



FAQ'S

What kind of service do you provide?

We will provide a cleaning team to work on a weekly, fortnightly or four weekly basis. We also carry out spring cleans, cleaning of communal areas and end of tenancy cleans.

Do you have an hourly rate?

We do not charge by the hour, each price is bespoke for the service provided and we guarantee our work, staying until the work is completed.

Can I have a monthly clean?

Yes, we are certainly happy to provide a clean on a four weekly basis, but, because of the time between visits, we have more to do, so it will be more expensive than the cost of weekly or fortnightly cleans.

Are you insured?

For your peace of mind and protection we are comprehensively covered for both public liability and employers liability insurances..

Can I trust my maid?

We recognise how important it is that you trust the people you let into your home. At Merry Maids we employ permanent, fully ensured staff who have been through a strict selection and vetting process and who have been fully trained. Additionally we now require disclosure certification from all our staff thereby providing further security and peace of mind.

Who provides all the cleaning materials and equipment?

As part of our service we supply our own professional quality cleaning materials. However, we recognise that you may have a preferred cleaning agent, which we will be happy to use if requested.

I will not be at home when the maids call – how can I trust you with my keys and alarm code?

The majority of the people we clean for are out when we clean. We operate from a secure professional business premises. We hold your keys securely under a numbered system and addresses are never attached to keys at any time. All our maids are security trained we operate to the strictest security standards so that you have peace of mind.

Merry Maids of Teesside

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What happens when I go on holiday?

We are happy to clean your property whilst you are away, however, should you wish to cancel your cleans whilst on holiday we will require a week's notice to allow us to schedule additional work for your maids in your absence. Please see our terms and conditions.

What do I do if I want to miss a clean?

Easy, just give us a call at our office. All we ask is that you give us a minimum of one week's notice.

What happens if my cleaning requirements change?

This is not a problem. Just call the office and we can discuss your specific needs and agree your new cleaning schedule with you. We tailor our service to meet your needs.

How do you select your maids?

Potential Merry Maids employees are carefully screened and reference checked. We select qualified people who enjoy cleaning. We choose our employees with the same care you have taken in choosing your home cleaning service. Merry Maids aren't just in your home. Our office team manage all employment, management and administration tasks.

How can I pay?

You just need to pay us either by cash, cheque or standing order and we pay the maids dealing with all the tax, national insurance, holiday and sickness payments.

Is Merry Maids expensive?

Our standards are very high and we offer a value for money service but will not compromise the quality of the service that we offer. Unlike a lot of cleaning companies we employ the very best people providing them with comprehensive training and supervision. We provide a bespoke quotation that can be tailored to your needs and budget.

Do I have to sign a contract?

We do not ask that you sign a contract but our terms and conditions request that you stay with us for a minimum of four cleans. Please see terms and conditions.

Will I always have the same Merry Maids team?

We always try to allocate the same team although alterations can occur to accommodate staff holidays etc

What happens if a maid is off sick or on holiday?

Maids work in teams of two so another member of our team will accompany your regular maid.

Can I get my oven cleaned?

We would be happy to clean your oven as part of regular or deep clean. Additional charges will apply. If the oven is extremely heavily soiled however, we would recommend a specialist oven cleaning company.

Can I get my carpets cleaned?

We are happy to co-ordinate carpet cleaning as required.

What happens if I am not happy?

We are always happy to receive feedback so that we continue to build the quality of our service. We always want to achieve the highest cleaning standards. After their initial training maids continue to be trained on an ongoing basis and regular quality control checks are made. If you are dissatisfied with a clean, please call the office to arrange for the maids to revisit your property, to rectify any issues.

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