

CLEANING for BUSY PEOPLE

ESSENTIAL SERVICES



What We Don't Do.

January, 2025

These service limitations are driven by insurance restrictions, safety, execution time, or to protect your property or assets from damage when there are risks involved, or the spaces/objects in question are severely worn, fragile or already damaged. If there are specific tasks you'd like completed despite our initial caution, we're happy to accommodate your request after coordinating with our office and receiving your proper authorization. Thanks!

1. We do not clean areas in your home or office that do not have electricity or water, we only clean "living spaces".
2. We do not bring any ladders but if you have one, please know we don't climb higher than two-steps due to insurance limitations. We will attempt to reach all visible areas (chandeliers, light fixtures, ledge, vaulted ceiling moldings, vaulted ceiling fans, etc.) with either an extension duster or vacuum extension.
3. We do not hand-wipe ½" or 1" plastic, aluminum or fabric mini-blinds because they break/bend easily and are very time consuming to clean, often is cheaper to replace them (Extra Services). We cannot be held liable for blinds that do not come 100% clean when dusting them and/or are not secured properly, they appear to be fragile or brittle, or the blind cords are rot and snap. We do hand-wipe wood blinds slat by slat (Extra Services).
4. We do not clean "soft" window treatments like shades, drapery, etc.
5. We do not clean animal/human feces, urine, vomit, blood or other similar bio-hazard materials.
6. We do not clean attics.
7. We do not clean indoor or outdoor grills.
8. We do not clean inside glass or any cabinets /drawers / closets / or pantry unless the home is empty or explicitly listed on the Checklist.
9. We do not move refrigerators, stoves, washers/dryers or any other appliance or furniture to clean under or behind them to avoid damage to your floors, your appliance or injuries to our employees. (Deep Cleans & First-Time Deep Cleanings). If you have a Move-In/Out and would like to have a behind/underneath appliances included, please contact our office to make special arrangements.
10. We do not clean pet cages, pet rooms, fish tanks, cat litter boxes, etc.
11. We do not clean rust, corroded surfaces or asbestos.
12. We do not clean after sick pets, or pet accidents, or re-clean floors pets have re-tracked after mopping.
13. We do not clean window's exteriors, inside fireplace, inside kitchen hood or exhaust system, inside dishwasher or inside washer/dryer machines.
14. We do not do beds or change bed linens except if requested and it is explicitly listed on the Checklist.
15. We do not do dish washing or loading /unloading dishwasher unless added as Extra Services.
16. We do not do laundry at your home unless added as Extra Services.
17. We do not move/lift items weighing more than 20 pounds, including heavy furniture, appliances, rugs or decorative items due to the risk of damaging the items, floors & surroundings, as well as to the risk of injury to our cleaning professional. This includes moving furniture to access hidden or hard-to-reach areas.
18. We do not offer carpet cleaning (including spot cleaning), unless explicitly listed in our Checklist.
19. We do not offer Declutter Services - removing items that don't belong or need to be put away (toys, clothing, dirty dishes, shoes, etc.), declutter breakable stuff, knick-knacks, antiques, valuables, or delicate decorative items; declutter items of personal or medical use (cosmetics, perfumes, toothbrushes, hair brushes, dental fixtures, hearing aids, oxygen masks, face masks, syringes, etc.); declutter desks (paperwork, electronics, etc.); or declutter closets or dressing room floors unless empty.
20. We do not offer Extreme Odor Control Services.
21. We do not offer Hoarder Cleaning Services.
22. We do not offer Junk & Trash Removal unless explicitly listed on our Checklist.
23. We do not offer Mildew & Mold Remediation Services.
24. We do not offer Pest Infestation Removal (insects, rodents, bees, bugs, etc.).
25. We do not offer scrubbing of severely worn, stained or mildewed caulking and grout.
26. We do not polish or wax your hardwood floors, we clean them. We remove dirt, grime, and debris by sweeping, vacuuming, and mopping with low moisture ph neutral e-water & microfiber pads. We do not use wax or polishing since most leave residue & are not eco-friendly. Improper cleaning methods & products can damage your valuable hardwood floors.
27. We do not polish silver or any other metals.
28. We do not remove nails and hooks from walls or fill in holes.
29. We do not unclog toilets, showers, tubs, jacuzzies, or sinks. If your toilet appears clogged, we will not flush it or clean the inside to prevent any overflowing and damage.
30. We do not use bleach or ammonia. Further, bleach & ammonia are not part of our Eco-Friendly product list because of their toxic nature.
31. We do not dust or wipe fake/artificial plants unless added as Extra Services.