate + **up to 50% of the monthly rate**; if longer than 6 weeks, the **One Time rate** applies.

EXAMPLE 4:

Bi-Weekly customer who requests an **additional cleaning** in-between scheduled visits would be charged the applicable (lower) “**Weekly**” rate for the next 2 cleanings as there will be a one-week interval between both cleanings.

EXAMPLE 5:

A **recurring customer** cancels **2 or more cleanings** in a row. Our business may cancel their recurring cleaning schedule and request they call when they are ready to resume and, if appropriate, be placed on the **waiting list**.



FEE FOR RESCHEDULE, CANCELLATION, REDUCTION OF SERVICES REQUESTED, OR LOCK-OUT FOR RECURRING SERVICE WITH LESS THAN A 72-BUSINESS HOUR NOTICE. We are happy to work with customers to **reschedule, reduce the services requested, and cancel services** throughout the year to work around your schedule. Cancellations can be made up to 48 hours free of charge. Cancellations made with less than 24 hours will be charged 50% of the cleaning fee. Cancellations made when the cleaning is in place will be charged 100% of the cleaning fee.



TERMINATION OR PAUSE

If you would like to cease receiving service temporarily, long-term, or permanently, or reduce the frequency of your cleaning cadence, **we require 2 weeks' notice.** Less than this is considered a late cancellation and you can be charged.



PAYMENT FOR SERVICES

Payment is due in full upon completion of the work or services provided or a fee will be applied. We accept cash, check, bank transfer, Zelle, Venmo or paypal.



DAMAGES & BREAKAGE

Our staff is highly trained and extremely careful, but accidents can happen when you least expect them. We will alert you to an at-fault breakage or damage, and work out a fair solution, which involves repairing or replacing the item within reason. Clients have 24 hours to report anything broken or damaged in the rare instance that we fail to alert you. We can assume no liability for items that were broken or damaged because of unstable bases or because they were not properly attached or secured to the wall (for example wall-mounted TVs, picture frames, floating shelves, curtain rods, etc.).

Surfaces such as hardwood floors and natural stone should be kept in good and ready-to-clean condition without causing harm to the surfaces when using a neutral pH cleaner.

Michels Cleaning Services will not be responsible for scratches on the flooring due to unprotected furniture legs. Surfaces such as hardwood floors and natural stone should be kept in good and ready-to-clean condition without causing harm to the surfaces when using a neutral pH cleaner.



FEEDBACK

Getting customer **feedback** is an important ingredient to a successful house cleaning service relationship. Your feedback helps us monitor the performance of your cleaning technicians and deliver the highest quality cleaning experience in the industry.



100% SATISFACTION GUARANTEE

If you are not happy with any area we have cleaned, simply call the office within 24 hours and we will come back and re-clean it free of charge. The cleaning technicians must be allowed to come back into the home within 1 business day, and usually are able to return the same day. Please note we do not offer cash refunds or money off the cleaning, but we will 100% return and clean it.



NON-SOLICITATION OF OUR EMPLOYEES

When entering into an agreement for services with our business, you agree **not to solicit for hire any staff member introduced to you** by us for any home-related services. We spend a lot of time, money and resources finding, interviewing, checking references and backgrounds, and training our cleaners. If you are interested in one of our cleaners, give us a call and we will try to work this out honestly.



PRICE INCREASES

Michels Cleaning Services reserves the right to increase its rates at any time. You will be given advance notice of a price increase. A price adjustment might also happen if the conditions or needs of your home have changed. If you discontinue service, then later reinstate services you may receive a new rate.

If you had any work or renovation even small that causes extra dust, please contact our office to notify us so we adjust the extra time needed and discuss the possible extra charge for the extra time our cleaning techs will need. Please contact us prior to your cleaning day, don't wait till your technician arrives for your cleaning.



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Jennifer A.

They transformed our home into a sparkling haven, leaving no corner untouched and exceeding our expectations in every way.



Burak M.

Very pleasant and also very thorough! Will definitely be use them again.



Jane P.

Detaild and took time to do the job right. Great work!



Mary Ann J.

Very responsive an when she needed to ajust the time she'd let me know in advance.



Leesa L.

Amazing services. They came out on an emergency call, handled everything perfectly, and left with nothing left dirty. Quick, responsive, and awesome work. I would'nt recommend anyone else.



Venkata C.

WONDERFUL! Not only for being super punctual, but your house will be totally flawless when she leaves! They are honest and trust worthy, and pays attention to detail. We've had a lot of house keepers, and none of them compare! And they even love my dogs too. :)



REGULAR CLEANING

Regular cleaning, also known as routine cleaning or maintenance cleaning, refers to the ongoing cleaning tasks performed on a scheduled basis to maintain cleanliness and hygiene in a space. Regular cleaning helps prevent the buildup of grime and bacteria, ensuring that the space remains fresh and inviting.

Frequency: daily, weekly, bi-weekly, or monthly, depending on the needs of the space and the preferences of the clients.

Tasks: The tasks involved in regular cleaning may vary depending on the type of space being cleaned. However, common tasks include:

- Sweeping, mopping, and vacuuming floors
- Dusting surfaces, including furniture, shelves, and fixtures
- Wiping down and sanitizing countertops, tables, and other surfaces
- Cleaning and disinfecting restrooms, including toilets, sinks, and mirrors
- Emptying trash bins and replacing liners





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MOVE-IN/OUT CLEANING

Move in/out cleaning, also known as move-in/move-out cleaning, is a specialized cleaning service designed for residential or commercial properties that are changing occupancy. This type of cleaning involves thorough cleaning of the entire premises to ensure that the space is clean, sanitized, and ready for the new occupants to move in or for the previous occupants to move out.

