



How to Prepare for Your Cleaning

1. Tidy Up Personal Items

Please tidy away personal belongings such as clothes, shoes, toys, important documents, jewelry, or anything you would not want moved. This helps us clean surfaces thoroughly without disturbing your items.

Pro tip: Designating one room or closet as a holding area for personal items speeds up the entire cleaning process.

2. Clear Dishes & Counter Spaces

Clearing the sink and countertops of dishes allows us to deep-clean kitchen surfaces more effectively. The less clutter on counters, the more thorough your clean will be.

3. Provide Access to Your Home

Make sure we have the necessary instructions, keys, or codes to access your home. If there are any alarm systems, please let us know how to disarm them. For gated communities, provide the gate code or leave us on the visitor list.

- Door codes / lockbox instructions
- Alarm system disarm codes
- Gate codes for gated communities
- Parking instructions (if applicable)

4. Fragile, Damaged, or Delicate Items

Please inform your cleaner about anything fragile, damaged, or off-limits - such as loose window sliders, broken blinds, delicate fixtures, or antique surfaces. Our team will handle these with extra care or skip them entirely to prevent further damage.

Important: If an item appears compromised or at risk of breaking during cleaning, our team will skip it and inform you. This protects both your belongings and ensures a smooth service.

5. Ensure All Areas Are Accessible

Please make sure all rooms and areas you'd like cleaned are unlocked and accessible before our team arrives. Move any items blocking closets, bathrooms, or spaces that need attention. If certain areas are off-limits, let your cleaner know upfront.

6. Special Requests & Priority Areas

Let us know about any areas you'd like us to focus on - or skip. Whether it's extra attention on the kitchen, a specific bathroom, or avoiding a home office, this ensures we prioritize what matters most to you.

7. Allergies, Sensitivities & Pets

If anyone in your household has allergies, chemical sensitivities, or respiratory conditions, please let us know in advance. We can adjust our products and approach accordingly.

- Fragrance-free or hypoallergenic product requests
- Pet locations - let us know if pets need to be secured
- Areas with mold sensitivity or asthma triggers
- Any surfaces that should not be cleaned with certain chemicals

