

Southern Home Cleaning, LLC
Service Agreement



The purpose of this service agreement is to provide you, the client, with the general services, liabilities, restrictions, and operational framework that you can expect from your relationship with Southern Home Cleaning, LLC.

If you have any questions or concerns, please call me directly,

Sincerely,

Lise-Lotte Newell
Owner - Operator
843-619-3006
southernhomecleaningLLC@gmail.com

Service Hours

Monday – Saturday: 04:00 am – 8:00 pm
Extended service hours are available upon request.

Sunday is a day of rest at Southern Home Cleaning. Our staff will be spending that day with their families and worshipping as they choose.

Contact Hours

24/7 via email at southernhomecleaningLLC@gmail.com
or via phone or text at: 843-619-3006

Please understand that if we fail to pick up the phone when you call, it is because we are with another client giving them the same undivided attention you would expect and will call you back as soon as possible.

Services We Provide

You are hiring us to service your home, office or rental property. We will clean, organize and sanitize any and all areas. You tell us what you need and we will provide that service at the price agreed to by both parties.

Each client will receive a customized service based on results from our initial interview and/or walk thru. Interviews can be conducted over the phone, but for best results, a walk thru of your business or home should be conducted with you so that every item of importance can be noted and added to your checklist.

For safety reasons, all cleaning rendered by our Service Providers must be accomplished while either standing on the floor or using up to a two-step ladder with an extension pole to reach those higher places. Please note that we do not lift or move anything over 35 pounds.

Tools and Equipment

We provide everything needed to service your home or office. If you want a specific name brand product or fragrance or are allergic to anything, let us know so that we can adjust our service accordingly. This is one of many reasons why a work site analysis must be completed for each client.

Holidays/Vacation

Southern Home Cleaning likes to work hard and play hard. Adjustments to normal scheduled service days will be made due to holiday and vacation times. Our employees enjoy spending time with their families and celebrating national holidays. In general, services will be rescheduled if they fall on a national holiday. In most cases you will enjoy a special relationship with the same service provider each week. But everyone needs time off, so in those cases we will call in a replacement to cover the schedule.

If you have a special event on a national holiday and require our services, please tell us. With proper planning we can accommodate your needs. Those details will be discussed with you one on one.

What We Charge

We have no hourly minimum. We provide you with an estimate prior to service. Payment for services are expected on that day, unless prior arrangements are made.

If you have a life-changing event that significantly affects your normal cleaning routine, please let us know so we can adjust accordingly. Those details will be discussed with you individually.

If you ask, “How much do you charge per hour?” we will say between \$35.00 and \$65.00 depending on the job. That’s why we need to spend time together discussing your special needs and concerns.

There may be times when we may re-evaluate rates based on the time it takes to perform our service. We will discuss any price or service changes if needed.

Forms of Payment

We accept checks made out to Southern Home Cleaning, LLC (\$45 return check fee applies) credit/debit, pay pal or invoice billing. In most cases you can pay on the day of service via our website, in person, or by leaving a check in the usual place in your home. Recurrent billing can be arranged as well. We will discuss the details with you in person.

For the safety of our service providers, cash will not be accepted. If this is a problem, please call us so we can work an arrangement that best suits your needs.

Tips

If you choose to leave a tip or any other form of appreciation for your service provider, please make it clear by leaving it in a marked envelope.

Privacy

Southern Home Cleaning, LLC operates under a strict code of conduct that prohibits the disclosure of your personal information of any kind with anyone for any reason.

Service Failures

Our goal is to meet your expectations every time we service your business or home. You should never feel that we “just rushed through to finish and get to the next job” and you should NEVER have to clean up what we’ve missed. We strive to meet your expectations every time, but if for any reason you feel that we have failed you, immediately call us at 843-619-3006. We will return to your home and address the concern without delay.

On The Day Of Service

Your service provider will arrive on time and leave on time. Service will be performed as you requested and you will be asked to pay the predetermined fee in the form of payment that was discussed. If you want us to arrive when your business is closed or when you are not home, access controls will be discussed with you in person prior to our first visit.

There may be occasions when severe weather, an Act of God, or the civil authorities either delays or prevents your service provider from arriving at your home on the scheduled day. If this occurs, we will make every effort to alert you provided normal phone services are available. Of course we will reschedule a visit as soon as possible.

Please let us know if your pre-arranged service plans change. If your service provider arrives and is unable to access your business or home we will ask for compensation for your service provider’s time and fuel. The standard fee in such cases is \$50.00.

If a minor child is in the home during service, an adult guardian must be present.

Please crate all indoor pets while service is being provided.

Southern Home Cleaning, LLC is licensed, bonded and insured. All information regarding this can be provided to you upon request. That means your service provider and you are protected under the law for injury and theft. Our safety manager will investigate all injuries and the loss prevention manager and local law enforcement will investigate all thefts.

There may be a few items or even an entire room that you feel is off limits or should not be handled by anyone but you. Please advise us of those items to prevent damage or an invasion of privacy. If you feel that something was broken during our visit, please call us at 843-619-3006 as soon as possible and we will respond without delay.

A manager will follow up with you to ensure that you were satisfied with the service provided and will ask you to grade our service.

Termination

This service agreement is at will and can be terminated at anytime. If for some reason you wish to stop using our services, please let us know. For your information, our service providers have agreed to a non-compete clause, which means that they will not be able to work for you until one year after leaving Southern Home Cleaning, LLC.

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I understand and agree to the terms and conditions of the Southern Home Cleaning, LLC Service Agreement.

Date:

Client's Signature:

Printed Name:
