



Guide to Services
***Class-A Cleaning* L.L.C.**
P.O. Box 62
Athens, PA 18810
570-888-9800

Mission Statement

Class-A Cleaning L.L.C. is a family owned and operated cleaning service. We provide professional cleaning to businesses and homes in the Valley and surrounding areas. Our mission is to provide a quality cleaning service at an affordable price so people will not be overwhelmed with day-to-day cleanings.

Initial Contact

Prospective clients may phone 570-888-9800. In return, a copy of the Guide to Services will be mailed or personally dropped off at your convenience. After reading our literature, you are encouraged to phone with any questions or concerns. If you choose to hire our services, you should then call to schedule an appointment for consultation.

The Consultation

Prospective clients and Stanley Nichols, the owner and service provider of *Class-A Cleaning L.L.C.*, will meet at the client's business or home for a consultation that generally lasts between thirty and sixty minutes.

During the consultation the following items will be discussed:

- We will review your business or household needs as well as *Class-A Cleaning L.L.C.*'s policies, service guide, payments, schedules, and any questions you might have.
- Emergency information form will be filled out.

A set of keys will be given after our service is agreed upon. Please note other arrangements may be made for you to drop off keys or payments.

Please keep in mind that the consultation is a time for all parties to meet and share information regarding the servicing of the business or home. Not all cleaners-client matches are appropriate; therefore we reserve the right to decline services.

Clientele

Class-A Cleaning L.L.C. provides businesses and residents cleaning services to the Valley and surrounding areas. Approximately 60 percent of our client base consists of businesses that service public. Then 30 percent of our clients consist of families with multiple responsibilities: children, family activities, and involvement with community events. The remaining 10 percent of our client base consists of one-person households in which the resident works away from home an average of ten hours per day, or fifty hours per week.

Our Services

The initial cleanings are between eight hours to six hours long for businesses and two to four hours long for homes, depending on your specific needs. The cleanings to follow will be substantially less time.

***Class-A Cleaning L.L.C.* will:**

- Give you a set time for your cleaning that is agreed upon.
- Complete all services discussed and agreed on.
- Use our own products and supplies, unless other arrangements are made.

- Make suggestions with regard to cleaning products and procedures to ensure prompt and thorough cleaning of your business or household.
- Bring in mail and newspapers if asked to do so.
- Put out or bring in trashcans and recyclables if our visit coincides with your trash pickup day and time.
- Inform clients of news, vacation dates, contests, and so forth.
- Maintain client business or house keys and alarm codes in a fireproof safe.
- Provide additional services as follows: carpet and upholstery steam cleaning, drapery cleaning, and window cleaning.
- Give all current businesses or homes serviced by *Class-A Cleaning L.L.C.* a 10 percent discount on any of our additional services.

Class-A Cleaning L.L.C. does not:

- Provide service during the summer months to businesses or homes without adequate air-conditioning.
- Provide service during the winter months to businesses or homes without adequate heating.
- Provide service to households during the times that unsupervised children occupy the house.
- Operate stoves, trash compactors, gas, or kerosene appliances.
- Throw circuit breakers or replace fuses.
- Let in service people such as water meter readers, UPS drivers, and so forth.

We also do not:

- Access your phone or answering machine.
- Exchange keys with anyone other than the contracted client.
- Use chemical cleaning product not specified in writing.
- Sell or share businesses or residential e-mail addresses, names, or telephone numbers with any other company or organization.

Hours of Operation

Class-A Cleaning L.L.C. generally provides services seven days a week and twenty-four hours a day to accommodate the diverse needs of our clientele. Business hours are between 10:00 A.M. and 6:00 P.M. Monday through Friday; although voice mail may be left after hours.

Inclement Weather

Class-A Cleaning L.L.C. will provide limited, delayed, or no service during incidents of inclement weather:

- We will not provide mobile service during snow, sleet, ice, or hurricane-like weather. The only clients we service during extreme weather conditions are those in safe walking distance from the residence of Stanley Nichols.
- All visits during a period of inclement weather will be on an hourly advisory status depending on driving conditions.

Safety

Class-A Cleaning L.L.C. asks you to inform trustworthy neighbors, neighborhood watch organizations, relatives, and so forth that a service cleaner will be on your property. Doing so can save the police department, neighbors, and the service cleaner from an embarrassing situation.

Please notify *Class-A Cleaning L.L.C.* in advance (a few days is ideal)

Of any person or people who may be in your business/home during the time of the service cleaning. This includes contractors, repair personnel, and so forth. *Class-A Cleaning L.L.C.* reserves the right to reschedule visits that coincide with a visit by another service contractor.

Rates for Businesses

- Initial consultations are free of charge.
- Service rates will be determined by the following: approximate time per cleaning visit, frequency of cleanings, and products/supplies being used.

