FEATHER LADY WEBSITE CONTENT INFORMATION

**Website Inspiration:** http://cleanmyspace.ca

**Contact Number:** 07543299155

**Email:** Info@featherlady.co.uk

**Address:** 29 Burlington House, 369 Wellingborough rd, NN1 4EU

**Company Name:** Feather Lady

**Tag Line:** Cleaning With Care

**Colours:** See Logo (Green, Blue & Pink)

**Website Features:** Request a call back | Make an Inquiry

**Social Media Icons:** Twitter, fb, Insta (Featherlady18)

**Other Pages:** Jobs page | FQA | blog/news|

**Contact us page/Make an Inquiry**

1. Name, Company, Address, Contact & email
2. Is your house Supported Living

* Yes/No)

1. Do you have pets

* Yes/No)

1. Which service do you need?

* Deep Cleaning
* Spring Cleaning
* Regular Cleaning
* End Of Tenancy Cleaning
* Communal Area Cleaning

1. How often do you need the service?

* One Off
* Weekly
* Fortnightly
* Monthly
* Annually

1. Would you like to receive notifications about our services?

(Thank you for your inquiry one of our team members will contact you shortly to discuss your cleaning needs and arrange a free estimation visit)

\*\* Information provided to us will be kept private and confidential. We will use this information to communicate between you and Feather Lady following your enquiry and to provide you with the information, products and services that you request from us. \*\*

**HOME PAGE**

We are feather lady cleaning company! We have over 6 years’ experience of providing high standard and quality cleaning services.

We believe living and working in a clean environment is essential in maintaining a healthy body and mind. That’s why we love to clean and we are here to make it happen for you. We have a trusted team of Cleaning Specialists who are thoroughly trained in the latest products, tools and cleaning techniques and take pride in every clean they attend to.

**ABOUT US**

Feather Lady cleaning services is a Northamptonshire based cleaning company with over 6 years’ cleaning experience and we specialise in cleaning houses.

We were inspired to start a cleaning company after years of working within the care sector and realising that some of the elderly clients we worked with needed help with cleaning and maintaining their properties. We joined age concern services listing and through providing our trustworthy and reliable service we received a lot of referrals and a good reputation. Our services became popular and were being used by families, landlords and other business.

We are committed to the satisfaction of our customers and with our passion of cleaning we believe it is our duty to make sure all our customers are delivered with good quality cleaning. Each and every one of our clients is very important to us therefor in a professional manner we always make sure we communicate and create a good working relationship with our clients. We always aim to meet every

Individuals cleaning requirements of all our customers that are why we carry out an initial free visit for cleaning so you can tell us what you would like us to do and we try our best to achieve it

**Our Vision**

Making a noticeable difference to the business we serve, the communities in which we operate, and the staff which we employ.

**Our Mission**

We thrive to provide a good quality cleaning service of high standard making sure all our customers are satisfied. We aim to keep encouraging our customers to live in a clean environment for their physical and mental well-being.

**Our Values**

* **Respect:** Behaving positively and professionally.
* **Loyalty:** A duty of care for our staff, customers and the environment.
* **Integrity**: Providing a trustworthy and honesty service and do what we say will do.
* **Excellence:** To always look to provide the best quality experience with regards to our cleaning and our customer service.

**STAFF**

We have a team of Cleaning Specialists that are professionals who come into your house to provide our high standard and good quality cleaning services. Our team has previous experience working in private homes. We only pick the best! They are experienced, trained, careful, reliable, honest, and in great shape! Our management team adheres to a strict hiring process, which includes reference checks, DBS checks, training and insurance protection. We keep a close eye on our staff and if they don’t love their job and care deeply about their performance, they don’t stick around.

**HOUSE CLEANING**

A clean house is a happy home.

Your home is a reflection of who you are as a person. An organized home with a superior clean from Feather Lady will increase your sense of wellbeing and impress those visiting your home.

Over time your home becomes infiltrated with dust, dirt, excessive mould spores, viruses, and bacteria. A professional house cleaning from Feather Lady reduces the contaminants in your home that can make you and your family unwell.

Our cleaning team will deliver a professional service and an excellent end results.

We offer:

Deep Cleaning

Regular Cleaning

End of Tenancy Cleaning

Communal Area Cleaning

(Make an enquiry)

**SUPPORTED LIVING CLEANING**

What if you had a cleaning service that cared about cleaning as much as did about client care? We understand that cleaning in the healthcare sector in critical with CQC – that it can’t just look clean, it has to be clean?

Feather Lady provides a good quality service in maintaining supported living accommodations so that the residents really feel like they are in a home.

Our cleaning teams for supported living accommodation are carefully selected checked and trained to understand the people who will be living in the building they clean. We maintain the same team of cleaners in the building so that the residents get to know their cleaner and the cleaner gets to know the people who live in the building they are providing a cleaning service for. DBS checked cleaners are available where this is appropriate.

Our cleaning team will deliver a professional service and an excellent end results.

