CLEANING ZONE

A PROJECT REPORT
for
Mini Project-I (K24MCA18P)
Session (2024-25)

Submitted by

Satyjeet kumar(202410116100187)
Saurabh Kumar(202410116100188)
Sanidhya Garg(202410116100182)

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MASTER OF COMPUTER APPLICATION

Under the Supervision of
Ms .Divya Singhal
Assistant Professor

Submitted to

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Uttar Pradesh-201206

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CERTIFICATE

Certified that **Satyjeet Kumar 202410116100187, Saurabh Kumar 202410116100188, Sanidhya Garg 202410116100182** have carried out the project work having "**Cleaning Zone**" (**Mini Project-I, K24MCA18P**) for **Master of Computer Application** from Dr. A.P.J. Abdul Kalam Technical University (AKTU) (formerly UPTU), Lucknow under my supervision. The project report embodies original work, and studies are carried out by the student himself/herself and the contents of the project report do not form the basis for the award of any other degree to the candidate orto anybody else from this or any other University/Institution.

Ms. Divya Singhal
Assistant Professor

Department of Computer Applications
KIET Group of Institutions, Ghaziabad

Dr. Arun Kr. Tripathi
Dean

Department of Computer Applications
KIET Group of Institutions, Ghaziabad

ABSTRACT

This project focuses on the development and implementation of a professional **Cleaning Zone** aimed at providing efficient, reliable, and customizable cleaning solutions for households. The service is designed to address the growing demand for clean, hygienic living spaces amidst the busy schedules of modern households. By leveraging a team of trained professionals, eco-friendly cleaning products, and advanced tools, the service ensures thorough cleaning and sanitization while minimizing environmental impact The scope of the project includes a range of cleaning services such as routine cleaning for ongoing maintenance, deep cleaning for extensive sanitation, move-in/move-out cleaning to prepare or restore homes, and specialized services like carpet cleaning, window cleaning, and upholstery care. A systematic approach to client engagement is emphasized, encompassing needs assessment, personalized cleaning plans, and flexible scheduling to enhance customer satisfaction and loyalty. Operational strategies are designed to ensure efficiency, including team management, quality control measures, and adherence to industry best practices. Marketing and outreach efforts focus on building brand trust through social media, online platforms, and word-of-mouth referrals. The financial plan incorporates competitive pricing strategies, cost management, and scalability to ensure sustainable growth. The report highlights the importance of customer-centric service delivery, emphasizing reliability, punctuality, and attention to detail. It also examines the potential challenges, such as workforce training, resource allocation, and competition, and proposes solutions to mitigate these issues. Ultimately, the project aims to establish a home cleaning service that not only meets but exceeds customer expectations, promoting cleaner, healthier homes while contributing to enhanced quality of life.

ACKNOWLEDGEMENTS

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Chapter 1
INTRODUCTION

1.1 Project Description

The Cleaning Zone project aims to provide comprehensive cleaning solutions to meet the evolving demands of modern households. In today's fast-paced world, maintaining a clean and organized home can be a challenge, particularly for individuals juggling busy schedules, families, and professional commitments. Recognizing this need, our service is designed to deliver efficient, reliable, and high-quality cleaning assistance that transforms residential spaces into pristine and healthy environments.

Home cleaning services have become increasingly essential in urban and suburban areas, driven by factors such as dual-income households, growing awareness of hygiene and health, and the need for work-life balance. The rising emphasis on clean and sanitized spaces, especially in the wake of global health concerns, has further underscored the importance of professional cleaning services. This project not only addresses these practical needs but also introduces a customer-centric approach that prioritizes flexibility, customization, and eco-friendly practices.

Our home cleaning service stands out by offering a wide range of options tailored to specific client requirements. Whether it's routine cleaning for everyday maintenance, deep cleaning to tackle stubborn dirt and neglected areas, or specialized services like carpet cleaning and upholstery care, we cater to diverse needs with precision and professionalism. Additionally, move-in and move-out cleaning services ensure that clients enjoy a seamless transition into new homes or restore their current spaces to pristine condition.

At the heart of our service is a commitment to environmental responsibility. By incorporating eco-friendly products and sustainable practices, we not only safeguard the health of our clients and their families but also contribute positively to the planet. Trained and experienced staff members are equipped with advanced tools and techniques, ensuring exceptional results while maintaining efficiency and cost-effectiveness.

This project emphasizes the importance of convenience through flexible scheduling and user-friendly booking systems, enabling clients to tailor services according to their preferences. Our operations are guided by key principles of reliability, punctuality, and attention to detail, ensuring customer satisfaction at every stage.

As part of the larger vision, this project explores opportunities for growth and scalability, aiming to expand service areas and introduce value-added offerings in response to customer feedback. Through strategic marketing and a focus on quality, the Home Cleaning Service seeks to establish itself as a trusted partner in home maintenance, enhancing the lives of clients by giving them more time to focus on what matters most.

2. Project Scope

- The scope of the Home Cleaning Service project encompasses a range of professional cleaning solutions designed to cater to diverse household needs. This includes routine cleaning, deep cleaning, move-in/move-out cleaning, and specialized services such as carpet and upholstery care. The project aims to deliver a superior customer experience by combining trained personnel, modern cleaning techniques, eco-friendly products, and flexible service options.

3. Project Overview

- Offer flexible and customizable cleaning packages that cater to a diverse range of customer needs.

- Establish a service that emphasizes reliability, punctuality, and professionalism.

- Implement eco-conscious cleaning methods to promote health and environmental sustainability.

- Build a loyal customer base through excellent service delivery and proactive customer care.

- Develop a scalable business model for sustainable growth and long-term success.

Chapter 2

Feasibility Study

The feasibility study is a critical component of project planning, aimed at analyzing the practicality and viability of the **Skill Up Academy** project. This chapter examines the technical, economic, operational, legal, and schedule-related aspects to ensure the project's successful implementation and sustainability.

- **Market Feasibility**

  The growing demand for professional home cleaning services is driven by busy lifestyles, dual-income households, and an increased focus on hygiene. The target audience includes working families, elderly individuals, tenants, landlords, and property managers. The market presents opportunities for differentiation through eco-friendly practices and flexible service options.

- **Technical Feasibility**

  The service will offer routine cleaning, deep cleaning, move-in/move-out cleaning, and specialized services like carpet cleaning. Operations will use modern equipment, eco-friendly cleaning products, and a tech-enabled platform for bookings and customer management. A trained workforce will ensure consistent quality.

- **Financial Feasibility**
  Initial investment includes $20,000–$30,000 for equipment, technology, marketing, and workforce setup. Revenue will come from one-time services, subscription packages, and add-ons. Break-even is expected within 6–12 months, with profit margins of 20–30%.

- **Legal Feasibility**

  The business will require proper licensing, liability insurance, and compliance with labor and environmental laws.

- **Operational Feasibility**

  The service will initially operate in urban and suburban areas with high demand, offering flexible scheduling, online booking, and customer support. Quality assurance measures and scalability plans will support long-term growth.

Chapter 3
Project Objective

The primary objective of the home cleaning service project is to establish a customer-centric, eco-friendly, and technology-driven cleaning business that meets the diverse needs of households and commercial spaces. Below is a detailed breakdown of the objectives:

1. Deliver High-Quality Cleaning Services

    a. **Consistent Service Excellence**: Provide routine, deep, and specialized cleaning services that meet or exceed customer expectations.
    b. **Trained Workforce**: Employ and train skilled cleaning professionals to ensure consistent quality and adherence to industry best practices.
    c. **Customer Satisfaction**: Maintain a high customer satisfaction rate through personalized services and effective feedback systems.

1. Address Market Demand

    a. **Cater to Target Segments**: Serve working professionals, elderly individuals, tenants, landlords, and property managers who require reliable and flexible cleaning solutions.
    b. **Adapt to Lifestyle Trends**: Address the increasing need for professional cleaning services driven by busy schedules, dual-income households, and heightened awareness of hygiene and cleanliness.

