

# House Cleaner Hiring Guide

Everything You *MUST*  
*Know* Before Hiring a  
House Cleaner!

[Sweep Home Chicago](#)

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## Introduction

If you've downloaded this hiring guide, chances are you're sick of constantly struggling to keep your home clean.

Opting for a professional house cleaning company is the best choice, as a cleaning service can meet your cleaning needs with fully customized cleaning services that get the job done without breaking the bank!

### **Here are Four Major Reasons Why You Should Consider A House Cleaner:**

- **Gives you time for other things.**

Hiring a professional house cleaner gives you time to focus on other things in your busy schedule instead of worrying about cleaning your home all the time. This makes things much easier on you since you do not need to deal with the hassle of cleaning your home yourself.

- **Hiring cleaning service means greater cleaning efficiency.**

The methods of a professional cleaning company can literally make homes cleaner and healthier than using most conventional cleaning practices. Homeowners, when doing their own cleaning, often overlook areas that are cleaned by a service, but a good cleaning service routinely cleans more places and areas in a home than one might get to on an average busy weekend.

- **A professional cleaning company may have more effective equipment, procedures or products than a consumer might use in their home.**

For instance, many cleaning services use commercial-grade vacuums with HEPA filtration capture dust, allergens, bacteria, dust mites, pet dander, pollen and other pollutants. In addition, a professional cleaning company's employees are trained on the proper use of cleaning products and equipment.

- **Cleaning services can be customized to your needs.**

Professional cleaning services offer customized cleaning services to their clients. This means that if you need the cleaning crew to come at night, they can be there. You can also set up a one-time cleaning, daily cleaning, weekly cleaning, or a monthly cleaning. If you need the cleaning professionals to focus on cleaning certain areas of your home such as your floors, upholstery, windows, blinds, or bathroom, they can do just that.

In some circumstances you may be able to clean your house on your own. There are many high quality cleaning products and machines available for rent or purchase. However, there are times when getting your home cleaned by a professional is the way to go. This could be the case if you have a large space or very bad stains. A professional cleaning company has the equipment and the knowledge to make sure your home is at its cleanest.

When you are looking to hire a professional, choosing the right house cleaning company is a big decision. After all, these people will be coming into your home. If you don't choose a high quality cleaning business, then you could end up making your situation much worse. You also have to think about your home's safety and your budget before deciding.

This report will tell you everything you *must* know before you hire a professional house cleaning company. By being informed about how to make the best possible decision, you stand the best chance of getting the job done correctly and for the right price.

### **Finding a Cleaner**

The first step to finding a cleaning company is to determine what kind of service you need or want. There are many different types of cleaning procedures out there, but not all companies are equipped to perform them all. There are also several different types of cleaning systems. Choosing the service you would like to have done will depend on several factors, which can include:

- Types of services you need.
- The amount of cleaning that needs to be performed, including how bad a mess is.
- If you want to use commercial-grade or brand-name cleaning products, or if you prefer generic cleaning brands.
- The size of your house and how many rooms need to be cleaned.
- How much time you require to complete your cleaning project.
- How much you are willing to spend.

## Choosing a House Cleaning Company

There are a number of different cleaning products that can be used by professional cleaning companies. Each has its own advantages and disadvantages. Determining what specific cleaners your cleaning company will be using and how they will affect your home and family is something that you will want to find out as you continue with your choosing process.

For example, you may choose to go with a company that offers cleaning, or one that focuses specifically on upholstery.

Once you have determined exactly what type of service you are looking for, the next step is to come up with a short list of potential companies. There are several ways that you can locate cleaning companies in your area.

- Google searches of businesses in your area, and other online directories are good places to start your search.
- You can also ask friends and family members if they have ever used a local cleaning company before.
- Finally, you can check out the yellow pages in your phone book.

Locating a decent number of cleaning companies in your area is the easy part. Choosing the best candidate for you is a bit trickier.

While you are creating your short-list of local companies you should take the time to perform a little bit of research on them as well. The best source of information on how reputable a company is and how good of a job they can do is direct references from trusted sources. This means your **friends and family**. If they have ever used such a service, they will be able to tell you exactly how satisfied they were with it and if the price was decent. You will also be able to trust them if they say anything negative about the company.

The next best place to locate references for local companies is the **Better Business Bureau or Chamber of Commerce**. Their website will let you see if a specific company has any disputes or claims filed against it and if their reputation is good. There are many online referral sites that focus on local companies as well. A good example of one of these is Angie's List.com. These sites allow people to review companies they have used and either recommend or not recommend the service to others.