We offer:

Deep Cleaning

Regular Cleaning

End of Tenancy Cleaning

(Make an enquiry)

**WHY CHOOSE US**

**Trained and Skilled Staff**

We have a team of highly trained and experienced staff. Our staffs are professional and go through our in house training. Our cleaning staffs have unique training to clean house environments and will be able to deliver cleaning results efficiently. All of our staff is reference checked and background checked so that you are confident in only hiring the best staff.

**Tailored cleaning packages**

We are eager to please our clients and we will listen to your cleaning requirements closely. We will work alongside you ensuring that you device a cleaning schedule that suits your business. We are flexible and ready to work inside and outside our business hours and we are able to mobilise our teams if extra work is required. We will also remain adaptable and will try changing our schedule to suit your needs.

**Cleaning products & Equipment**

While some cleaning companies travel with equipment from one job to another, we advise against it. This way there is no transfer of dirt, germs, allergens, or debris from one house to the next. In order for us to maintain our high cleaning standards, we require that all our clients have their own equipment. We provide non- toxic cleaning products at an extra cost, and provide our clients with an easy obtainable list of equipment. Equipment list can be discussed with one of our client care specialists based on your home, and we will only recommend the best and most important cleaning equipment for you. No time to shop for equipment? No problem! One of our client care specialist can assist you

**FAQ**

**How do I make a payment?**

For regular cleaning services, payments are made before or at the time of each clean. Our payment method is by debit or credit card. We charge VAT on each clean and a VAT can be supplied on request. For one-off cleans a minimum of a 50% deposit will be required at the time of booking and the rest of the payment on the day of cleaning.

**Can you clean after business hours?**

We can clean before, during or after business hours. However, we prefer to perform the service during the week outside your operating hours or on weekends, so as not to interrupt your business. 

If a normal working day happens to be a public holiday, the service will be performed on the following business day. Cleaning visits may be cancelled during long holidays such as Christmas and Easter. 

Monday - Friday 8am till 10pm

Saturday - Sunday 8am till 8pm

Public Holiday - Closed on most public holidays.

**Do you charge fixed prices or hourly prices?**

We believe that a fixed inclusive price is more economical and leads to higher cleaning quality, however we charge a separate hourly rate for any add odd-ons on your regular cleaning package. Our main advantages of fixed prices over hourly rates are:

**Cost Advantage:** It is a well-known marketing strategy to under-price a basic service and overprices its add-ons. In the vast majority of cases, the extra cleaning hours as well as the overheads needed to organise cleaning add-ons, result in the fixed prices approach being cheaper than hourly rates.

**Better Quality:** Conflict of the responsibility for cleaning results is likely to happen if the client and the cleaner can’t agree on a limit for the extra time. Fixed prices avoid this conflict from happening, while minimising interruptions to the client's business. This results in getting the expected cleaning quality at the agreed price.

Feather Lady is an outsourced cleaning service provider rather than a traditional cleaning agency. We provide fixed price all-inclusive cleaning services, designed specially to suit businesses and Individuals' cleaning needs. We want to build a sustainable long-term relationship with you, help you budget accurately, save on overheads of organising cleaning add-ons, and most importantly, we want to always keep your house spotlessly clean with minimum interruptions to your house.

**Do you provide cleaning products & equipment?**

While some cleaning companies travel with equipment from one job to another, we advise against it. This way there is no transfer of dirt, germs, allergens, or debris from one house to the next. In order for us to maintain our high cleaning standards, we require that all our clients have their own equipment. We provide non- toxic cleaning products at an extra cost, and provide our clients with an easy obtainable list of equipment. Equipment list can be discussed with one of our client care specialists based on your home, and we will only recommend the best and most important cleaning equipment for you. No time to shop for equipment? No problem! One of our client care specialist can assist you.

**Will you send the same cleaning staff all the time?**

We try our best to send the same cleaning staff each time – it’s the most efficient set up for all of our clients – but we do not guarantee it. While we are pretty good at maintain the same cleaner, however if you are sent an alternate staff, our staff have access to detailed information about your preferences and requests to ensure consistency with our work. You are welcome to let us know if you have a preferred cleaning staff and we will make every reasonable effort to have them service your home.

**What do you mean by non-toxic cleaning products?**

We consider a cleaning product to be non-toxic if it doesn't have the potential to cause personal injury or illness when it is absorbed through the skin or as a result of reasonably foreseeable use. 

We strive to be an environmentally conscious cleaning company and our staffs are trained to use most gentle and effective cleaning solutions in your house. While we are open to your wishes unfortunately we will not use bleach in your house due to its dangerous and toxic fumes.

**What if something is broken or damaged during cleaning?**

Our staffs are careful and considerate of each house they clean; every effort is made to be as careful as possible with your items. However accidents do happen if something gets broken or damaged notification must be made within 24 hours of breakage/loss of any personal items. Once reported to the office we will contact you to discuss a fair and quick resolution. Items which are antique, irreplaceable, hard to find, etc. are not covered by our breakage policy. Please remove these items the day of your cleaning or we can clean around the items without moving them.