2. Implement Eco-Friendly Practices

    a. **Use Sustainable Products**: Prioritize non-toxic, biodegradable, and environmentally friendly cleaning agents to reduce ecological impact.
    b. **Promote Green Practices**: Incorporate energy-efficient equipment and reduce waste generated during cleaning operations.

3. Leverage Technology for Convenience

    a. **User-Friendly Platforms**: Develop an intuitive website and mobile app for seamless booking, service customization, and payment.
    b. **Efficient Management Tools**: Use technology to optimize scheduling, track workforce performance, and manage customer relationships.
    c. **Data Analytics**: Leverage customer feedback and analytics to continuously refine servicy

5. Ensure Financial Viability and Sustainability

a. **Achieve Profitability**: Operate with a scalable and sustainable business model, aiming for a break-even point within the first year.
b. **Diverse Revenue Streams**: Offer one-time cleaning services, subscription plans, and add-ons to ensure steady income.
c. **Cost Efficiency**: Streamline operations to minimize overhead costs while maintaining high service standards.

6. Comply with Legal and Ethical Standards

a. **Obtain Licenses**: Secure necessary permits and licenses to operate within legal frameworks.
b. **Follow Labor Laws**: Ensure fair wages, proper working conditions, and training for employees.
c. **Protect Customer Rights**: Maintain transparency in pricing and respect customer privacy during service delivery.

7. Build a Strong Brand Identity

a. **Trust and Reliability**: Establish the company as a dependable service provider through timely delivery and professional conduct.
b. **Community Engagement**: Participate in community initiatives, promoting clean and hygienic environments in residential and commercial spaces.
c. **Marketing and Awareness**: Develop effective marketing strategies to build brand awareness and attract a loyal customer base.

8. Facilitate Scalability and Growth

a. **Expand Geographical Reach**: Start in a local area and scale operations to other regions based on demand.
b. **Enhance Service Portfolio**: Introduce advanced services such as sanitization, pest control, and post- construction cleaning to diversify offerings.
c. **Continuous Improvement**: Innovate and upgrade based on market trends, customer feedback, and technological advancements.

Chapter 4
Hardware and Software Requirement

Hardware Requirements :

- Desktop/Laptop
- Operating System: Windows 10+, macOS 10.13+, Linux.
- Processor: Intel i3 (min), Intel i5 (recommended).
- RAM: 4GB (min), 8GB+ (recommended).
- Storage: 10GB free space.
- Graphics: Integrated or NVIDIA GeForce GTX 1050 (for design/multimedia)

Software Requirements :

- Web Browser: Chrome, Firefox, Safari, Edge (latest versions).
- PDF Viewer: Adobe Acrobat Reader or equivalent.
- Text Editor/IDE (for coding): Visual Studio Code, Notebook.
- Design/Multimedia: Adobe Creative Suite, Blender, Figma.

Chapter 5
Project Flow

A clear and detailed project flow ensures the smooth establishment and operation of the home cleaning service. Below is a breakdown of the steps involved, divided into **Planning**, **Implementation**, and **Operational Management** phases.

1. Planning Phase

1. **Market Research and Feasibility Study**

   - Analyze the target market's demand for cleaning services (households, commercial spaces, etc.).
   - Study competitors to identify gaps and differentiation opportunities (e.g., eco-friendly services, flexible plans).
   - Assess technical, financial, and legal feasibility to ensure sustainability.

2. **Business Strategy Development**

   - Define the **mission** (e.g., providing professional, eco-friendly cleaning services).
   - Set **short-term** and **long-term goals** (e.g., reaching break-even in 12 months, expanding services).
   - Develop a pricing model (e.g., one-time fees, subscription packages, add-ons).

3. **Resource Planning**

   - **Human Resources**: Hire and train cleaning professionals.
   - **Equipment**: Procure modern cleaning tools (e.g., vacuums, steam cleaners) and eco-friendly products.
   - **Technology**: Develop a website and mobile app for bookings, customer management, and feedback collection.
   - **Financial Resources**: Secure initial funding for setup costs (e.g., equipment, marketing, licensing).

4. **Legal and Compliance Setup**

   - Register the business and obtain the required licenses and permits.
   - Ensure compliance with labor, safety, and environmental laws.
   - Acquire liability insurance to protect against potential claims.

2. Implementation Phase

1. **Infrastructure Setup**

   - Purchase cleaning equipment and supplies.
   - Set up office space for administration and customer support.
   - Finalize and test the booking platform (website/app).

2. **Recruitment and Training**

   - Hire cleaning staff and support personnel (administrators, tech support).

- Train employees on standard operating procedures, safety protocols, and eco-friendly practices.
- Provide soft-skills training for customer interaction.

2.3 Marketing and Branding

- Launch a marketing campaign to promote the service.
    - o Social media ads (targeted by location and demographics).
    - o Flyers and posters in local neighborhoods.
    - o Partnerships with real estate agents, property managers, and businesses.
- Develop branding assets, including a logo, tagline, and website design.

2.4 Pilot Testing

- Offer free or discounted cleaning services to early customers.
- Gather feedback to identify and resolve operational issues.
- Test the scalability of scheduling and booking systems.

3. Operational Management Phase

1. Service Execution

- Assign trained personnel to scheduled bookings.
- Follow standard procedures for routine, deep, or specialized cleaning tasks.
- Use eco-friendly products and adhere to promised quality standards.

2. Customer Relationship Management

- **Before Service**: Send automated reminders and confirmation messages.
- **During Service**: Ensure timely arrival and professional behavior by staff.
- **After Service**: Request feedback through surveys or app reviews.

3. Performance Monitoring

- Use analytics to track key metrics:
    - o Customer satisfaction scores.
    - o Number of bookings (recurring vs. one-time).
    - o Staff performance and efficiency.
- Conduct regular performance reviews for employees.

4. Financial Management

- Track revenue and expenses monthly.
- Offer seasonal promotions or discounts to attract customers.
- Reinvest profits into marketing or upgrading equipment.

3.5 Continuous Improvement

- Regularly update service packages based on market demand (e.g., sanitization services, pest control).
- Introduce new features to the app/website (e.g., real-time tracking, loyalty programs).
- Expand service areas based on customer demand and profitability analysis.

4.Expansion Phase

1. Scaling Operations

- Expand geographically to nearby neighborhoods or cities.
- Increase workforce capacity to meet rising demand.

2. Diversifying Services

4.2.1 Introduce complementary services (e.g., post-construction cleaning, window washing).

4.2.2 Offer premium packages for luxury clients or corporate accounts.

4.3 Strategic Partnerships

4.3.1 Collaborate with property managers, hotels, and real estate firms for regular contracts.

4.3.2 Partner with eco-friendly product suppliers for discounts and branding benefits.

4. Marketing and Branding

1. Launch a marketing campaign to promote the service.
    1. Social media ads (targeted by location and demographics).
    2. Flyers and posters in local neighborhoods.
    3. Partnerships with real estate agents, property managers, and businesses.
2. Develop branding assets, including a logo, tagline, and website design.

5. Pilot Testing

4.5.1 Offer free or discounted cleaning services to early customers.
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5 Operational Management Phase

1. Service Execution

5.1.1   Assign trained personnel to scheduled bookings.

5.1.2   Follow standard procedures for routine, deep, or specialized cleaning tasks.

5.1.3   Use eco-friendly products and adhere to promised quality standards.

5.2 Customer Relationship Management

5.2.1   **Before Service**: Send automated reminders and confirmation messages.

5.2.2   **During Service**: Ensure timely arrival and professional behavior by staff.

5.2.3   **After Service**: Request feedback through surveys or app reviews.

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5.5.3   Expand service areas based on customer demand and profitability analysis.

