Frequently Asked Questions

Residential • Commercial • Property Services

Find answers to common questions about our services, scheduling, pricing, and what to expect. We provide personalized cleaning solutions designed around your property and priorities.

About Our Services

What areas do you service?

We serve the Portland Metro area and surrounding Oregon communities. Availability depends on location, scheduling, and service type. Contact us with your address to confirm coverage.

What types of services do you offer?

Our services include recurring residential cleaning, deep cleaning, move-in/move-out cleaning, office and commercial cleaning, post-construction cleaning, short-term rental turnovers, Mommy Helper household assistance, and property cleanouts or junk removal. Specific services and availability are confirmed during quoting.

What is the difference between standard and deep cleaning?

Standard cleaning helps maintain a tidy, consistently clean space through regular attention to commonly used rooms and surfaces. Deep cleaning allows for more detailed work and additional areas. Your estimate will specify the tasks included; items such as oven interiors, refrigerator interiors, or cabinet interiors may require add-on service.

Can I customize my cleaning?

Yes. Tell us your priorities, problem areas, and any requested add-ons when asking for a quote. We will outline the agreed scope of work before your appointment.

Do you offer one-time and recurring appointments?

Yes. We offer one-time cleaning as well as recurring schedules, including weekly, biweekly, and monthly service, subject to availability.

Estimates, Scheduling & Payments

How do I request a quote or book service?

Contact us through our website, by phone, or by email. We may ask about the property size, condition, service needs, and access. Some specialty jobs may require photographs or a walkthrough. Your appointment is confirmed after the scope, price, and schedule are agreed upon.

How is pricing determined?

Pricing reflects the property size, current condition, cleaning type, frequency, accessibility, and requested extras. Specialty projects may receive a customized estimate. Any changes to the agreed scope should be discussed before additional work begins.

How long will my cleaning take?

Time varies based on the size and condition of the property and the selected service. We can provide an estimated service window when booking, but actual duration may vary.

What payment methods do you accept?

We currently list major credit/debit cards and ACH as accepted payment methods, with invoicing available for commercial clients. Please confirm payment arrangements and due dates when scheduling.

What if I need to cancel or reschedule?

Please contact us as soon as possible. Cancellations within 24 hours of the scheduled appointment may incur a fee, as described in our Terms & Conditions. Any applicable charge will be communicated according to the agreed booking terms.

Do you offer recurring service discounts or require deposits?

Any recurring-service pricing, minimum charges, or deposit requirements will be stated in your individual estimate or booking agreement.

Before & During Your Cleaning

Do I need to be home?

No. You may arrange approved entry instructions in advance. Please provide accurate access details and let us know about alarms, gates, parking restrictions, or lock-up requirements. Access information is used only to perform your service.

Do you provide cleaning products and equipment?

Yes, standard cleaning supplies and equipment are provided. Please notify us in advance of sensitivities, preferred products, or surfaces requiring special care. Specialty product requests may depend on availability and suitability.

How should I prepare?

Please secure valuables and important documents, make surfaces reasonably accessible, and share any relevant instructions. If clutter removal or tidying is needed, ask whether it can be added to your service. For move-out and deep cleaning, preparation requirements depend on the agreed scope.

Can pets stay home during service?

Yes, provided pets can remain safe and comfortable. Please tell us about pets in advance and secure animals that could interfere with cleaning or access.

Will you move furniture?

Small, lightweight items may be moved when safe to do so. Heavy furniture, large appliances, fragile collections, and other difficult-to-move items are not included unless specifically agreed upon.

Are there tasks you cannot perform?

Certain conditions may require a specialist or a revised scope, including suspected hazardous materials, biohazards, extensive mold, or active pest infestations. We will discuss any safety or service limitations before proceeding.

Specialty & Business Services

Do you provide office and commercial cleaning?

Yes. We can discuss recurring or project-based cleaning for offices, businesses, and managed properties. Scheduling, after-hours access, frequency, and task lists are determined for each property.

Do you work with property managers and landlords?

Yes. We offer move-in/move-out and turnover cleaning options for rental properties. Multi-unit scheduling, property-specific checklists, and other requirements can be discussed when requesting an estimate.

Do you clean short-term rentals?

Yes. Turnover services may include cleaning and presentation of the property between guests. Linen changes, restocking, and staging should be requested in advance and included in the quote if available.

What is Mommy Helper service?

Mommy Helper is household support focused on tasks such as light tidying, laundry, and agreed-upon housekeeping assistance. Available tasks and service boundaries are confirmed when booking; it is not a substitute for childcare unless separately offered and agreed.

Do you provide post-construction cleaning or property cleanouts?

We offer project-specific cleaning and cleanout options. Please describe the site, debris, access, and desired outcome so we can determine whether the work falls within our services and provide an appropriate quote.

Quality, Privacy & Gifts

What if I am not satisfied with the cleaning?

Please contact us within 24 hours of completion and describe any concern with work included in the agreed scope. We will review the issue and, where appropriate under our service terms, arrange a correction at no additional charge.

Are you insured and bonded?

Please contact us for current insurance and bonding information. We can clarify the coverage applicable to your service before booking.

Do you take before-and-after photos?

We may document work for quality assurance, subject to applicable permissions and privacy practices. We will not use identifiable photos of your property in public marketing without your consent. Please let us know if you have photo restrictions.

Do you offer gift certificates?

Gift certificates may be available for eligible cleaning services and special occasions. Ask about current certificate options, redemption requirements, and applicable terms before purchasing.

Contact Tidy Space

Questions, quotes, or scheduling: info@tidyspacecleaningservices.com | (503) 694-9508

Serving Portland Metro and surrounding areas. Service availability varies by location.

Owner Review Notes — Remove Before Publishing

The FAQ above is rewritten for customers. Confirm the following before using it publicly; edit the relevant answers to match your actual operations and Terms & Conditions.

☐ **Service list** — Confirm that junk removal, property cleanouts, Mommy Helper, and all listed specialties are currently offered.

☐ **Geographic coverage** — Replace broad coverage with verified cities or a service-radius statement if desired.

☐ **Insurance and bonding** — Original FAQ stated both were in place. Verify active coverage and update the answer to a definite statement only when confirmed.

☐ **Payments and deposits** — Verify card/ACH acceptance, invoice eligibility, payment timing, minimum fees, and deposit rules.

☐ **Cancellation policy** — Original FAQ says cancellations within 24 hours may incur a fee. Specify fee and exceptions consistently with your Terms & Conditions.

☐ **Satisfaction guarantee** — Original FAQ promises a return visit at no cost if contacted within 24 hours. Confirm the exact remedy and scope before making a blanket promise.

☐ **Photo policy** — Align the consent and opt-out wording with your privacy policy and actual photo procedures.

☐ **Short-term rental services** — Confirm whether linen service, restocking, and staging are offered and how they are priced.

☐ **Gift certificates** — Confirm sales availability, terms, and any restrictions before publishing.

☐ **Mommy Helper** — Define included tasks, exclusions, minimum duration, and whether childcare is explicitly excluded.