Important: To ensure a successful move-out cleaning, it is crucial that the property is completely empty: no boxes or packing materials, empty cabinets and drawers, remove all trash:

Customized Services: Move in/out cleaning services can be customized based on the specific needs and requirements of the property. Additional services such as upholstery cleaning, pressure washing, or yard cleanup may be offered as add-ons.





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DEEP CLEANING

Deep cleaning professional services, also known as deep cleaning or detailed cleaning, involve a comprehensive and meticulous cleaning approach that goes beyond regular cleaning tasks. Deep cleaning services focus on thorough cleaning of hard-to-reach areas, neglected spaces, and surfaces that accumulate dirt, grime, and germs over time.

This type of cleaning is typically recommended for homes, offices, commercial spaces, and other environments that require a deep and intensive cleaning treatment, places that have not been cleaned by a professional for more than a month is considered to be a deep cleaning.

ADD-ONS SERVICES (\$)



Above 2 beds there is a charge of \$15 per bed and \$20 if it is a bunk bed.



Cleaning inside the fridge



Inside cupboards and drawers



Cleaning inside the oven



Cleaning windows and glass doors.



Inside the garage



JANITORIAL CLEANING SERVICES

Janitorial services refer to the cleaning and maintenance tasks performed in commercial, industrial, or residential buildings. These services typically include tasks such as sweeping, mopping, vacuuming, dusting, emptying trash bins, cleaning restrooms, and maintaining cleanliness in various areas of a building or facility.

Janitorial services can be provided by individual contractors, cleaning companies, or in-house cleaning staff hired by businesses or building owners. The frequency and scope of janitorial services may vary depending on the needs and preferences of the clients. Some businesses may require daily cleaning, while others may opt for weekly or monthly services.


In addition to routine cleaning tasks, janitorial services may also include specialized services such as carpet cleaning, window washing, floor waxing, and sanitization. The goal of janitorial services is to ensure that the environment remains clean, hygienic, and presentable for occupants, employees, and visitors.


Customized Services:


Tailoring cleaning packages to meet the unique requirements of each client
Adjusting services based on the size, layout, and usage of the facility
Incorporating additional services as requested by clients



TOP TO BOTTOM CLEANING

GENERAL 	REGULAR	SPRING/ ONE-TIME/ DEEP	TURNOVER (AIRBNB)	MOVE-IN/ MOVE-OUT
1. Dust Ceiling Fans and light fixtures	✓	✓	✓	✓
2. Dust light bulbs	✓	✓	✓	✓
3. Dust to remove all cobwebs	✓	✓	✓	✓
4. Dust Blinds	✓	✓	✓	✓
5. Dust windows Sills and Ledges	✓	✓	✓	✓
6. Dust Furniture	✓	✓	✓	✓
7. Dust and Polish Furniture	✓	✓	✓	✓
8. Dust Baseboard	✓	✓	✓	✓
9. Vacuum Upholstered Furniture and Rugs	✓	✓	✓	✓
10. Vacuum and Mop all hardfloors	✓	✓	✓	✓
11. Remove all trash	✓	✓	✓	NA
12. Making or change bed sheets	✓	✓	✓	NA

KITCHEN 	REGULAR	SPRING/ ONE-TIME/ DEEP	TURNOVER (AIRBNB)	MOVE-IN/ MOVE-OUT
13. Clean and Sanitize Sink and Countertops	✓	✓	✓	✓
14. Clean outside appliances	✓	✓	✓	✓
15. Clean ranges/stove	✓	✓	✓	✓
16. Wet Clean all Cabinets Fronts	✓	✓	✓	✓
17. Clean Inside Microwave	✓	✓	✓	✓

BATHROOM 	REGULAR	SPRING/ ONE-TIME/ DEEP	TURNOVER (AIRBNB)	MOVE-IN/ MOVE-OUT
18. Clean Mirrors	✓	✓	✓	✓
19. Clean and Sanitize Sink and Countertops	✓	✓	✓	✓
20. Clean and Sanitize Shower and Tub	✓	✓	✓	✓
21. Wet Clean all Cabinets Fronts	✓	✓	✓	✓
22. Desinfect Bathroom Floors	✓	✓	✓	✓
23. Clean and Sanitize Toilet Bowl	✓	✓	✓	✓

SPECIAL REQUESTS 	REGULAR	SPRING/ ONE-TIME/ DEEP	TURNOVER (AIRBNB)	MOVE-IN/ MOVE-OUT
24. Inside Every Closet and Closet Shelves	\$	\$	\$	✓
25. Inside Every Cupboard and drawers	\$	\$	\$	✓
26. Wipe Ceiling Fans and light Fixtures	\$	\$	\$	✓
27. Wipe Glass Windows, doors and tracks	\$	\$	\$	✓
28. Wipe Baseboards and Doors/Door Frames	\$	\$	\$	✓
29. Wipe blinds	\$	\$	\$	\$
30. Wipe windows inside	\$	\$	\$	✓
31. Inside the fridge	\$	\$	✓	✓
32. Inside de oven	\$	\$	\$	✓
33. Clean Garage/Front or backyard/Porch	\$	\$	\$	\$
34. Wipe Ceiling Fans and light Fixtures	\$	\$	\$	\$
35. Remove Labels if necessary	\$	\$	\$	\$
36. Remove any construction debris	\$	\$	\$	\$
37. Laundry	\$	\$	✓	NA

\$ The price may vary according to the condition of the place.



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