

In an effort to help you make the right decisions regarding your home or office cleaning requirements we have a list of the questions most frequently asked:

Question:

What are the benefits of hiring a professional cleaner to clean up my home?

Answer:

Hiring a professional cleaner gives you more time to focus on other things that need your attention, whether it be time with your kids or time for managing your business. You can also be sure that each clean is thorough, and your home is constantly kept tidy and sanitised.

Question:

What areas of my home should be sanitized frequently?

Answer:

Pay attention to the following surfaces and make sure that these are cleaned more often: Tables, Taps, Chairs, Toilets , Handrails, Door handles, Light switches, Bathroom & kitchen surfaces

Question:

How long will it take before my home is completely cleaned?

Answer:

This depends on how many cleaners will be taking on the job, the intensity of the cleaning that needs to be done and the overall size of your home. For example, an average-sized home that requires medium to deep cleaning may take around 2.5-4 hours. A spring clean can take between 6 - 10 hours depending on the scopes of work

Question:

Do I have to be home during the service?

Answer:

This is entirely up to you – you can be there for the service, let the cleaner in and leave, or even not be there at all. You are more than welcome to provide access to your cleaners by way of a key/lockbox. Please note that in general our cleaners work most efficiently when the house is empty of people and pets.

Question:

Do you clean under furniture?

Answer:

We will move and clean under small objects and light furniture. We will also vacuum/mop under heavy furniture (like beds and couches) however we will strictly not move heavy furniture. This is due to the high risk of scratching floors. We are happy if customers would like to move furniture for us, but we will not instruct the cleaning teams to do so themselves.

Question:

Will I get the same cleaner for each service?

Answer:

Generally, yes. We always endeavour to match you with a cleaner who will continue your service ongoing. However, there are occasions such as public holidays, illnesses, emergencies and travel/holidays that may impact your usual cleaner being sent to your property.

Question:

Does someone have to visit my premises before I can book a clean?

Answer:

We prefer to meet our clients before agreeing to any service. This gives us the opportunity to explain what is involved and the price.

Question: Are you environmentally friendly?

Answer:

All our cleaning products are eco-safe and friendly to the environment. Most of our products are purchased from a local supplier.

Question: Are your employees covered by Public Liability Insurance and Workcover?

Answer:

Our employees are covered by Public Liability Insurance and Workcover.