

# **Tidy Space Cleaning Services – Frequently Asked Questions (FAQ)**

## **General Questions**

### **What areas do you service?**

We proudly serve homes, businesses, apartment complexes, and property management companies throughout the local region. Service areas may expand based on availability.

### **What types of cleaning services do you offer?**

We provide routine maintenance cleanings (daily, weekly, bi-weekly, monthly), deep cleanings, move-in/move-out cleanings, post-construction cleanings, and compassionate hoarder/specialty cleanouts.

### **Do I need to be home during the cleaning?**

No. Many clients provide access instructions, door codes, or keys. All access information is stored securely and used only for service purposes.

### **Do you bring your own supplies and equipment?**

Yes. We provide all standard cleaning products and equipment. If you prefer eco-friendly or specialty products, we can accommodate requests.

## **Scheduling & Appointments**

### **How do I book a cleaning?**

You can schedule through our website, by phone, or by email. Recurring clients may also request standing appointments.

## **How long will my cleaning take?**

Duration depends on the size of the space, service type, and condition. We provide time estimates during booking.

## **Can I request the same cleaner each time?**

We do our best to maintain consistency, though staffing and scheduling may vary.

## **Pricing & Payments**

### **How do you determine pricing?**

Pricing is based on home size, service type, frequency, and condition. Specialty services may require custom quotes.

### **What payment methods do you accept?**

We accept major credit/debit cards, ACH, and invoicing for commercial clients.

### **Do you charge cancellation fees?**

Yes. Cancellations within 24 hours of the appointment may incur a fee, as outlined in our Terms of Service.

## **During the Cleaning**

### **What should I do before the cleaners arrive?**

Light tidying helps us focus on detailed cleaning. For deep cleans or move-outs, no prep is required.

### **Do you clean while pets are home?**

Yes, as long as pets are secured and comfortable. Please let us know about any special instructions.

## **Do you move furniture?**

We move small, lightweight items. Large or heavy furniture may require special arrangements.

## **Quality & Satisfaction**

### **What if I'm not satisfied with the cleaning?**

Contact us within 24 hours and we'll return to address any concerns at no additional cost.

### **Are you insured and bonded?**

Yes. We carry liability insurance and bonding for your protection.

## **Specialty Services**

### **Do you offer hoarder or extreme cleanouts?**

Yes. We provide compassionate, judgment-free hoarder and specialty cleanouts. These services require a consultation and separate agreement.

### **Do you clean short-term rentals (Airbnb/VRBO)?**

Absolutely. We offer fast-turnover cleaning, linen service, restocking, and host-ready staging.

## **Photo Policy**


### **Do you take before-and-after photos?**

We may take non-identifying photos for quality assurance and training. Photos are never shared publicly without client consent. Clients may opt out at any time.

## Contact

For questions, quotes, or scheduling:

 [info@tidyspacecleaningservices.com](mailto:info@tidyspacecleaningservices.com)

 (503) 694-9508

 Proudly serving Portland Metro area and surrounding areas.