6 Expansions Phase

1. **Scaling Operations**

6.1.1   Expand geographically to nearby neighborhoods or cities.

6.1.2   Increase workforce capacity to meet rising demand.

6.2 Diversifying Services

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✓ FlowChart:

– Flowchart is a diagrammatic representation of sequence of logical steps of a program. Flowcharts use simple geometric shapes to depict processes and arrows to show relationships and process/data flow.
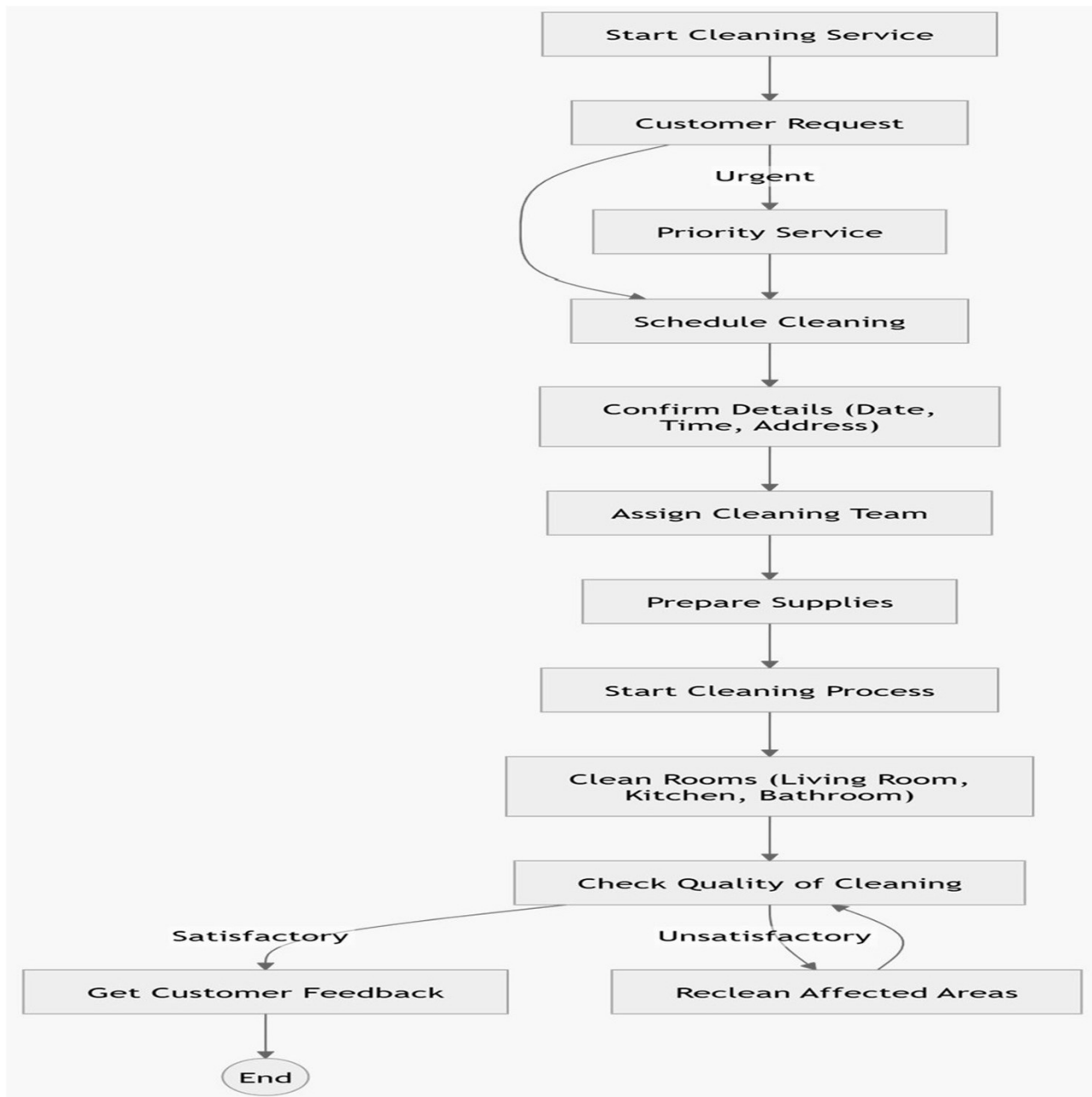
The provided diagram appears to be a flowchart for a system involving user registration, authentication, and other related processes. Here's a description of the chart's components:

✓ **Key Steps:**

- **Start**: Customer inquiry received (via phone, website, or app).

- **Consultation**: Determine if a standard or customized cleaning is needed.

- **Estimate**: Provide cost estimate to the customer.

- **Schedule**: Confirm date and time upon customer approval.

- **Assign Team**: Allocate cleaning staff for the job.

- **Perform Cleaning**: Complete the cleaning as per the agreed plan.

- **Feedback**: Check customer satisfaction and address any concerns.

- **Payment**: Process payment and provide a receipt.

- **Follow-Up**: Request feedback or reviews; offer repeat service options.

- **End:** Mark the job as complete

✓ Sequence Diagram:

– Purpose of a Sequence Diagram To model high-level interaction among active objects within a system. To model interaction among objects inside a collaboration realizing a use case. It either models' generic interactions or some certain instances of interaction.
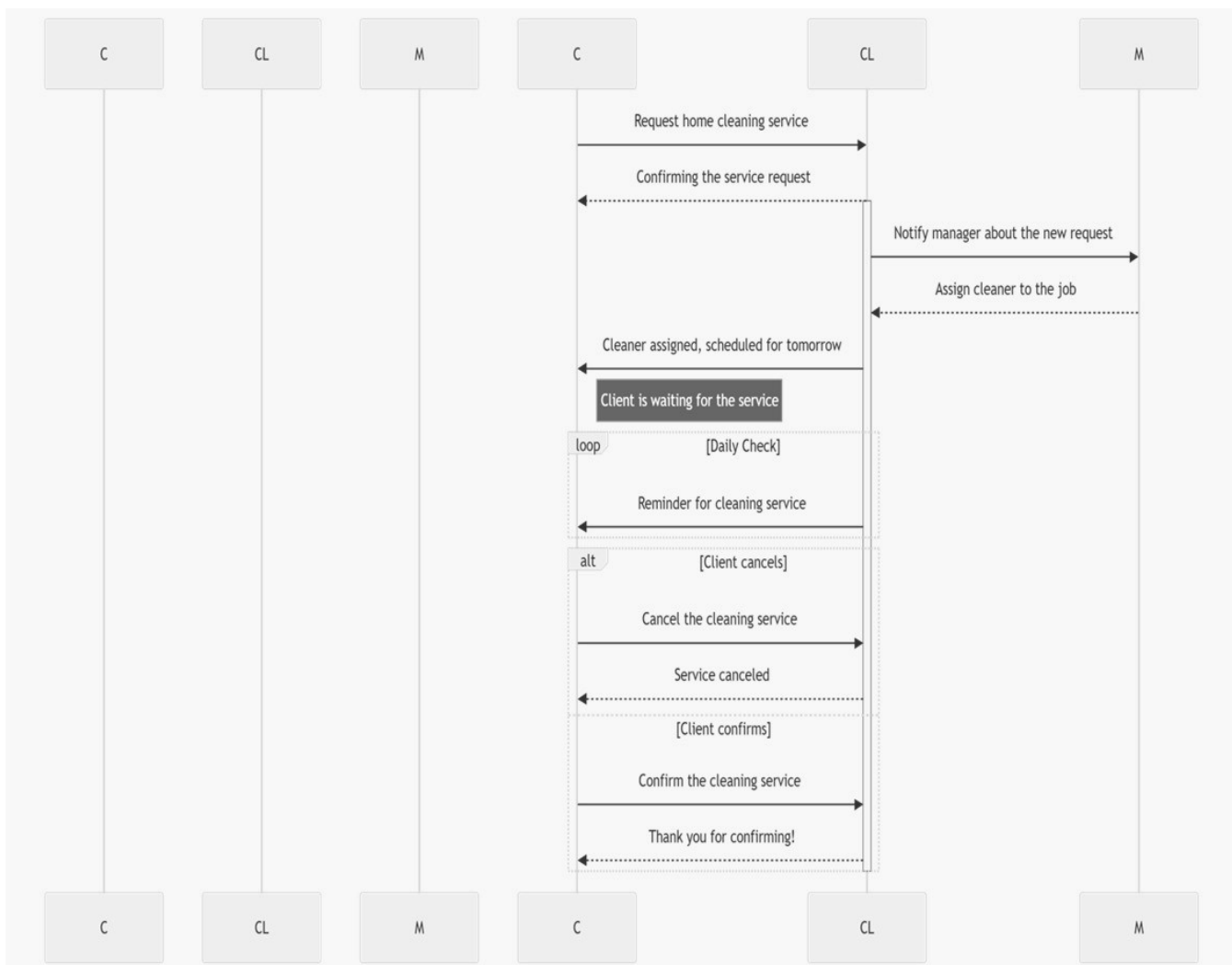
Interactions:

