



Frequently Asked Questions

If you have a question you don't see here, reach out to us!

What are your business hours and do housekeepers work on holidays?

Our office hours are 8:30am to 4:30pm Monday through Friday. We are closed on all federal holidays, including Christmas, Christmas Eve, Thanksgiving and the day after.

What types of payments do your housekeepers accept?

Payment is due at the time of service. Housekeepers can collect personal checks/cash from you directly, or we can take your Visa or MasterCard number by phone when you book your service.

Will I have the same housekeeper every time?

Yes. If you are happy with the housekeeper referred to you, you can expect them on the scheduled day/time agreed upon. If your housekeeper is not available for any reason, we will try to provide a substitute to you.

Can I have the same day and time every time?

Yes. We will work with you and your preferred housekeeper to reach an agreement on an optimal schedule for both of you.

Are you licensed and do you do background checks?

Sparkle Clean is licensed by the State of Washington. We have posted the required bond, which assures that we are financially able to deliver the services we offer. All Sparkle Clean independent contractors and office staff have undergone a Washington State Patrol background check. We will reimburse our clients up to \$3,000.00 if a housekeeper is convicted of a theft. We carry a liability insurance policy that covers any negligent act by Sparkle Clean staff. This policy does not cover the actions of the housekeepers, who are independent contractors and self-employed. We provide worker's compensation insurance. If they are injured while working in your home and you were not negligent, you will not be responsible for paying their medical bills or lost wages.

What is your cancellation policy?

Contact us at least 48 hours prior to your scheduled service day/time. Let us know if you are skipping service altogether or wish to reschedule. Our housekeepers rely on scheduled service (regular income). The sooner we know you wish to cancel, the easier it will be to provide the housekeeper with a fill-in client to replace that income. We understand sometimes emergencies happen, and you will not be charged in the event of an emergency change or cancellation.

Do I have to be home when they are cleaning?

No. You can plan directly with the housekeeper to leave a key or supply the access codes necessary. Or, once you have met or let in your housekeeper, feel free to go about your day and leave them to take care of your home, perhaps with instructions to lock up when they are finished.

What types of tasks should I have the housekeeper do?

In addition to general cleaning: vacuuming, dusting, floors, kitchens and bathrooms, there are tasks your housekeeper may help with that most clients don't think about. Most do laundry, clean closets, drawers and cupboards, iron, provide party help and assist with packing and unpacking. Others will run errands, and some do light cooking.

Please note: Additional tasks, such as windows and mini blinds are not included in general cleaning but may be added at the discretion of your housekeeper. Our housekeepers are not able to do outdoor tasks, which are not covered by insurance.

Do I provide the supplies or do housekeepers bring their own ?

The housekeepers will use your supplies. This cuts down on cost and is optimal for clients with specific types of allergies/sensitivities and offers control over specialty surfaces/appliances. They will use what you would use to clean your home.

What supplies should I have available?

Recommended supplies to have available are:

- Cleaning products of your choice.
- A vacuum that is in good repair, and attachments.
- A lightweight, portable vacuum for the stairs and the 2nd/3rd floor(s)
- Broom or Swiffer, mop system (Bona, Shark, Swiffer Wet Mop, etc.)
- Lots of lint-free, absorbent cleaning cloths, such as cotton rags, as well as sanitary wipes
- Paper towels, scrubby non-scratch sponges and Magic Erasers
- An extender duster/Swiffer extender duster (for ceiling cobwebs, delicate surfaces)
- Plastic trash bags

Can I change housekeepers if I am not happy with the one you referred?

Yes. Each client's home and needs are different. Our challenge and expertise is referring a housekeeper that matches your expectations, and that you are happy to have return on an ongoing basis.

Should I tip my housekeeper?

The housekeepers we work with are dependent on their regular income. As self-employed contractors, they often cope with cancellations and rescheduling that result in lost wages. As with other workers in the service industry, they appreciate any tip that you feel they should receive for their hard work. Our clientele typically

tip anywhere from \$10 to \$20 per service and up. Some of our clientele prefer to tip once a year, as a holiday/yearly bonus. If you would prefer not to tip, that is also your choice, and perfectly acceptable.

Can I leave pets unattended in my home while my housekeeper is working?

We ask that you secure your pets while your housekeeper is working. We want to protect your pet and make them comfortable having someone in their home. We also want to protect your housekeeper from possible injury. Of course, some pets are elderly, or honestly require no securing. We ask that you use your best judgement and keep the safety of your housekeeper and pet in mind.