

Have It Maid, LLC

STR Policies and Procedures

Scheduling and Payments

To schedule directly you will need to share your Airbnb iCal URL with us.

This will allow us to receive your bookings in real-time to schedule cleanings automatically. We will keep a card on file that we will charge the morning of the turnover. Payments will be processed between 8 and 9 am. We recommend keeping a back up option on file, that we can try, in case there is a problem with the first but it is not mandatory. Should we be unable to process your payment, the property will not be serviced until your payment method has been updated. We use Stripe to process all transactions. You will receive receipt of payment through email for your records. Please ensure that your contact information is up to date.

Predetermined fees listed in our policy ie: Holiday Pay, Extended Stay, Pet Fee, will be automatically added to your usual turnover rate and processed together the morning of the clean. Any non-standard needs that should arise, including but not limited to, Extra Laundry, Extended Clean Time, Add On Services, etc will be invoiced to the host to be paid separately within 48 hours, unless you express that you would like these charges processed automatically as well. In that case, a second charge will be processed after the clean is finished.

Invoices

All invoices are due within 48hrs. A \$10 late fee will accrue when an invoice becomes past due and again every 7 days until paid. An automatic withdrawal will be attempted at 30 days past due. If unsuccessful, it will result in the suspension of services until settled.

Exclusivity

HIM will not share properties with any other cleaner/company. The sharing of properties brings about a multitude of difficulties including but not limited to issues with how HIM manages linens, as well as, accountability for the consistency and quality of the cleans overall. HIM has a satisfaction guarantee and should you be unhappy with the service that you have received please reach out within 24 hours and we will come back to correct any issues. Should you still be unsatisfied with our work, you are free to terminate your service agreement and move forward with a new company at any time. If we find that we are sharing the property with another cleaner/company, your service agreement will be terminated and you will be removed from our client list.

HIM's exclusively maintained properties currently hold a 4.8-5.0 cleaning rating on AirBNB. With most being on the top end. Our hosts frequently receive written reviews that include mention of how clean and tidy the units we maintain are.

Satisfaction Guarantee

At HIM we do our best to meet all of our clients expectations, unfortunately, there may be times when we miss the mark and we recognize that it is our duty to rectify those situations in an appropriate and timely manner. We do not issue refunds on services rendered. With that being said, if you are unhappy for any reason following a clean please document the items, including pictures, and notify us within 24 hours. We will return same or following day and correct the documented items free of charge, as long as they are items that are within the scope of work that was agreed upon and originally paid for. If unsure, please refer to provided checklist and individual service agreement.

Quality Control Checks

Periodically, Marrissa may request access to the property following a turnover, same or next day (bookings permitted), in order to check in on the crews work and address any issues that she may find, in an effort to maintain quality and consistency within the company.

WhatsApp

We ask that all our hosts download WhatsApp so we may add them to a property group. This allows us to easily send photos and updates in an organized and timely manner.

Photos

HIM provides before and after photos/videos of all cleans for quality assurance. A video walkthrough is done immediately upon entering the property and any damages or problems are documented with detailed photos and uploaded to the WhatsApp group right away. Photos are taken again at the end of the clean before departure. A turnover report will also be submitted including any damages, smoke, inventory needs and any special requests the host may have for their individual property.

Access

Access instructions must be given no later than 6pm, the evening prior to first clean. If we have not heard from you or are unable to reach you, the clean will be removed from the days schedule. If codes are changed between cleans and we are not given notice, you will be given a 15 min grace period from our arrival time to respond. If we have not heard from you by then, we will move on to the next property and you will be charged a \$20 access fee and the clean will be rescheduled for the following day (pending receipt of new code).

Pets

Please let us know if your property is pet friendly. Pet occupied stays will assess a \$30 fee that will be billed along with the turnover. Pet occupied cleans include vacuuming/lint rolling furniture for hair, spot treating furniture/rugs for stains, and checking the yard for left behind waste. Please let us know ahead of time of pet occupancy so that we can plan ahead for the additional time that may be needed.