1. **Inquiry Initiation**:

   o Customer interacts with the **Service Provider System** to request a cleaning service.

2. **Information Gathering**:

   o The **Service Provider System** collects details about the service (e.g., type, date, location).

3. **Consultation (if needed)**:

   o The **Administrator** contacts the customer for further clarification or customization.

4. **Estimate Generation**:

   o The **Service Provider System** generates a cost estimate and shares it with the customer.

5. **Approval**:

   o Customer reviews and approves the estimate via the **Service Provider System**.

6. **Scheduling**:

   o The **Administrator** schedules the cleaning service and assigns the **Cleaning Team**.

7. **Service Execution**:

   o The **Cleaning Team** performs the cleaning service at the customer's location.

8. **Feedback and Confirmation**:

   o The **Customer** provides feedback to the **Service Provider System** about the service.

9. **Payment**:

   o The **Customer** completes payment through the **Service Provider System**.

10. **Follow-Up**:

- The **Administrator** sends a thank-you message and offers repeat service options.

✓ Entity Relationship Diagram:

➢ ER model stands for an Entity-Relationship model. It is a high-level data model. This model is used to define the data elements and relationship for a specified system.

➢ It develops a conceptual design for the database. It also develops a very simple and easy to design view of data.

➢ In ER modelling, the database structure is portrayed as a diagram called an entity-relationship diagram.
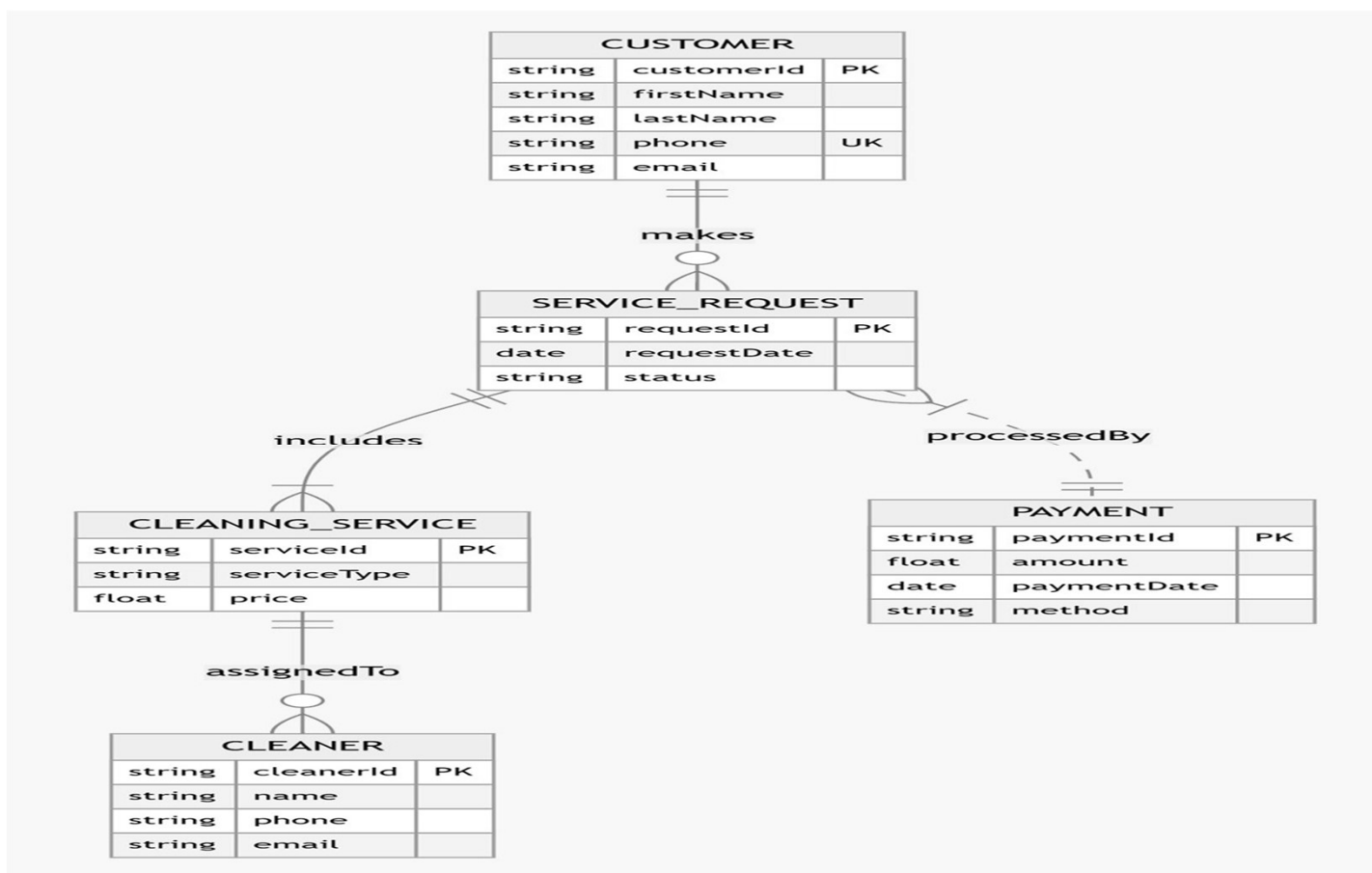
Project Outcome

A **home cleaning service project report** typically presents the outcome of the project by evaluating its objectives, performance, and achievements. Here's a general structure of the report's outcome:

1. **Executive Summary**

- A brief overview of the project's goals and results.
- Key findings, such as customer satisfaction, financial performance, or improvements made during the project.

2. **Project Objectives and Goals**

- The original goals for the home cleaning service (e.g., providing quality cleaning, achieving a target number of clients, improving efficiency).
- Any additional goals set during the project (e.g., introducing new services like deep cleaning or eco-friendly cleaning options).

3. **Performance Evaluation**

- **Quality of Service**: Assessing the effectiveness of the cleaning services, based on customer feedback and quality checks.
- **Customer Satisfaction**: Feedback from customers regarding the quality, punctuality, and overall service.
- **Employee Performance**: Evaluating the productivity and performance of cleaning staff, as well as their training and adherence to safety protocols.
- **Operational Efficiency**: Analyzing the use of resources, time management, and the cost-effectiveness of the service.

4. **Financial Outcome**

- **Revenue Generation**: How much the project earned in terms of client payments for services rendered.
- **Expenses**: A breakdown of costs such as labor, cleaning materials, marketing, and overheads.
- **Profit/Loss Analysis**: Profitability of the service, with a comparison to the initial financial projections.

