



Gaia Home Services LLC
253-720-6638
www.gaiahomeservices.com
sales@gaiahomeservices.com

Guide to Services

Mission Statement

Gaia Home Services LLC is a cleaning service that is committed to eco-friendly, non-toxic home and office cleaning, creating a healthier place for your children, your pets and you. Our mission is to provide an affordable service that helps busy people with day to day cleaning responsibilities, as well as larger tasks such as de-cluttering and green living, while keeping in mind the health of our environment.

We believe that a cleaner world begins at home.

Initial Contact

Please email or phone our office to schedule a free in-home consultation.

Consultation times are flexible as most people who hire housecleaners work full time. Consultations can be scheduled on weekends or during the evening hours up to 8pm.

Please note that an in-home consultation is not a commitment on the part of Gaia Home Services LLC to provide a service or a commitment on the part of the client.

In Home Consultation

Prospective clients will meet with Debra Longfellow, owner of Gaia Home Services LLC, and if applicable a trusted employee of Gaia Home Services LLC, to discuss cleaning needs, our services and your budget. This meeting will be in the prospective client's home or office and generally lasts 20 to 35 minutes.

During the consultation the following items will be discussed:

We will review your household needs as well as Gaia Home Services LLC. A copy of the Guide to Services as well as a Cleaning Checklist can be provided to the client upon request. As this is an environmentally friendly company our hope is to limit paper usage by not printing things that can be accessed online. The Cleaning Checklist is a description of what is included with each of our services. The "By Request" column lists services that are optional and may cost extra.

The consultation is a time for all parties to meet and share information regarding the in home service. Please note that not all cleaner-client matches are appropriate and that is ok. It is important to Gaia Home Services LLC that all parties involved feel comfortable. Gaia Home Services LLC reserves the right to refuse service for any reason.

Our Clientele

Gaia Home Services LLC provides home and office cleaning services to residents of Tacoma Washington as well as some of the outlying areas such as Puyallup, Graham, Gig Harbor and South Seattle. There is a mileage charge for areas outside the Tacoma city limits.

Approximately 75 percent of our client base has two adults that both work away from the home as well as small children and pets. Gaia Home Services LLC caters to families with small children and pets and knows how toxic chemicals and synthetic scents can affect the respiratory systems of young people and animals as well as the respiratory systems of adult people with allergies and chemical sensitivities.

Most of our clients are concerned about the environment and are looking for new ways to relieve the strain they place on our planet as well as the stress of maintaining a busy household.

Gaia Home Services LLC Will:

- Use products that are environmentally friendly, completely bio-degradable, contain no phosphates, and contain naturally occurring, yet gentle and hard working cleaning agents.
- Use custom designed scented or completely unscented products, to the customer's preference, using all natural, plant derived essential oils.
- Maintain complete confidentiality as well as maintain client's keys and alarm codes in a safe and locked area.
- Give you a set time for your cleaning.
- Provide you with a receipt for services.
- Work around family members (with advance notice, see **Safety**), including pets.
- Bring in mail and newspapers, if asked.

Gaia Home Services LLC Will Not:

- Provide services other than cleaning or what is stated in home services.
- Operate your motor vehicle.
- Move heavy items.
- Let in other service people such as meter readers, postmen, cable guy, neighbors, etc.
- Access your phone or answering machine.
- Sell or share residential or email addresses or names with any other company or service providers.

Hours of Operation

Gaia Home Services LLC generally provides services between 8am and 6pm, Monday through Friday. However, we know the importance of flexibility in today's busy world and are willing to negotiate weekend cleanings. Feel free to phone or email Gaia Home Services LLC anytime. We will generally get back to you within one business day.

Inclement Weather

Gaia Home Services LLC will provide limited or delayed services during severe weather. It is possible that at times no service shall be provided depending on snow patterns or other extreme weather conditions. We will contact you to reschedule as soon as possible.

All visits during a period of inclement weather will be on an hourly advisory status completely dependent on driving conditions. During a declared weather emergency the hourly advisory time may be altered.