Extended Stays / Mid-Stay Clean

When a stay reaches 14 days, it will assess a fee of \$40. This fee will be assessed every 14 days that follows for the duration of the stay. This is to cover any additional cleaning that will be needed, as well as to ensure we maintain the hosts spot on our schedule. Extended stays will be billed along with the turnover. Should your guests wish to receive a mid-stay clean, we ask that they not be present during the clean for safety and efficiency. Mid-stay cleans are billed at regular maintenance turnover price. If mid-stay cleans take place within the 14 day time period, the extended stay fee will be waived.

Holidays

HIM is closed in observation of New Year's Day, Easter, Thanksgiving, and Christmas Day. We will only service check-outs on those days, if there is a same day check-in and there will be a \$50 fee billed along with the turnover. All non same day check-in cleanings will take place the following morning. HIM is open for Labor Day, Memorial Day, and Independence Day, however turnovers will include a \$35 holiday rate.

Late Check-Outs / Early Check-Ins / Same-Day Turnarounds

HIM services STRs between 10am and 6pm with a focus on 11am to 4pm.

Same day turnarounds will be prioritized first in the cleaning order of the day. Depending on the days workload, properties not receiving same day arrivals may be serviced outside of the standard 11am-4pm timeframe. For last minute, same day turnarounds please send us a message so we can make sure to get your property prioritized at the top of the days schedule. The same goes for early/late check-ins. Sometimes these changes effect the order in which the days properties are serviced. It is important that we know right away, preferably by 6pm the evening before the clean. Proper communication allows us to keep things running smoothly for all of our hosts. We understand that travel can sometimes be unpredictable and will do our best to work with hosts, when possible, but should last minute changes become a regular occurrence, a convenience fee of \$25 may be included for scheduling updates moving forward.

If we are not informed of a late check-out and arrive to a property where a guest is still present (with or without the hosts permission) a \$25 convenience fee will be assessed every 15mins that we have to wait. At 1 hour the clean will need to be rescheduled.

Laundry

Laundry is handled off site as it aids in an efficient and timely clean. As well as savings for the host when it comes to utilities and wear and tear on machines. We require all hosts to have additional bed sheets (we recommend at least 3), as well as additional outside covers (duvet covers/comforters, throw blankets etc)(at least 2) and adequate towels. Linens will be swapped out and brought back clean at the next turnover. Additional linens(outside covers) can be laundered each turnover or on the host preferred schedule. All linen is bagged and labeled and kept separate from other properties when laundering.

Extra lines are done at the Hosts discretion. Extra linens include: duvet covers/duvets, comforters, throw blankets, pillows and small rugs/bath mats. These items should be done regularly but if they are not being done each turnover, HIM will use fabric sanitizer between each guest.

If linen is left where guests can access it and they are used in excess, resulting in additional laundering time, a fee in accordance with the number of loads will be assessed. HIM recommends placing a combination lock on the linen closet and only giving the code to guests when they reach out with a special need. It has been our experience that the guests will use whatever they have access to. Although we understand that hosts want to be accommodating, your STR is not a hotel with commercial laundering equipment and a team. Turn down service can become very costly to the host and time consuming to us.

Linen Recommendations

HIM does not recommend comforters as they cause many laundering issues. There are quite a few options including: a quilt and throw blanket (the size of bed), duvet insert and cover, as well as the three sheet fold around a duvet method, that all provide for quicker and more efficient laundering, as well as, a smoother and more polished finish on the bed.

For mattress protection HIM recommends a double barrier which allows for full protection from bugs and dander, as well as, easy removal for cleaning. We recommend a 360 encasement for bug prevention, and a top side only waterproof mattress protector. Which allows for easy removal in case of liquid spills, for washing. **HIM does not remove 360 encasements due to the weight and difficulty of lifting the mattresses.** We will spot treat as needed. HIM vacuums all covers or exposed mattress with a uv light vacuum to kill bed bugs, fleas, dust mites, pet dander, mold spores, etc. We also treat throw pillows and couches.