5. **Challenges Faced**

- Any issues that arose during the project, such as staffing shortages, customer complaints, or logistical hurdles.
- How these challenges were addressed and resolved.

6. Key Achievements

- Notable milestones reached, like reaching a specific number of clients, expanding to new service areas, or implementing new technologies (e.g., online booking systems).

- Positive feedback and testimonials from satisfied customers.

7. Conclusion and Recommendations

- Summarizing the overall success of the project.

- Suggestions for future improvements, such as expanding services, refining marketing strategies, or enhancing training for staff.
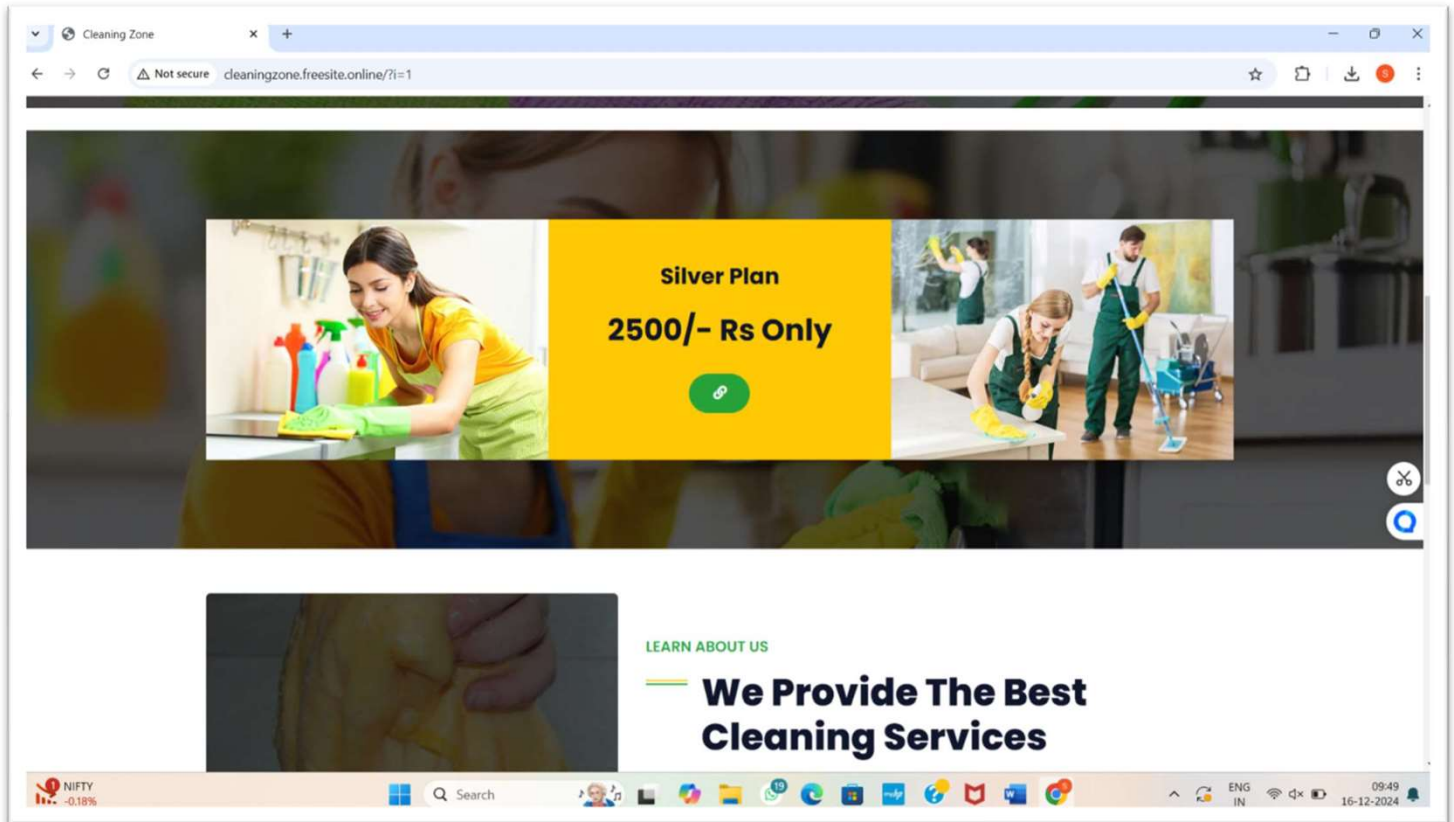
8. **Appendices:** Data, charts, Login, Signup, Book appointment, customer feedback, and other..

"WEBSITE INTERFACE"
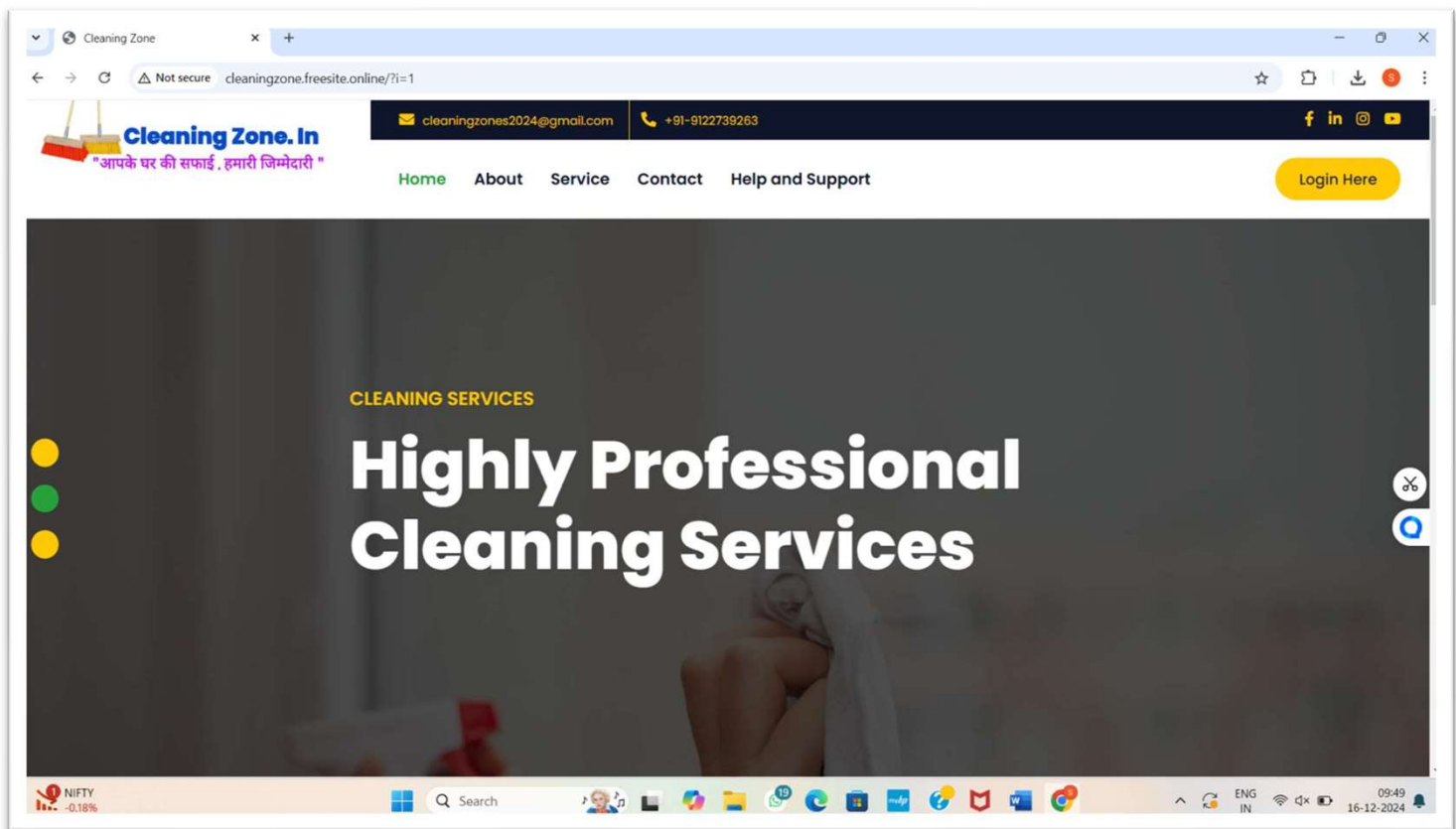
    a.   The homepage serves as the primary interface, showcasing the platform's key features and offerings.

