



# Service Standards

## Merry Maids Teesside Service Standards

- We work to the highest cleaning standards and never compromise on quality.
- We will always clean your house with freshly laundered colour coded cleaning cloths and mops.
- We will use our own professional cleaning equipment and materials (unless you have a particular product that you provide for a unique surface).
- We treat your home and possessions with great care and respect.
- We operate confidentially and respect your privacy.
- We will look after your keys and security details within strict security protocols.
- We will never let anyone into your home without your express permission.
- We will endeavor to arrive on your allocated day and aim to send the same cleaners on each clean

## Our Guarantee

We aim to exceed your expectations.

A reliable and consistent domestic cleaning service you can count on time and time again. Your home cleaned just the way you want it. At Merry Maids, we guarantee it.

If for any reason you are not satisfied with any aspect of the cleaning service we have provided, all you have to do is contact us, within 24 hours of our visit, and explain the problem.

We will be happy to return to your home, at the earliest possible time to re-clean whatever is in question. This is at no additional cost to you.

### Merry Maids of Teesside

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