



PO Box 2768 Glens Falls NY 12801
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We are so pleased you have requested us to complete services at your property! We wanted to provide you further information to prepare you for your upcoming services:

CHECKLIST DAY OF FOR WASHING SERVICES:

On your day of service please ensure the following is done at least 4-6 hours prior to your service:

1. Please have a water spigot activated and accessible. Your water must have a steady pressure of 30 PSI. We **cannot** connect to a water faucet; it must be a direct line for optimal pressure. (See terms and conditions for examples)
2. Please have all windows and doors shut tightly.
3. Please ensure you shut off all outside electrical outlets and fixtures at the breaker box prior to arrival unless you have outdoor electrical box covers.
4. **ONLY FOR WINDOWS BEING DONE WITH PURIFIED POLE SYSTEM: You must remove screens if you are having windows cleaned with our purified water fed pole system.** Regular window cleaning with house wash, removal not necessary. If you have heavy debris between window and screen, please remove or lift screen for better rinsing between windows.
5. Please have all pets inside before and during cleaning.
6. Please clear the work areas of all items such as furniture and remove all sensitive materials from the areas being washed such as flags, doormats, and vehicles
7. Please avoid using water during cleaning service to ensure no loss of pressure or volume.

What to expect:

- We scheduled you in a specific time block to complete your services. Please understand we have **implemented a 1-hour window of arrival** due to unforeseen issues that can occur on other scheduled jobs. If there is more than an hour window delay, the office manager will reach out to you. Sometimes staff gets ahead of schedule and can show up early. Please ensure the property is prepared in case this occurs.
- If we get bad weather which prevents us from completing your cleaning service on your scheduled day, the office manager will reach out to you. Your cleaning service will be moved to the closest available business day.
- We do not require you to be home at time of services if we do not need to gain access to locked exterior areas. If you are getting a service that requires inside access, we require someone to be available over the age of 18.
- Please advise the office manager if there any issue with water pressure or if you run your water source from a well. If the area has low water pressure or volume, other arrangements need to be made to avoid any issues

PAYMENT:

Payment is due upon completion of work unless other arrangements were made between the client and company. We accept check, cash, credit, Venmo or PayPal.

Please check out our terms and conditions page for more information!

Thank you again for your business!