Cleaning package:

- **Professional Cleaning Services**:

  - The image shows Cleaning Package, proper tools and equipment, reinforcing reliability and expertise.

- **Target Audience Appeal**:

The visual focuses on home cleaning (kitchen and living spaces), targeting homeowners or tenants

Sign up page:

- The registration page allows new users to create accounts by providing necessary details like name, email, and password.
- It features clear instructions, user-friendly form fields, and validations for secure data input.

- Real-time feedback helps users meet requirements, such as password strength or valid email formats.
- A "Sign Up" button triggers email verification to complete the registration process.

- Additional options, such as "Sign up with Google/Facebook," streamline the registration experience.

Login Page:
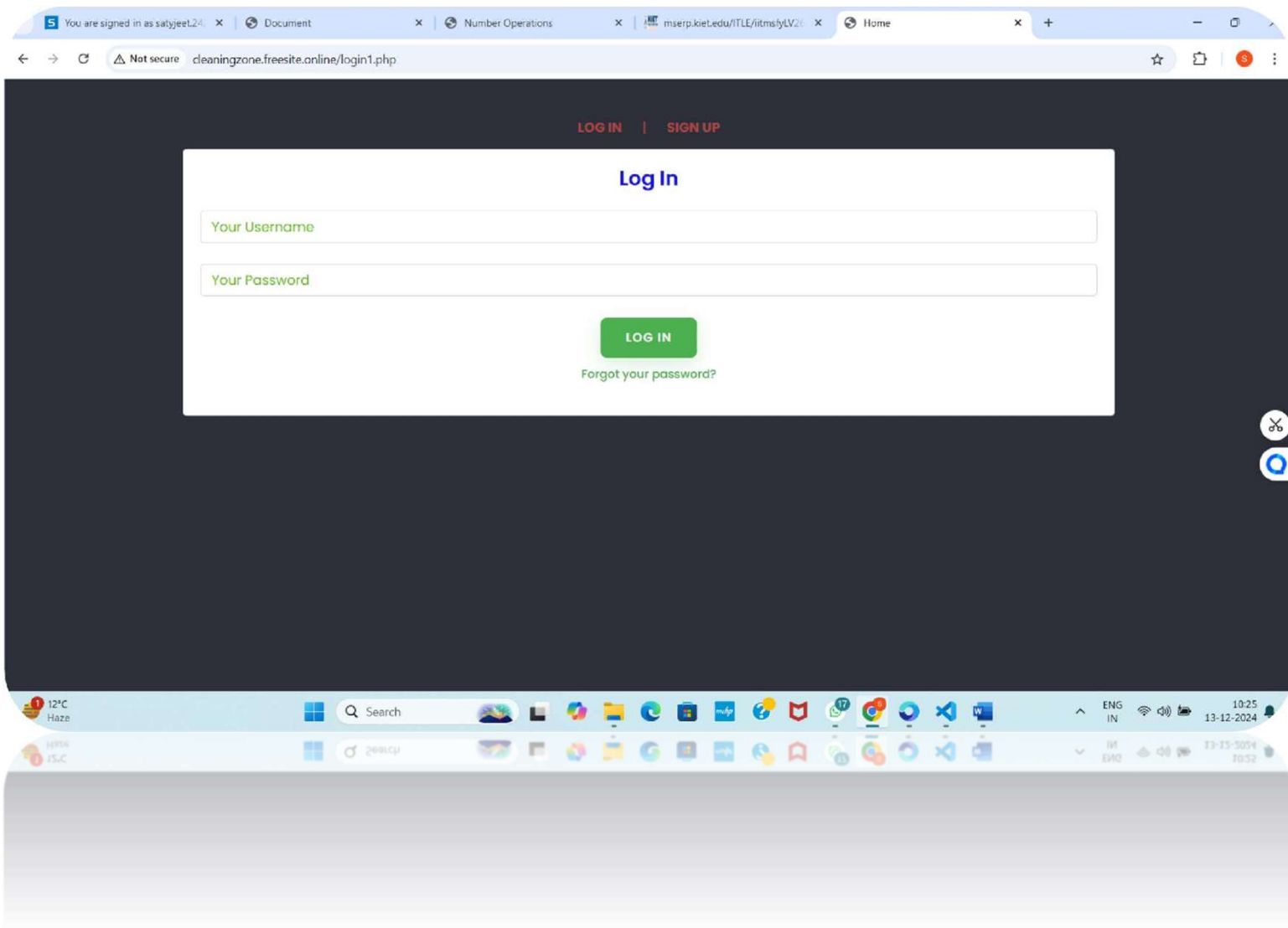
- The login page enables registered users to access their accounts by entering email and password.

- It includes a "Forgot Password?" link for recovery.

- Login validations ensure credentials match the stored database securely.

- Error messages inform users of incorrect credentials or locked accounts after multiple failed attempts.

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Cleaning package with facilities
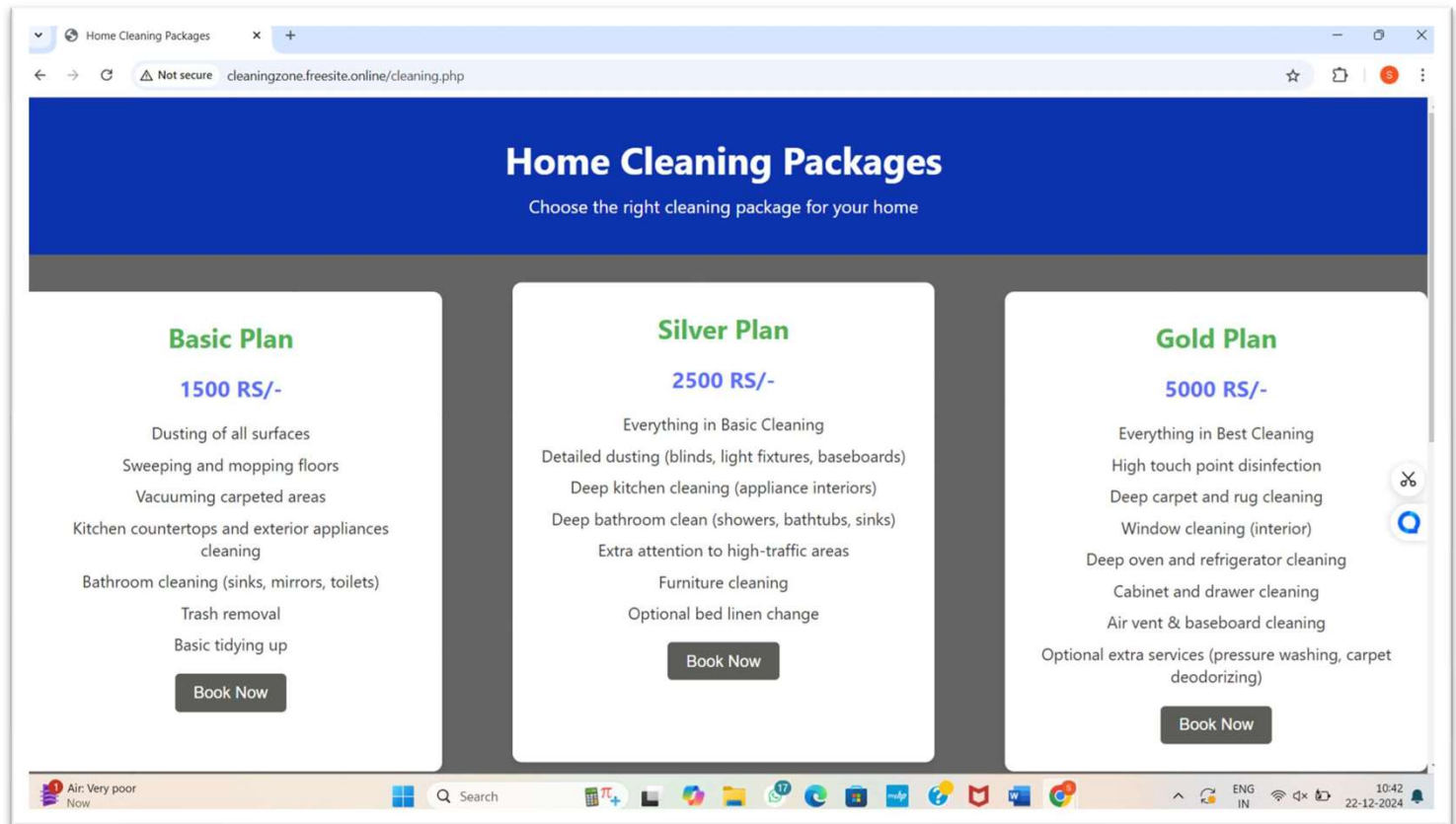
At Cleaning Zone, we believe in making your space shine with the highest level of cleanliness and care. Our tailored cleaning plans are designed to meet every need, from regular upkeep to deep cleaning. Choose the perfect plan that suits your home or office:

Basic Plan – **Affordable Cleanliness for Everyday Needs**

The Basic Plan offers essential cleaning services for those who need a quick refresh. This plan covers regular cleaning tasks like dusting, vacuuming, and wiping down surfaces to keep your space looking tidy and fresh**.**

Silver Plan – A Deeper Clean with Extra Attention

Our Silver Plan takes cleaning a step further. In addition to the Basic Plan services, this plan includes more detailed work such as kitchen and bathroom sanitization, upholstery cleaning, and window washing. Perfect for homes that need a little extra care!

Gold Plan – **The Ultimate Clean for a Spotless Home**

The Gold Plan is our premium offering, providing a comprehensive cleaning service that covers everything from top to bottom. This plan includes all the services from the Basic and Silver Plans, plus deep cleaning of carpets, detailed appliance cleaning, and even custom requests. Ideal for clients who want nothing but the best!

Feature	Basic Plan	Silver Plan	Gold Plan
Dusting & Sweeping	✔	✔	✔
Vacuuming	✔	✔	✔
Kitchen Cleaning (Exterior)	✔	✔	✔
Deep Bathroom Cleaning	✔	✔	✔
Detailed Dusting	✘	✔	✔
High Touch Point Disinfection	✘	✘	✔
Deep Carpet & Rug Cleaning	✘	✘	✔
Oven & Refrigerator Deep Clean	✘	✘	✔
Window Cleaning	✘	✘	✔
Optional Extra Services	✘	✘	✔
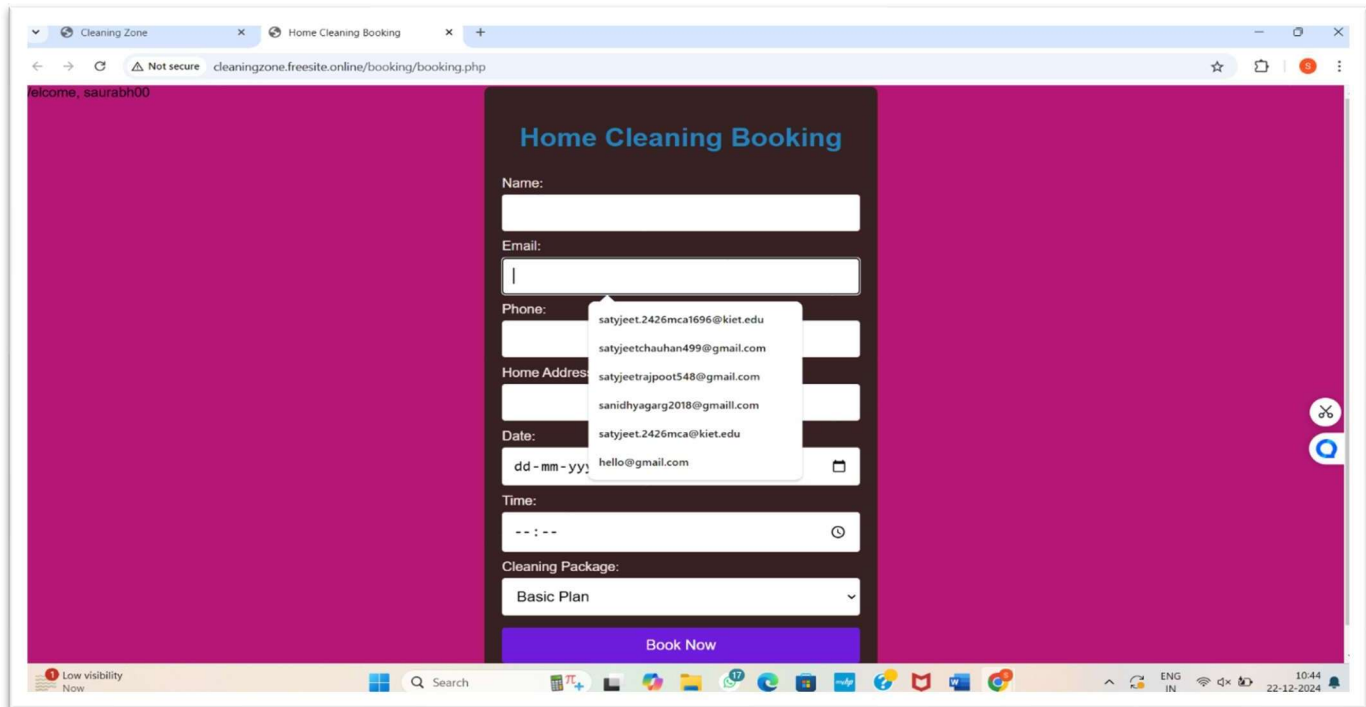
Book an Appointment
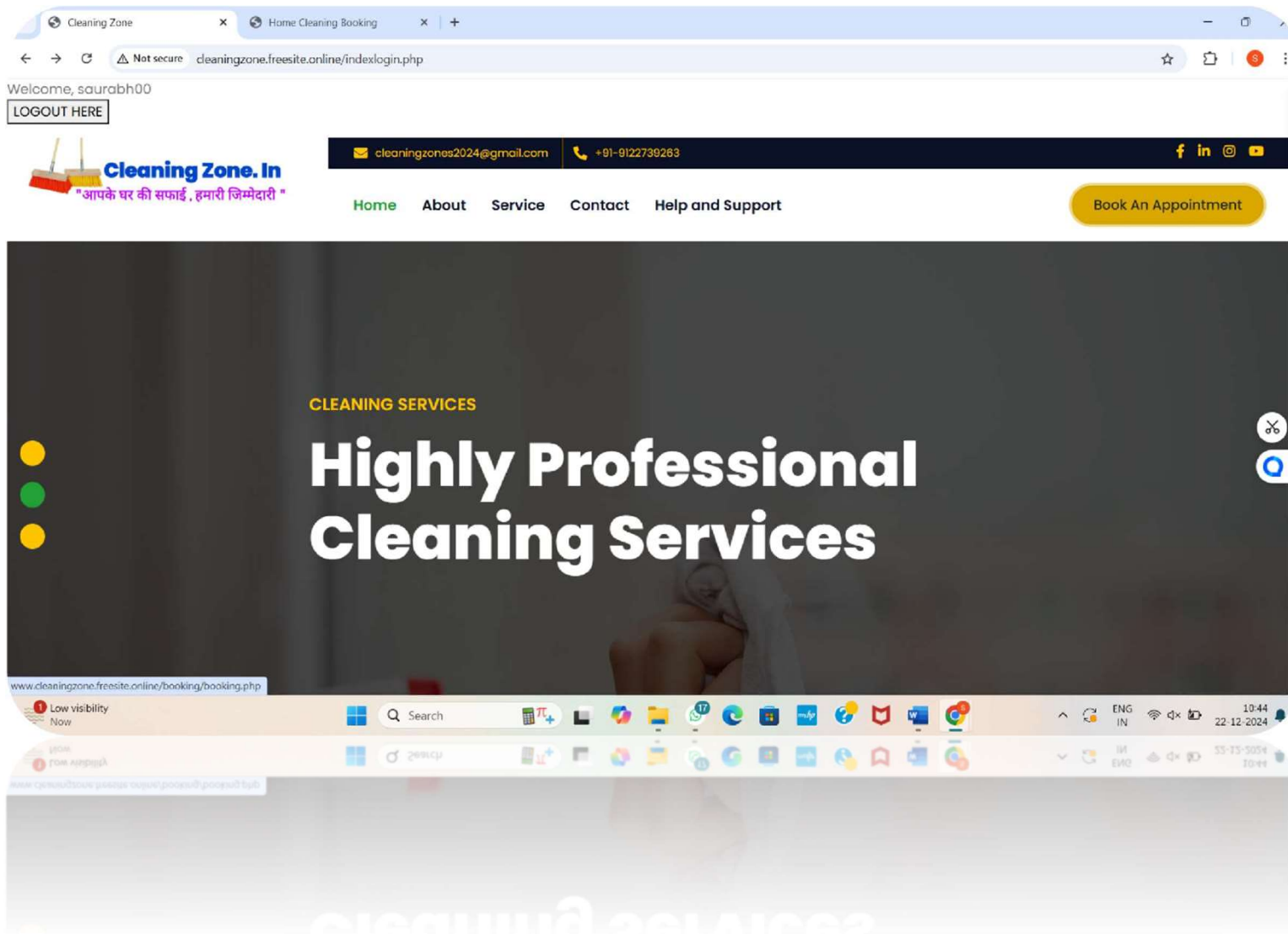
- Here as you see after login Book an appointment shows up at right to corner.

