

Customer FAQ: Select Home Cleaning

Welcome! This is your go-to guide to feel prepared, supported, and confident every time you book with Select Home Cleaning.

Before Your Clean

What do I need to do before my cleaner arrives?

- Fill out your Access Instructions in the app.
- Enter your Pet Information (if relevant).

No need to “clean before the cleaners come,” but remember: our services are hourly. If we need to move lots of items, it can affect how much time we have for the actual job.

Biggest prep? Your expectations! Get ready to be impressed.

Equipment & Supplies

Will cleaners bring their own supplies?

That's up to you!

Prefer we use your vacuum and favorite products?

Just leave them out.

Want us to handle everything?

For \$10/hour extra, we'll bring all supplies so you don't have to think twice.

Services & Add-Ons

What services do you provide? Can I request extras?

We cover nearly everything within a home: cleaning, laundry folding, light organizing, and more.

Safety Limitations:

- We can't move furniture over 50lbs.
- We don't climb higher than a 3-step ladder (we use extension poles instead)

Tasks needing special equipment (like upholstery or spot cleaning) require a separate work order.

During Your Clean

Do I need to stay home during the clean?

Your call! Some clients prefer to stay; others step out. We're good either way.

Can my pets be home while cleaning takes place?

Absolutely. As long as pets are safe and comfortable, we're happy to have them around.

Scheduling & Cancellations

What's your cancellation policy?

- Cancel 72+ hours before: Full refund
- Cancel within 72 hours: Credit applied to your account
- Cancel within 24 hours: You can still reschedule, but we are unable to offer a credit or refund.

Can I book evenings, weekends, or holidays?

Yes! We'll match your schedule as best we can.

Our Team

How many people usually come to clean?

It depends on the job! Some cleaners work solo; others in 2 - 3 person teams. Teams can complete a 3-hour booking in just 1 hour.

Do cleaners have background checks?

Yes! All cleaners pass background checks, hold WHMIS certification, and receive full training before joining.

Payments & Rates

How much does a clean cost?

- Average: 2 - 3 hours at ~\$50/hour = \$100 - \$200
- Range: \$30 - \$75/hour, depending on experience and market
- Base rate: Always at least double minimum wage

Do cleaners accept tips?

They do! Tips are always appreciated for a job well done.

Is my service tax-deductible?

If you work from home, part of your clean may be tax-deductible. Check with your accountant.

Issues & Support

What if I'm not satisfied?

- You'll receive a cleaner report after each job with before-and-after photos.
- You have one business day to request a review.
- We'll make it right. Your happiness matters most.

What if something goes wrong?

- Report concerns in the app immediately.
- Please secure valuables before service. All cleaners are vetted, but we want you to feel safe.

Trust & Safety

How do you ensure trust and quality?

- All cleaners are background-checked, trained, and certified.
- Honest reviews help everyone . We encourage feedback after every clean.
- Our tier system rewards reliable, top-rated cleaners with more jobs.