We recommend pillow protectors that zip for underneath pillow cases or additional pillows cases to double and close each end. As well as removable covers for throw pillows that can be washed.

HIM does offer linen rentals for a monthly subscription cost. Each set includes 1 fitted sheet, 1 flat sheet, up to 4 pillow cases, 2 large bath towels, 2 hand towel, and 2 wash rags. Quotes are dependent on the individual properties needs and will need to be discussed. Add ons include duvets and cover, bed-sized quilts, bathmats and kitchen towels. All provided linen is white. Linen rental is a great option for hosts who want high quality linens without the risk of being responsible for replacement in cases of damage. Or for hosts looking to save start up costs by not fully stocking a linen closet with extras.

Supplies

HIM provides all cleaning supplies and laundry essentials needed to complete the turnover. We have found that this is best to ensure we always have what is needed to provide a consistent and quality clean.

What we don't supply:

Anything left behind for the guest to use ie. welcome baskets/snacks, paper products, trash bags, dish detergent, laundry for guest use and any cleaning supplies that guest would have access to during their stay.

We will refill and stage from your provided supply stock. If your provided supply is low, we offer a few options for restocking.

- 1) We accept deliveries to be brought with the cleaner at the next turnover. We can also accept deliveries directly to the property during turnover. But should deliveries be dropped off when we are not on the premises HIM is not responsible for stolen items. Should we have to return to a property outside of the turnover, to receive a delivery, a Service Fee of \$25 will be assessed.
- 2) We will shop for your needed supplies personally. There is a \$40 shopping fee plus cost of supplies.
- 3) On-Demand: We have products on hand for direct purchase. We run an open invoice up to \$25 before requesting payment. See attached Pricing Sheet for details.
- 4) We will notify you so that you are able to refill at your own discretion.

Add-Ons

Add-ons are invoiced separately. HIM employees will do everything they can to clean up without the use of machines that accrue additional fees. In the event that that isn't possible the following methods will be used. Please let us know if you do not wish to have these add-ons utilized.

Furniture cleaning with the use of upholstery cleaning machine. \$35

Ozone treatment to remove smoke/strong odors. \$50

Be advised ozone generators must be ran in an unoccupied space and given time to ventilate after the cycle completion. Because of this, the service will be done after the clean is completed. HIM does utilize the use of Ozium shots and a small handheld ozone generator when possible and these are utilized free of charge to the host. We only use our large ozone generators for heavy saturation or large spaces.

Additional Set-Up Services Offered

Our additional services offered are a great resource for out of town hosts or even local hosts who may not have a lot of spare time and would like a more hands off approach to the initial setup process. You would be working with Marrissa directly in the areas of design and decorating, shopping for items or placement after delivery, small paint jobs such as accent walls, trim and cabinets, initial setup and staging (large items must be delivered to the property), breaking down/packing of items when leaving a location, and changing of standard locks to an electronic/coded lock. For more information on any of these services please reach out directly to discuss your individual needs.

Fee Schedule

Late Invoice Fee (Assessed every 7 days)	\$10
Additional Laundry (Per Load)	\$10
Access Fee	\$20
Service Call	\$25
Convenience Fee (Scheduling Changes, Late Check-Outs, Returning To Property)	\$25
Pet Fee	\$30
Additional Clean Time (Per Hour)	\$35
Upholstery Clean with Machine	\$35
Holiday Rate (Labor Day, Memorial Day, Independence Day)	\$35
Extended Stay Fee (Assessed every 14 days)	\$40
Supply Restock (In-Store Shopping)	\$40
Holiday Fee (New Years Day, Easter, Thanksgiving, Christmas Day)	\$50
Ozone Treatment	\$50

Current Policies in affect as of June 1, 2023. HIM reserves the right to amend these policies as needed. Should that occur, you will be notified of updated terms