Once you have done a little homework and short-listed the top 3 or 4 house cleaning companies, the next step is to briefly interview each company. You can e-mail them, call them up, or stop into their office. A reputable company will have a salesman or manager who is willing to sit down with you and answer your questions. Some companies may even visit your home and provide you with a consultation. By asking a few specific questions you will be better able to gauge the company and how well they are likely to perform for you.

### **Potential Problems**

There many reasons why you should do your homework before you choose a professional house cleaning service. Recently there has been a proliferation in the market of small and poorly run cleaning businesses. This is because commercial-grade cleaning machines have become increasingly available for cheaper prices.

This means that just about anyone can now afford a 'so-called' professional-grade cleaning, and thus anyone can claim to be a cleaning business. These low grade businesses can be under-insured or not insured at all, meaning any damage they do to your home could be left for you to pay for. Cheaper types of professional cleaning machines are also usually only slightly more effective than machines that you can rent.

There is also the risk of damage to your home because the technician didn't use a machine correctly. For example, if you are cleaning a carpet, many oscillating or rotary brush-based machines can damage the fibers of specific types of carpets. There are also safety concerns because strangers will be in and around your home. Overall your chances of getting a quality house cleaning job is less if you hire a lower grade of cleaning professional.

### **Questions to Ask a House Cleaner**

The best way to gauge the professionalism and skill level of a house cleaning business is to perform an interview. Not only will you be able to get information directly from their answers, but you can also determine a lot about them from how they answer your questions. This gives you the ability to search for certain warning signs as well. Here are some questions that you should ask any cleaning business before you consider hiring them:

**A. How long has your company been in business? How long has your business operated in this area?**

While the amount of time that a business has been operating is not necessarily a clear indicator of its quality, you can still learn a lot from how long a business has been operating. In general, businesses with poor service records and low customer satisfaction rates do not stay in business for a long time or in the same location for a long period of time.

This means that a business which has been operating in the same location for a long time probably will do a decent job. You should not however, discount hiring a newer business if you find their other aspects to be positive.

**B. Can you provide references?**

Unless they are brand new, a reputable house cleaning company should be able to provide you with at least a few references from satisfied customers.

**C. Does your company require that its employees and managers receive any form of formal training? Do you perform background checks?**

This answer to this question will show you how dedicated and possibly how qualified a cleaning business is. Reputable companies make an effort to continuously educate their employees through recognized national cleaning companies or other industry specific organizations. Having formal training also means that the employees will better understand how to operate the equipment and do the best possible job. Performing employee background checks is another best practice, as it is good to know who will be coming into your home.

**D. What types of cleaning methods and equipment will you be using?**

Cleaning methods for house cleaning can differ. Some furniture in your home will have certain restrictions placed on the machines that can be used to clean them in order to avoid warranty issues. A high quality house cleaning business should be able to discuss with you the best methods and equipment types for your specific situation. Additionally, you need to make sure that they are really committed to using eco-friendly cleaning practices. The more knowledge they have the better.

**E. How much does your company charge per square foot? What are the different service types and their respective costs? Do you provide a written estimate?**

A house cleaning company should charge you by the square foot. You should be wary of a company that offers a set price for a room or rooms, because all rooms are different. The company's square foot price list should be easily presented and quantified. You should know exactly what you will be paying for what type of service. Knowing this allows you to compare the prices per square foot of several different companies to find the best price. Be aware that pre-spot treatments and furniture moving services should be included in the square foot price. Also, you will want to obtain a written copy of the cleaner's estimate.

**F. Is your company insured for loss and damage to my home? How much coverage do you have? Are you licensed and bonded?**

You should always ask to see proof of insurance before you allow a company to begin working on your home. Because of the nature of house cleaning, the risk of damage is higher than you may think. If a house cleaning company doesn't have enough insurance to cover any damage that may occur you could be left to pay for the damages yourself. Always look for fully insured cleaning companies. Most states also require that businesses be licensed and bonded.

**G. Do you offer any form of satisfaction guarantee? What happens if I am not completely satisfied with the work?**

A decent company will offer you some form of satisfaction guarantee. Be wary of companies that do not. Make sure that you are aware of what the conditions are for the guarantee and that you understand ahead of time what the company will do if you are not fully satisfied. An offer to return to your home to clean after an unsatisfactory cleaning job is always a good bet.

**H. How many crew members will be coming to my home? Will there be a manager or supervisor with them?**

This is a safety question. House cleaning requires that strangers enter your home, so you want to know exactly who will be present. You also want to know if there will be a supervisor with them so that you will have someone to speak with directly if there is a problem.



