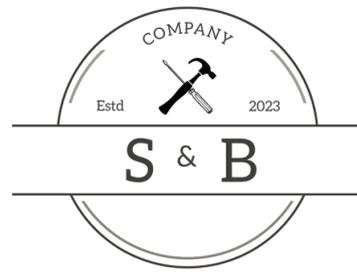


What to Expect With Your Cleaning Service



This guide applies to cleaning services.
Expectations for other services may vary.

Welcome to S & B Company, LLC!

We're so excited to care for your home. This guide explains what to expect before, during, and after your cleaning so everything runs smoothly.

Before Your Clean

Before your service, you'll be asked to complete our Cleaning Preferences & Home Information Form. This helps us understand:

- Your priorities and focus areas
- Any boundaries or “do not clean” areas
- Product preferences
- Pets, access instructions, and personal notes

Clear communication helps us provide the best possible service.

During Your Clean

Presence in the Home

- Be Home
- Work Remotely
- Or be away during service

We Love Pets! Please let us know:

- What pets are in the home
- Any special instructions
- Whether pets should be secured during cleaning

After Your Cleaning

Feedback & Adjustments

If something was missed or you'd like adjustments:

Please reach out within 24 hours

We're happy to make notes for future visits or address concerns

For recurring clients, preferences stay on file and can be updated at any time.

Scheduling Preferences

We do our best to accommodate preferred days and times whenever possible. Preferences are not guaranteed, but they are always taken into consideration.

For recurring clients, we'll try to maintain a consistent schedule when availability allows.

Arrival Windows

To allow for travel time and varying service lengths, we schedule using arrival windows rather than exact start times. We'll always communicate if there are any delays or changes.

Cancellations & Rescheduling

We understand that schedules can change. If you need to cancel or reschedule your cleaning, we kindly ask for as much notice as possible. Advance notice helps us adjust our schedule and serve other clients

Same-day changes may be harder to accommodate

For recurring clients, please let us know if you'll be unavailable for a scheduled visit so we can plan accordingly.



Cleaning Products & Supplies

We typically bring our own cleaning supplies

- If you prefer, we use your products, just let us know
- We're happy to follow product requests or avoid certain items due to sensitivities or surface care

Boundaries & Privacy

We respect your home and personal space.

- We will not open personal documents, drawers, or containers unless instructed
- Areas marked as “do not clean” will be avoided
- Valuables and sensitive items are treated with care

Thank You

We truly appreciate you trusting us with your space. Our goal is to provide reliable, respectful, and high-quality service every visit.

If you ever have questions or need to make changes, don't hesitate to reach out.

— Savannah & Bryanna
S & B Company, LLC