Safety

Gaia Home Services LLC asks that you inform trustworthy neighbors, relatives or neighborhood watch organizations that there will be a housecleaner on your property. Doing so can save time and embarrassment on the part of the police, fire department and the housecleaner.

Please notify Gaia Home Services LLC in advance (at least 24 hours) of any person or people who may be in your home at the time of the housecleaning service. This includes family members, service contractors, repair personnel, and so forth. Gaia Home Services LLC reserves the right to reschedule any visits that may coincide with another service provider or houseguest.

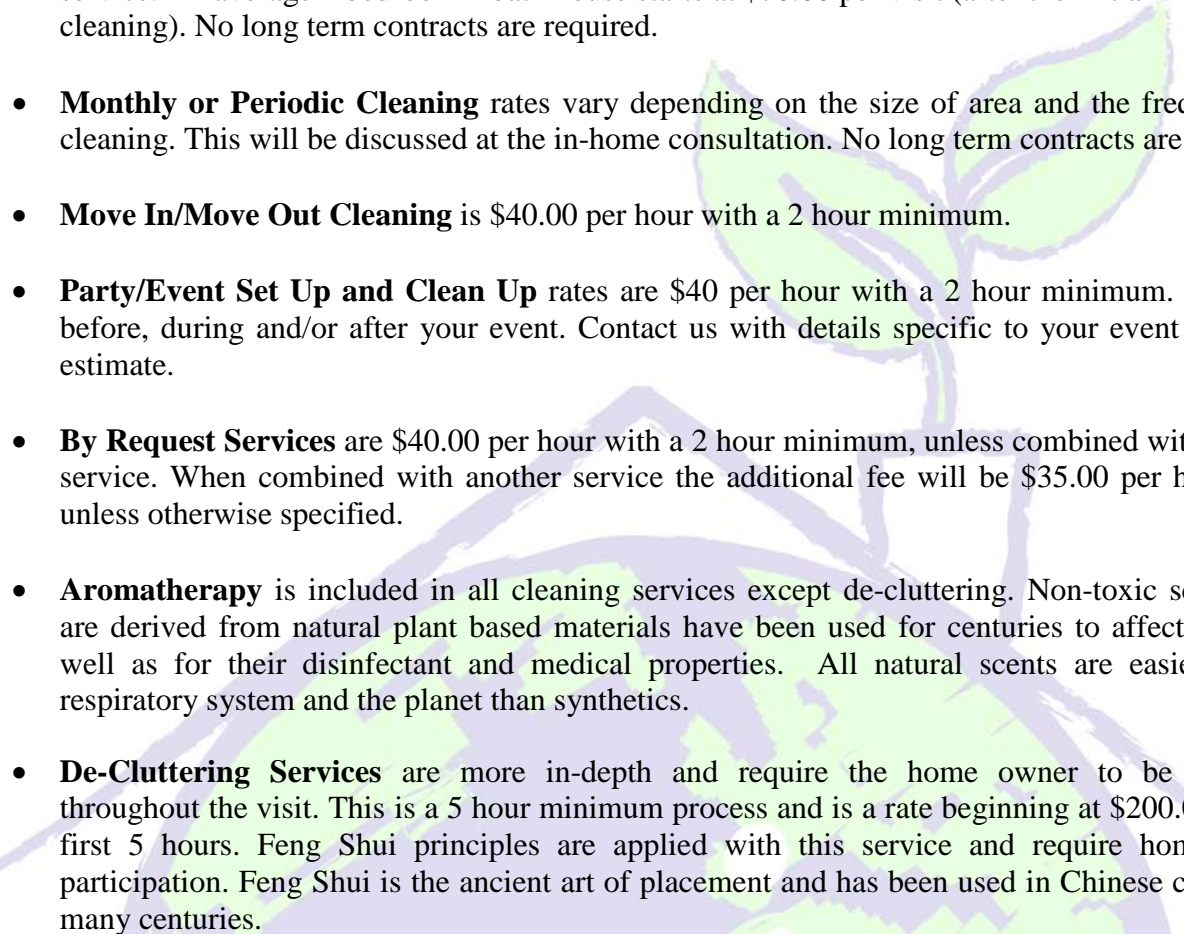
Pets

Pets often become nervous around new people in the home. Please consider your pets' well being as vacuums and other loud devices might be used. Let Gaia Home Services LLC know in advance if you are a pet owner and they require any special consideration.