Book an Appointment schedule

- Here you can fill the form to book an appointment.
- **Book an Appointment – Your Clean Space Awaits!**
- At Cleaning Zone, we are dedicated to bringing a cleaner, fresher environment to your doorstep. To schedule a cleaning service, simply fill out the form below, and we will confirm your booking at your convenience.
- **Booking Details:**
- Please provide the following information to help us customize your cleaning experience.
- ─────────────────────────────────
- **1. Full Name:**
  Enter your full name
- **2. Email Address:**
  Enter your email address for booking confirmation and updates
- **3. Mobile Number:**
  Enter your phone number so we can reach you for any updates
- **4. Home Address:**

Provide the complete address where cleaning will take place

- **5. Preferred Date:**
  Select the date that works best for your cleaning service

- **6. Preferred Time:**
  Choose your preferred time slot for our cleaning team to arrive

- **7. Cleaning Package:**
  Select the cleaning package you would like to book

- **Basic Plan:** Essential cleaning for a tidy space

- **Silver Plan:** In-depth cleaning with extra attention

- **Gold Plan:** Premium cleaning with comprehensive services

Help and Support:
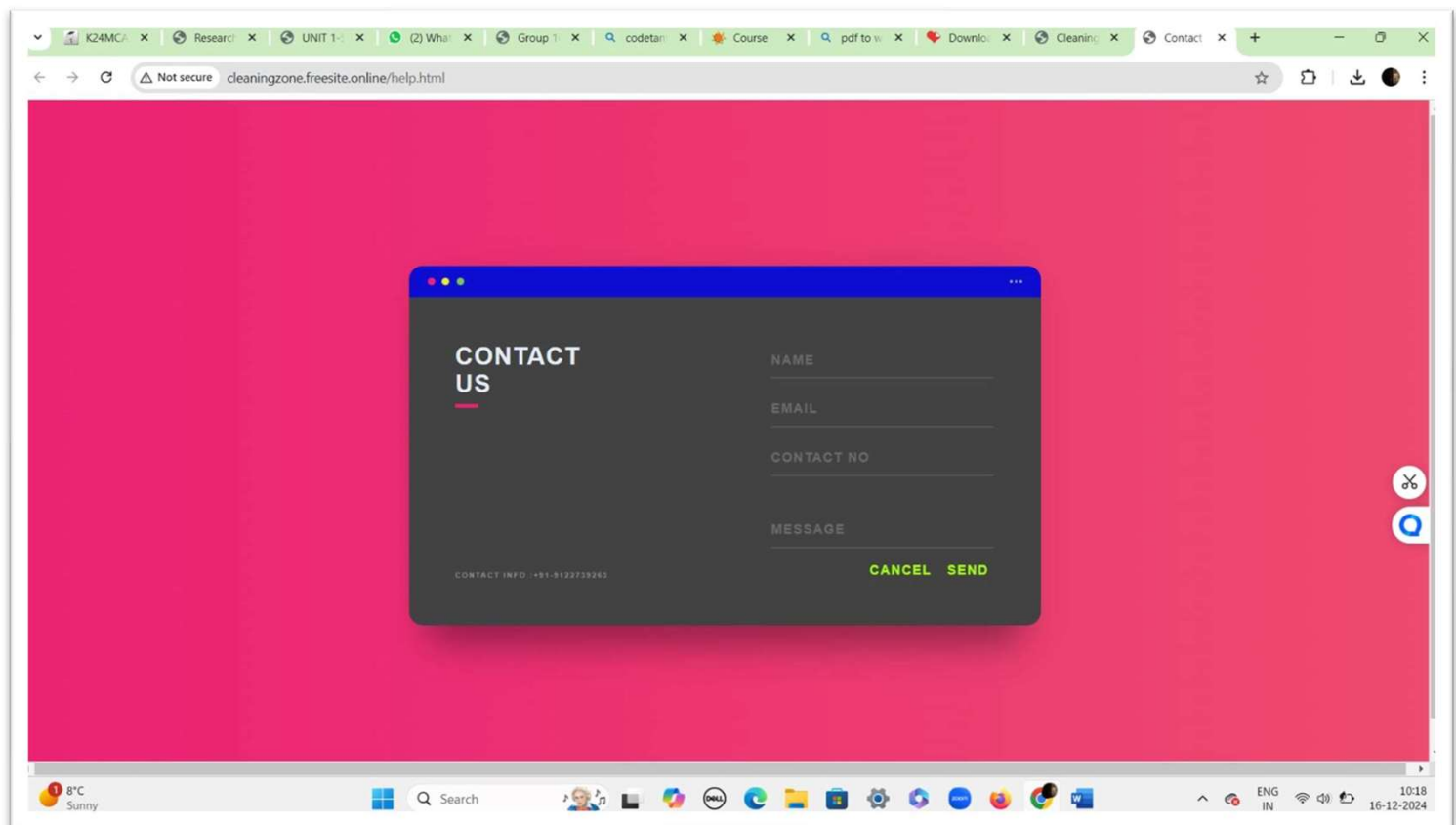
The **Help and Support** module is designed to ensure a seamless and hassle-free experience for all our customers. Whether you have a query, need assistance with booking, or face an issue with our cleaning services, our Help and Support module is here to guide you.

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tidy.com

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