Rates for Residential

- Initial consultations are free of charge.
- Each one-hour visit to an apartment or house is \$49. Please take note that pricing includes two service cleaners and cleaning supplies.
- Each three-hour visit to an apartment or house is \$141. Please take note that pricing includes two service cleaners and cleaning supplies.
- *Class-A Cleaning L.L.C.* offers a 10 percent discount to senior citizens and college students.

Reservations

To schedule a weekly visit, please phone your reservation by 6:00 P.M. Friday for the following week. We can sometimes accommodate unplanned requests if we have a cancellation.

Cancellations

- Please phone for all cancellations.
- Cancellations with less than forty-eight hours' notice (weekends and holidays included) are charged for the nominal one-hour rate of \$49. The only exception is inclement weather.
- Excessive cancellations with less than forty-eight hours' notice are subject to cessation services.

Please be sure of all dates and times when you phone in your request. Calling to cancel on the morning of a scheduled visit or two hours prior to the visit is inappropriate. We understand that emergencies arise, and that you may need to occasionally cancel services with less than forty-eight hours' notice. However, please reserve such cancellations for emergencies only.

Billing and Payments for Businesses

A billing statement will be prepared at the last scheduled cleaning appointment of the month and either mailed, faxed, or left at the business. Payment is expected within seven days (weekends and holidays included).

Billing and Payments for Residential

Clients with a six month contract will have a billing statement prepared biweekly and either mailed to you or left at the residence. Payment is expected within seven days (weekend and holidays included).

Clients without a six month contract a bill will be prepared and payment will be expected at the time of service, unless other arrangements have been made prior with Stanley Nichols, president.

Payment Options

- You may leave a check or money order at your business/residence on the day of service. Please make all checks and money orders payable to ***Class-A Cleaning L.L.C.***
- Please do not postdate checks or money orders.
- You may mail a check or money order. Note that payment received after the due date are subject to late fees.
- For security reasons, we do not accept cash left at the businesses/residences. If you would like to pay cash, please call Stanley Nichols to make arrangements.
- Occasionally we barter for services. If you have a professional service that you think may be of use to us, please feel free to ask! We've bartered services for graphic arts, dental service, and more. Bartering is one way that communities and small businesses can help each other.

If a receipt is requested, ***Class-A Cleaning L.L.C.*** will mail, fax, or leave it at the business/residence.

Late Payments

Payments that are received beyond the due date listed on your billing statement are subject to late fees of \$1.00 a day (weekends and holidays included) until the account is brought up to date.

In cases of frequent late payments, ***Class-A Cleaning L.L.C.*** reserves the right to terminate services.

Additional fees may be imposed for returned checks and closed accounts. In such cases, you will be charged \$30 for each returned check (that's the service fee imposed on us by our bank), and any additional bank fees that are charged to us, as well as daily late fees that accrue until the account is brought up to date.

Referrals

Citizens and Northern Bank
Attention: Kathy Griffis
503 N. Elmira Street
Sayre, PA 18840
570-888-2220

Sandy Hoffman
211 Warren Street
Sayre, PA 18840
570-888-4273

Novak & Associates Real Estate
Attention: Connie Cockcroft
111 S. Main Street
Athens, PA 18810
570-888-8200
www.connie-realestate.com

Contracts

Class-A Cleaning L.L.C. updates service guides and contracts (where applicable) on January 1 of each year. You will always receive a copy of the new contract (where applicable) to read and view the guides as well as to ask questions.

Community

Class-A Cleaning L.L.C. provides some services free of charge to terminally ill in the Valley area. Please ask for further information. We honor our commitment to helping community members in their time of need.

Class-A Cleaning L.L.C. is a member of the Athens Business Association and Greater Valley Chamber of Commerce.

General Information

Class-A Cleaning L.L.C. is insured by:

Nancy Smith Insurance Agency
120 Susquehanna Street
Athens, PA 18810
(570) 888-2669

Business/Home Plan

A business/home plan is a systematic guide for cleaning your business or home. We will review each room that you have requested to be cleaned, evaluate all required cleaning tasks for that room and which products will be used.

We also review estimated task time (ETT). This will give all parties an idea of the total amount of time necessary to complete a business/house cleaning.

Estimated task times take into consideration:

- Cleaning behind heavy objects or several small objects that may need to be moved. An example might be removing a collection of glass jars to the tabletop.
- Thorough indoor window cleaning: inside double-hung panes, as well as the inward pane.
- Any buildup of kitchen grease, pet hair, hard water and lime stains, or wax residue.
- Intricate objects such as glass figurines or books that need to be removed, cleaned, and replaced.

Please understand that a thorough cleaning is a time-consuming process. We give added care and take precautions with furniture, collectibles, and other objects.

Remember that making changes to a business/home plan means that the ETT will change. This may decrease or increase the time allotment necessary for service provision.