Rates

Gaia Home Services LLC is committed to helping people who want to make a positive change in their lives, be it housecleaning, purging clutter, or living greener. Rates and services may be customized to fit a budget because at Gaia Home Services LLC, we want not only to make your home a better place but, on a larger level, we strive to make the planet a healthier place and strongly believe that should be affordable to everyone.

- **Initial in-home consultations are free of charge.**
- **First Time Cleaning/Deep Cleaning** is a flat rate depending on the size of the area to be cleaned. Although most jobs can be done in 4 hours, some can take up to 8 or more hours depending on the size of your home or office.
First Time Cleanings may need to be divided into two sessions depending on the amount of cleaning necessary. We will do as much or as little cleaning as you want. We give added care with furniture, breakables and collectibles.

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- **Weekly or Bi-Weekly Cleaning** rates are determined by the size of house and the frequency of service. An average 2 bedroom 1 bath house starts at \$70.00 per visit (after the initial first time cleaning). No long term contracts are required.
 - **Monthly or Periodic Cleaning** rates vary depending on the size of area and the frequency of cleaning. This will be discussed at the in-home consultation. No long term contracts are required.
 - **Move In/Move Out Cleaning** is \$40.00 per hour with a 2 hour minimum.
 - **Party/Event Set Up and Clean Up** rates are \$40 per hour with a 2 hour minimum. We clean before, during and/or after your event. Contact us with details specific to your event to get an estimate.
 - **By Request Services** are \$40.00 per hour with a 2 hour minimum, unless combined with another service. When combined with another service the additional fee will be \$35.00 per hour extra unless otherwise specified.
 - **Aromatherapy** is included in all cleaning services except de-cluttering. Non-toxic scents that are derived from natural plant based materials have been used for centuries to affect mood as well as for their disinfectant and medical properties. All natural scents are easier on the respiratory system and the planet than synthetics.
 - **De-Cluttering Services** are more in-depth and require the home owner to be available throughout the visit. This is a 5 hour minimum process and is a rate beginning at \$200.00 for the first 5 hours. Feng Shui principles are applied with this service and require home owner participation. Feng Shui is the ancient art of placement and has been used in Chinese culture for many centuries.

Things pile up in our homes and can have an adverse affect on our moods and health. De-cluttering is using the art of placement to rearrange things and purge things that are no longer of use. Having someone from outside the situation, looking at things from a different perspective can have wonderful benefits.

- **Green Living Consultation** is part of our commitment to making the micro environment of your home as healthy as possible thereby influencing the macro environment of the entire planet. This could be services as simple as switching your cleaning products with natural based recipes to advice on installing more energy efficient appliances or providing information on other local environmentally friendly services. Rates will be discussed at consultation.

Services Checklist

All services are custom designed to fit your home and your needs. This checklist is a general guide to standard services at standard rates.