## Things to Be Aware Of

When you are interviewing prospective house cleaning businesses there are a few things you should be aware of. Since prices for commercial grade house cleaning machines (like carpet cleaners) have dropped recently, lower-quality cleaning businesses have taken off. You can generally spot these lower quality businesses because of certain warning signs. Be wary of a house cleaning business that:

- Shows up unannounced at your home.
- Is not IICRC (The Institute of Inspection, Cleaning and Restoration) certified or trained.
- Contacts or solicits you over the phone.
- Charges a set price per room.
- Claims to use brand name machines or cleaning products but does not.
- Does not have proof of insurance.
- Isn't willing to answer your questions or provide references.
- Has a complaint or complaints lodged against them with the Better Business Bureau or negative reviews on a customer satisfaction site such as Angie's List.
- Does not have a local office or address. This could mean that they are operating a business from out of state or out of the back of their vehicle. Either way, hiring them is risky.
- Has prices that are simply 'too good to be true'.
- Is using cleaning products that are not certified "eco-friendly".
- Has a bad reputation or history.
- Offers you a low price but then later tries to pressure you into purchasing add-ons.
- Offers you half of the process only for a low price. A Dual Procedure house cleaning technique means to have two steps performed. Be wary of any company that 'baits' you with a low price for part of the cleaning process and

then pressures you into switching to the dual service in order to get the job done right but for a higher price. This is a tactic of unethical house cleaners.

- Touts unsupported claims. If a business claims their technique is the 'fastest' or the 'best' but doesn't have anything to back it up, you should probably be skeptical about them. The 'best' cleaning technique will depend on your specific situation anyway.
- Appears un-trustworthy in any way.

### **More Tips**

While the following characteristics do not necessarily mean that a company will do a good job, most of the time these characteristics point to a well-managed house cleaning business. Here are some things that you may want to look for when interviewing a cleaner:

- Look for cleaners and managers that are well dressed, or in uniforms. This indicates that the business cares enough about its reputation to enforce dressing guidelines.
- Look for signs of organizational skills in both the workers and the supervisor. Superior organization is an indication of a good company.
- When a house cleaner takes special steps (like putting on shoe covers) to protect your home, it indicates that they are concerned about damaging homes.
- House cleaning companies that offer 100% money-back guarantees are rare, but are nice to find.
- Company representatives that come to your home to provide an estimate will probably be able to do a better job than someone who just shows up to start cleaning.
- The more knowledge about products, services, brand names and materials a business manager possesses, the more likely they will be able to do the best job on your specific project.

- If possible, take a look at the company's equipment. The better shape that the company's vehicles and cleaning equipment are in, the likelier it is that the company spends more on maintenance. This is usually a good sign.
- Often reputable or large cleaning companies will offer promotions, sales and coupons. These may reduce the overall price of your cleaning.

### **How to Choose a House Cleaner**

Performing interviews with potential house cleaning companies will give you the best possible chance of choosing a reputable company. The answers to your questions will tell you a lot about a specific company and will help you gauge whether or not they will do a quality job on your home.

Price should not be your only factor for making a decision. Remember that if you hire a less than reputable company because their prices are cheaper then you may not save money in the long run. If the company doesn't do a good job, leaves stains or marks or at worse, damages your home, then you could end up hiring another company to fix it. This could cost you more money in the long run.

Your decision on which company you choose should be based not only on price, but also on the reputation of the company, their professionalism, their background and the impression that you get from them. Don't discount your personal feelings either. If anything about the company strikes you as odd or makes you feel a certain way, then choose someone else. The safety of your home and family is the most important decision making factor.

### **Checklist for Choosing a Company**

Here is a run-down of the steps you may want to take in order to choose the best possible candidate for your house cleaning job:

- ✓ Decide on exactly what type of service you are looking for, depending on your requirements for the type of cleaning you require, the size of your house and your budget. Pay attention to any specific problems such as stains or marks that you may need fixed.

- ✓ Create a short list of potential companies. You can compile this list from recommendations from friends and family or by searching out recommendations and reviews online.
- ✓ Once you have your short list of different cleaning companies you will want to perform a little research to find out if each business has any complaints or negative reviews levied against it. You can also compare how other customers rated previous jobs performed by the company.
- ✓ Now that you have a short list of viable companies with positive reviews it is time to set up some interviews. Whether you visit them or they come to you (which is preferred) now is the time to run through your list of questions and review the answers that you get.
- ✓ Once your interviews are completed you can decide on which company you will be hiring. Your decision should be based on a number of factors, including but not limited to price.
- ✓ Choose the house cleaning company that you feel will do the best job for you at the best price and inform the company that you will be hiring them.
- ✓ Secure a written contract before anyone from the company begins working on your home. This written contract should contain everything that the company will be doing at your home, including any extra or specific jobs. It should also include the agreed upon price for the job. Carefully review your written estimate and ask questions if necessary. Make sure that everything that you require (including spot removal, special instructions and specific cleaning processes) is included in the contract.
- ✓ Double check the list of procedures that are to be performed and make sure that you are not being charged for any 'extras' that you have not agreed to. This could include things like moving furniture, preconditioning or triple processes. Ask questions about any charges, terms or procedures that you are not sure of. The point is to be fully confident that you understand exactly what will be done and exactly how much it will cost before anyone steps foot into your home. Once you feel confident that the job will be performed to your satisfaction you can sign the agreement.
- ✓ Now you can set-up an appointment to get your house cleaned with your chosen company.

