SERVICE GUIDE

Build Your Care

Individually quoted

Your priorities may not follow a standard room list. Build Your Care starts with the spaces you would like considered and the tasks that matter there. We help turn that selection into one clear written scope, whether you are exploring a single visit or an agreed recurring care rhythm.

How we approach your care

Together we identify the selected areas, task quantities and preferred rhythm. We then review size, materials, condition, safe access, travel and timing before choosing suitable methods and preparing the proposal. For example, selected downstairs floors and bathroom surfaces can be described precisely without treating all upstairs rooms as included. The team prepares for the accepted selection.

Your selected care

- Only the named rooms, floors or areas in the written order.
- Selected routine surfaces, dusting, floor care or individually assessed detail tasks.
- Agreed quantities, material limits and preparation instructions.
- A one-time, weekly, biweekly or monthly rhythm only as confirmed in the plan.

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A clear plan, prepared together.

What to expect

A tailored plan is still a defined service. It sets practical expectations for the selected materials and current condition. Changes in priorities or condition can be reviewed in advance; unused tasks are not exchanged for unrelated work during a visit.

Before we arrive

Share the rooms, tasks and frequency you are considering. Identify delicate materials, existing damage, pet concerns and access restrictions, then clear the surfaces confirmed in the written plan.

Outside this selection

- Automatic whole-home coverage, extras, specialty services or ongoing access permission.
- Changes to rooms, tasks or frequency without a reviewed and signed revision.

Your individual proposal

We prepare your quote around the selected tasks and quantities, material, condition and safe access. Square footage helps us plan, while the work your home actually needs shapes the final scope and price. Your written quote confirms those details and shows any applicable tax.

A comfortable, safe visit. Please secure valuables and fragile items and clear the agreed work areas. We do not move heavy furniture, loaded tables, appliances or pet enclosures. Pet waste, litter boxes, bowls, toys, bedding and other pet belongings are not cleaned, moved or handled. Keep pets safely away. Blocked or unsafe areas are reported as not performed.

Clear boundaries. Window care is limited to expressly agreed accessible interior glass, sills, frames and blinds where the service includes it. Tracks, channels and exterior window work are excluded. Material limits apply; complete removal is not guaranteed. New cleaning orders exclude laundry, dishes, organizing, closet and storage interiors, and handling décor or valuables.

Your plan stays clear. Your written order identifies the chosen work. There are no on-site additions or room/item exchanges. Advance changes require review and signatures from you and an authorized company representative before changed work. We respect stop-work instructions immediately. Your agreement governs scheduling, payment and rights; previously accepted terms remain protected.