



Orlandi's Cleaning

Services

Whether you need weekly, bi-weekly, monthly, or move-in/move-out cleaning, Orlandi's Cleaning provides a free in-home quote to fit what you are looking for. Our customized services will ensure to exceed your home cleaning goals.

Monthly

Every 4-week cleaning service, perfect thorough regular service for those who don't particularly have loaded schedules.

Weekly

Every week cleaning service, ideal for those with busy schedules and a lot of commitments.

Bi-weekly

Every 2-week cleaning service, the most popular service for homes. This service is a perfect fit for those who are busy but not overloaded with many commitments.

Move-In/Move-Out

For those who need one-time services to help with the major headache of moving in or out of a home.



Included in Home Cleanings

Bedrooms

- Wipe down surfaces
- Make beds with provided clean sheets
- Vacuum and mop all floors
- Clean blinds and light fixtures

Kitchen

- Clean countertops and cabinets
- Sides and doors of refrigerator
- Wipe down tables
- Exterior of all appliances
- Wipe down interior of microwave
- Empty trash and replace liner
- Mop flooring
- General tidying

Bathroom

- Clean mirrors and countertops
- Wash out sinks
- Tub and shower
- Clean toilets, vanities, and faucets
- Vacuum and mop flooring

Other Areas

- Wipe down washer and dryer
- Clean glass doors
- Dust couch and areas
- Wipe baseboards
- Clean blinds and light fixtures (if a deep cleaning is required it is at an additional cost)

* Dusting is only guaranteed if fragile items are cleared from the surface.

** Orlandi's Cleaning does not provide window cleaning services, only inside window areas is cleaned.

No windows will be opened unless you would like the tracks cleaned (as a separate charge)

***Orlandi's has the right to decline cleaning areas that are not safe or heavily cluttered as we do not organize or pick up client's belongings and avoid exposing cleaning crews to harmful situations.



Frequently Asked Questions

- **How much do you charge?**
At Orlandi's cleaning, we know each home is unique and special in its own way. We provide a FREE in-home estimate, we cover service description, identify what service you need and ask questions about the home. After the in-home estimate, you will receive a customize pricing depending on the needs of your home. PRICES SUBJECT TO CHANGE. To start services with our company an initial cleaning is required. We accept cash or check the day of cleaning.
- **What will my cleaning services look like on my scheduled day?**
On your cleaning day, our crew members will arrive based on the estimated time given during scheduling. Regular cleaning consists of minimum two team members. They will enter the home using the given 'How to Access the Home' instructions per the client's permission.
- **What if I need to cancel my cleaning or skip a cleaning?**
If you need to cancel service or skip a cleaning day, a 48-hour notice is required before your scheduled service date. The sooner we know the better. Your notice will allow us to reassign our cleaners to other appointments. All cancellations without a 48-hour notice or if we arrive and cannot get inside to clean, you will be charged \$35. - This payment is due in full before we will reschedule another service date. All cancellations must be made with the office by 614-980-0840 (text line) – please do not give the message to your cleaner. Please consider our scheduling/preparations and that we are reserving a time slot to serve you. If you need to skip a cleaning the charge of your next cleaning will be at a higher price due to the length of time between cleanings. This is determined by our office staff and discussed with clients before next cleaning takes place.
- **What cleaning products are used for the cleaning service?**
Orlandi's Cleaning has a list of products that we use during the service. [Click Here](#) to review the list. If you have specific requests for cleaning products, we ask that the customer provides those products to our cleaners. If you have specific cleaning instructions for any service we provide, please contact Orlandi's Cleaning at 614-980-0840 (text line) so we can make note and relay the details to our crew.
- **Questions before, during, or after your service?**
Orlandi's Cleaning is your main point of contact, we provide an immediate response during our office hours of Monday-Friday from 8am-6pm via **Text at 614-980-0840**. Shoot us a text and we will response and process your request accordingly throughout the morning based on priority (cancellations, rescheduling, etc.). For call/voicemail, call 614-726-1668 (Text line will provide a quicker response)

For special requests, text our office in advance to assure that your cleaning team who is responsible for cleaning several homes each working day, will be able to accommodate your



special requests without impacting our other clients' needs.

- What if I need to cancel my services?

Since Orlandi's Cleaning is not contract based, you can cancel services at any point, we just ask you to advise us at least one cleaning in advance. This allows our office staff to fill in your unoccupied space and the cleaners to rearrange schedules. Orlandi's also has the right to end services with a client at any point if we feel we have done all we can to improve a situation but our services may not be for you and our cleaning services.



Operation Team: New Client / How to Access the Home

Welcome to Orlandi's Cleaning! Please answer these 4 questions to help us get you onboarded.

1. How to access the home: Front Door, Back Door, Garage, Homeowner Will Be Home, Phone App.
 - a. For Garage, what is the access code?
 - b. For Door, where will the key be located?
2. Are there any pets?
3. Please review the Orlandi's Cleaning Supply List, please state if there are any chemical allergies or if you would like to provide a substitute cleaning supply.
4. Are there any additional services you would like to add on for an extra cost: finished basement, inside oven, or inside fridge?

If you have any questions before, during or after your cleaning services, our office can be reached at 614-980-0840 (text).

Covid Protocols: State and Local Mandates

Orlandi's Cleaning is committed to insuring that our clients and their family's health are our number one priority. We have placed many protocols in place for our staff to follow when entering a home to clean and interacting with our clients.

- All equipment will be sprayed down with disinfectant before entering your home. As always, each home will get their own set of rags, towels, sponges, etc. individually bagged so there is no cross contamination.
- As many of our crews are vaccinated there are some that is not, they are still required to wear a mask and gloves unless a client advises us otherwise.
- If a client is feeling ill with a fever, we ask that you reschedule your cleaning. This is expected with our cleaners as well.
- We will continue to follow all local and state mandates



Orlandi's Cleaning Product and Equipment List

Notify Orlandi's Cleaning office of any chemical allergies or if you would like to provide an alternative cleaning solution for the crew to use.

Kitchen / Bathrooms





Flooring



Windows



Hospital Grade Cleaners

- Sani-tyze: Kitchens
- TB-Cide Quat: Bathrooms, door knobs, and light switches
- Hepacide: For our equipment
- Xcelente-Multi surface cleaner

Supplies and Equipment