	Regular Cleaning (weekly or bi-weekly)	First Time Cleaning/ Deep Cleaning	Move in / Move out Cleaning	By Request Services
General				
Sweep and mop all hard floors	X	X	X	
Dust all furniture	X	X	X	
Dust baseboard	X	X	X	
Dust window sills and ledges	X	X	X	
Remove all trash	X	X	X	
Reline waste baskets	X	X	X	
Remove all cobwebs	X	X	X	
Spot clean walls	X	X	X	
Spot clean doors	X	X	X	
Dust venetian blinds		X	X	X
Clean front door and light fixtures at the door			X	X
Clean inside every cupboard and drawer			X	X
Clean inside every closet and closet shelves			X	X
Sweep all patios and decks			X	X
Dust ceiling fans and light fixtures			X	X
Kitchen				
Clean and sanitize sink and countertops	X	X	X	
Clean outside of appliances	X	X	X	
Clean inside of microwave	X	X	X	
Clean stove top	X	X	X	
Disinfect floors	X	X	X	
Clean all cabinet fronts	X	X	X	
Clean light fixtures			X	X
Clean oven			X	X
Clean inside of refrigerator			X	X
Replace stove top burner drip pans				X
Bathroom				
Clean and sanitize sink and countertops	X	X	X	
Clean and sanitize shower and/or tub	X	X	X	
Clean mirrors	X	X	X	
Disinfect bathroom floors	X	X	X	
Clean and disinfect in and around toilet and sink	X	X	X	
Clean all cabinet fronts	X	X	X	
Clean light fixtures		X	X	X
Living room and dining room				
Vacuum rugs	X	X	X	
Clean light fixtures	X	X	X	
Dust furniture	X	X		
Dust shelves, art, knick-knacks		X		X
Vacuum upholstered furniture		X		X
Clean ceiling fans			X	X
Miscellaneous				
Dust heater vents		X	X	X
Window washing (inside only, below 7' high)		X	X	X
Sweep all patios and decks			X	X
Change sheets				X
Wash dishes				X
Fold laundry				X
Clean cat litter box				X
Walk dog				X

Cancellations

Please phone or email as soon as possible for all cancellations.

Cancellations by the client with less than 48 hours notice will result in a \$50.00 fee.

In the rare event that services are cancelled by the company, they will be rescheduled at the client's earliest convenience. Gaia Home Services LLC and its employees may have emergencies as well including severe inclement weather. The client will be informed of any changes at the earliest time possible. Please let us know how you prefer to be contacted if a cancellation must occur.

Multiple cancellations on the part of the client may possibly lead to cessation of service.

Billing and Payments

Payment is requested at the time of service. We accept cash, check, or money order.

Please make checks out to Gaia Home Services LLC.

Please do not postdate checks or money orders.

A receipt will be left for the client.

Occasionally we barter for services. If you have a professional service that you think may be of use to us please feel free to ask about a trade. Reciprocity is one way that communities can help each other, especially in tough economic times.

Late Payments

A \$30.00 fee will be imposed for returned checks and closed accounts. In case of frequent late payments Gaia Home Services LLC reserves the right to terminate service. You are also responsible for any daily late fees that accrue until the account is brought up to date.

Referrals

Gaia Home Services LLC offers a \$10.00 one-time discount for all completed referrals. This is our way of saying thanks to our committed and happy clients.

References

References are available on request. Please feel free to ask for them.

Contracts

No contract is required unless you wish to lock in your rate for a 6 or 12 month period. If you want to have a contract, here are the details: Gaia Home Services LLC updates contracts at the beginning of each year. You will always receive a copy of the new contract. Contracts can be negotiated for a 6 month period or a 12 month period of time. New contracts will be available in the month of December. This allows the client time to review the contract before the New Year. Ask for this service and it will be provided.

Community and Education

Gaia Home Services LLC is committed to making the Puget Sound area a safe and clean place for humans as well as wildlife by educating our clients and the community on green cleaning practices and the importance of consumer choices.

We support these local organizations and encourage all to do what they can to make Tacoma and our world a little cleaner:

- [Citizens For A Healthy Bay](http://www.healthybay.org) - www.healthybay.org - (253) 383-2429.
- [Puget Creek Restoration Society](http://www.pugetcreek.org) - www.pugetcreek.org - (253) 779-8890
- [Earth Economics](http://www.eartheconomics.org) - www.eartheconomics.org - (253) 539-4801

General Information

Gaia Home Services LLC is licensed with the State of Washington and the City of Tacoma.

Gaia Home Services LLC is insured thorough:

Farmers Insurance

Chris Moore, agent
424.656.0555
8009 S 180th Suite 102
Kent, WA 98032

and bonded through:

CBIC Insurance

206.622.7053
1213 Valley Street
Seattle, WA 98109
Bond #SI3025

Proof of Certificates are available on request.



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