



Frequently Asked Questions



1. How will the payment be made?

Payment will be made through our trusted banking partner, Mercury. You do not need to create a bank account with them. We offer flexible payment options, including ACH transfers, checks, and PayPal for same-day payments.

2. When will I receive my payment?

Payments are made 24–48 hours after the property manager confirms a completed job.

We offer multiple payment options:

- ACH transfers: Take 3–5 business days, depending on your bank.
- Checks: Arrive 5–7 business days after being mailed.
- PayPal: Typically immediate, but timing may vary depending on your PayPal account status.

Once your payment is initiated, you'll receive a notification directly from our banking partner, Mercury.

3. How soon after the service will I be paid? 24– 48 hours after confirmation by an onsite manager

4. Do you have more job opportunities aside from this? Yes, we do, Please fill out [this form](#) to join our network for future job opportunities.

5. How can I update my availability for new jobs?

You can easily update your availability directly through the Limpier app. Simply toggle on

or off your availability for the dates and times you are open to accepting new jobs. This ensures you're only matched with gigs when you're ready to work!

6. How did you get that job? We partner directly with contractors, property managers, and national brands to source reliable cleaners for their projects. When they need trusted service providers, we match them with professionals like you through our platform.

7. How do I build a strong profile and get more jobs? Complete jobs on time, follow the checklist, and maintain great communication. High ratings and reliability help you qualify for more gigs.

8. Do I have to wear a uniform or specific clothing? There's no mandatory uniform, but we recommend wearing clean, professional clothing and non-slip shoes. For some jobs, PPE (like gloves or masks) may be required—check the job notes before heading out.

9. Can I communicate directly with the client or property manager? In most cases, communication is managed through our platform to ensure everything is tracked. You may receive specific instructions or contact info if needed for access or clarification on tasks.

10. What if the location isn't accessible or the client doesn't answer? If you arrive and cannot access the site, or the contact person is unresponsive, reach out to us immediately through the support line in the app. We'll help resolve it or reschedule if needed.

11. Can I refer to other cleaners? Yes! We love referrals. If you know reliable, hardworking cleaners, invite them to apply. In some cases, you may be eligible for a referral bonus.

12. Is there support if I have questions or issues during a job? Absolutely. You can contact our support team through the app or hotline during business hours. We're here to make sure you feel supported every step of the way.

13. Can I cancel or reschedule a cleaning? In most cases, cancellations or rescheduling aren't possible due to tight schedules and delivery timelines. If you do need to cancel, please contact an onboarding specialist or support in advance. However, in cases of adverse weather, we may be able to accommodate changes.

14. What areas do you serve? We currently serve over 25 cities and are continuously expanding. If you're outside of these areas, feel free to reach out, and we'll let you know if we can assist or when we may be able to extend our services to your location. Please reach out to us for the most up-to-date list.

15. What kind of cleaning services do you offer? We offer a range of jobs beyond just cleaning, including both one-time and long-term contracts, Post-Construction Cleaning, Long-Term Contracts, One-time jobs, Waste Management & Recycling Services, etc.

16. Do I need insurance to work? Not all jobs require insurance, but some may, especially for larger or long-term contracts. We recommend having insurance to cover any

unforeseen situations. If a job requires insurance, we'll let you know in advance, and you'll be provided with the details to ensure you're fully covered. For your convenience, we work with [InsuranceBee](#) to offer subsidized insurance options. You can get a free quote and more details [here](#)

17. What should I do if a client asks me to do something not included in the job? In some situations, clients may make requests outside the scope of the job. Please weigh the request carefully and determine if it fits within the agreed-upon service. If it doesn't, reach out to someone on the Limpiar team to reassess the situation. We'll guide you on how to proceed.