

## Residential Cleans

### **Safety First!**

**Chemical or Biological Waste:** We aren't equipped or insured to clean any chemical or biological waste. Biological waste includes animal-related messes. If that service is needed, we'll refer someone who specializes in this type of mess.

**Heavy Objects:** Our staff isn't able to lift more than 30lbs. If the home needs cleaning behind appliances or furniture, please make accommodations to get these moved ahead of time for everyone's safety.

**Ladders:** Getting on a ladder increases the chances of getting hurt by over 300%. Staying on the floor means no climbing ladders, including short step stools. We'll use extending poles to clean hard-to-reach places.

**Outdoors:** Working outside without proper precautions can lead to dehydration and other effects. Please, keep our cleaning staff safely indoors, including areas like garages and patios.

**Pets:** We love pets, but please ensure all animals are out of harm's way or locked up if necessary.

### **Things We Can't Clean**

**Bed bugs & other insects:** Issues related to insects, especially bed bugs, will require the home to have a professional bed bug removal service and a carpet steam cleaning before we can help. Once completed, we'll be able to start cleaning services. If we discover there is an insect problem or bed bugs. We'll have to stop the cleaning and refer an insect removal service.

**Cleaning inside dishwashers & washing machines:** Dishwashers can build up odor and may need a light cleaning from time to time. Unfortunately, this isn't a service Tidy Casa offers. Cleaning a washing machine or dishwasher is incredibly time-consuming, which makes the process non-economical for both parties. If a washing machine needs cleaning, add one cup of white vinegar and run a cycle on hot. Once complete, run one more time to remove any leftover vinegar. Then, wipe away any leftover particles.

**Light bulbs & lighting fixtures:** We won't wipe down or wet wipe light bulbs. These are too fragile and tend to break



# Things We **Can't** Clean

**Detailed carpet & floor cleaning:** Detailed carpet and floor cleaning beyond sweeping, mopping, and vacuuming isn't something Tidy Casa does. If steam cleaning, floor waxing, buffing, or polishing is required, we have specialists we can refer.

**Garages & patios:** We need to keep our teams indoors with mountain town cold. It's too dangerous for us to clean outdoors without special considerations. On top of that, we don't carry the necessary pressure washers to clean patios and garages correctly. Because of this, we can't clean garages or patios. If this is needed, we're always happy to schedule one of our special services staffed by trained personnel.

**High-up places:** Safety is essential to us. Because of this, we require our teams always to keep both feet on the ground, which means no climbing on ladders, including small step stools. We'll use extending poles to clean hard-to-reach places, but they won't be able to reach everything. If the cleaning requires cleaning windows, walls, high-up cobwebs, or high ceiling fans, we'll need to refer another service. Give us a call with any questions about what we can reach and thanks for keeping our cleaners safe.

**Odor removal & remediation:** Removing strong odors from animal waste, smoke, mold, or anything else that may require remediation isn't something Tidy Casa can do. We have trusted experts we can refer for this, however

**Removing paint & other construction messes:** We are not insured or trained to help remove dried paint, plaster, or other forms of construction mess from windows, floors, countertops, or other surfaces. Even if it can be "take it off with a finger," doing so may cause possible surface damage. Because of this, we'll have to refer jobs of this nature to post-construction cleaning specialists better equipped to help in these specific situations.

**Pet Hair on upholstery, furniture, & everywhere else:** Pet hair presents unique cleaning challenges. While we don't charge extra for general pet hair removal, we'll do our best to clean it up. However, cat hair can resettle after vacuuming. If you need additional pet hair removal services, just let us know, and we can refer you to a trusted specialist.

**Unloading the dishwasher:** We're always happy to clean dishes and load the dishwasher. However, we're not able to unpack and put away dishes. We don't put dishes away because, while doing so, we're likelier to break dishes (never fun). More importantly, we never 100% know where they go. Not putting dishes away helps us avoid the missing prized coffee cup that shows up in the wrong cupboard two weeks later

**Please note:** Construction/Junk removal services are booked separately and have different stipulations. We can make it happen, we need to make sure the service is booked with the right equipment and crew. Thank you!