## **What to Expect Before and After Your Cleaner Comes**

To make the entire house cleaning process move as quickly and easily as possible there are a few steps that you can take. First, on the day that the cleaners are set to arrive, clear them a path through the house for their equipment and give them a place to park their vehicles.

- You can ask them in advance how much space they may need for their equipment. This will save you the time and hassle of arranging things after they arrive.
- You will also want to know how long the drying process will take if the house is getting wet. This way you can plan how long you have to be out of certain rooms.

Next you should make sure that everything (toys, clothes, dogs, and children) is out of the way of cleaners. While the company should be responsible for moving your furniture, you should take it upon yourself to remove any delicate or personal items from the rooms. This will save you the worry of having the cleaner's damage something precious to you.

When they arrive, you should find out who is the supervisor. This gives you a specific person to talk to.

- This also a good time to make sure that the cleaners know any necessary information about the house (for example, that there is a dog in residence or to keep the gate shut).
- You also may want to plan a route though the yard to prevent damage to gardens and flowers.
- This is also the time to specifically discuss with the supervisor any problem spots or areas of special interest. That way you can be clear about what needs to be done before work starts. Point out any stains or marks that specifically need attention beforehand as well.

During the cleaning process you will probably want to remain in or near the house to provide security, but try to stay out of the way as much as possible. After all your work choosing the perfect company, you know that they can do the job and will finish faster if you give them space.

After the job is completed it is a good idea to inspect your home before the crew leaves.

- Look to see that all areas that were promised to be cleaned were actually cleaned.
- Re-check your areas of special interest as well. Point out any problems to the supervisor right away.
- Do not release payment until you are satisfied with the work that was performed. Also do not release payments if the price on the estimate is different from the bill's price.

If you do have a problem that the on-site supervisor cannot fix, then you may have to go to the business manager or owner. It is wise to send them a complaint in writing and to keep records of your contact with them. This means that you should keep any e-mails and letters sent between you both. If you are unable to resolve a dispute with the business then you may have to file a complaint with the Better Business Bureau.

Hopefully you will avoid any of these negative issues by choosing a reputable house cleaning company to begin with.

Don't forget to praise the company when they perform a high quality job for you as well! If you are happy with their service, their employees, their professionalism and the quality of work they performed, then you may wish to consider spreading the word.

Companies such as this get a large percentage of their work through referrals, so if you were happy with the company then you may want to help them out by recommending them to others or writing a good review online. You may be able to help someone else locate a quality house cleaning company.

## **Conclusion**

Taking the time to perform a little research and properly interview a house cleaning company before you hire them can save you a lot of time and trouble. It can also save you money. The potential problems that can be associated with both a professional cleaning company and the machines they use definitely warrant the effort of carefully choosing a company.

A little bit of research and interviewing skills can make sure that your cleaning experience is both positive and successful. Choosing a decent house cleaning company will make sure that you receive:

- High quality service
- A good price
- Safety for your home and family
- A stress-free and positive cleaning experience
- A clean, attractive home

Choosing the right house cleaning company is not very difficult, but it does require a little bit of up-front effort on your part. A good house cleaning will improve the appearance of your home and reduce problems relating to dust, dirt and other allergy producing particles. Just make sure that you do some homework before you call in a professional, so that you can be sure that you are getting exactly what you pay for.

Thank you again for downloading this free report. We hope that you found it useful and that it has given you the confidence you need to find the right house cleaner for you.

...make sure to scroll down to see and print off your checklist of Questions to Ask a Cleaning Company!

If you would like help finding a top-quality house cleaner please [contact Sweep Home Chicago today](#).

### **Checklist of Questions to Ask**

- How long has your company been in business? How long has your business operated in this area?
- Can you provide references?
- Does your company require that its employees and managers receive any form of formal training? Do you perform background checks?
- What types of cleaning methods, products, and equipment will you be using?
- How much does your company charge per square foot? What are the different service types and their respective
- Is your company insured for loss and damage to my home? How much coverage do you have? Are you licensed and bonded?
- Do you offer any form of satisfaction guarantee? What happens if I am not completely satisfied with the work?
- How many crew members will be coming to my home? Will there be a manager or supervisor with them?