

LIFE IS MESSY. WE MAKE IT EZ.

Welcome to Take It EZ.

Your home. Your priorities. A clear plan before we begin.

Thank you for choosing Take It EZ Housecleaning & More. This packet explains how we confirm your cleaning, how home condition affects time, what we need to know about products and surfaces, and what to expect on service day.

No shame.

Honest condition details help us plan.

No surprise changes.

We discuss added time or cost first.

No guessing.

Tell us when a material or finish is unknown.

Your quote is based on what we know before arrival.

Overall room photos are helpful, but they often hide grout, corners, floor edges, pet hair, grease, soap scum and mineral buildup. Please send honest close-ups before the appointment. A walkthrough helps confirm the plan; it does not turn a fixed estimate into unlimited labor.

Standard service minimum: \$160, unless your written quote confirms an exception.

Little Help: \$40 per cleaner-hour with a two-person team (\$80 for one hour; \$160 for two hours). Your written quote, agreed scope and approved updates set the final price.

Customer: _____

Service date: _____ Confirmed arrival window: _____

Confirmed quote / range: _____ Included add-ons: _____

How condition changes the plan

These descriptions are judgment-free. They help us reserve enough cleaner-hours and decide whether the goal is maintenance, a first reset, a detailed clean, or restoration-level work.

Condition	What it can look like	Planning effect
Light / maintained	Ordinary dust, a few crumbs, light water spotting; surfaces are accessible.	Usually fits routine methods and the quoted scope.
Moderate buildup	Visible pet hair, dust on edges, soap scum, grout discoloration, kitchen residue, or several areas needing extra passes.	May need more time or a narrower priority list.
Heavy / time-intensive	Thick mineral or soap buildup, caked grease, heavy hair/dust/crumbs, darkened grout, or clutter blocking surfaces.	Requires a revised quote, added cleaner-hours, reduced scope, or separate work.
Possible damage / specialist issue	Etching, permanent staining, failed caulk/sealer, mold-like growth, cracked glass or damaged finishes.	We document and may skip the area; cleaning cannot promise restoration.

A deep clean describes the level of detail in the approved scope. It does not mean every buildup level or every room is included for unlimited time.

If the condition is materially different from the information used for the estimate, we pause before changing the plan. You choose: approve added time/cost, keep the current budget and prioritize, or reschedule a revised service.

We do not increase the price or perform unapproved added work without your approval.

Which examples look closest?



Illustrative examples—not a diagnosis, guarantee or automatic price category. Actual labor depends on the amount, material, accessibility and rooms involved.

Please tell us:

- ☐ SHOWER / TUB: light, moderate, heavy / time-intensive, not sure
- ☐ KITCHEN GREASE / CRUMBS: light, moderate, heavy / time-intensive, not sure
- ☐ PET HAIR / DUST: light, moderate, heavy / time-intensive, not sure
- ☐ CLUTTER: surfaces open, some items to work around, surfaces/floors blocked

Rooms / exact areas: _____

What is most important if time is limited? _____

Send close-ups of: shower/tub + grout; stovetop + backsplash; corners/floor edges; baseboards; under accessible furniture; pet-hair areas; and any heavy buildup.

Products, scents & sensitivities

Different customers want different things. Please do not assume we will remember a preference that has not been recorded. Complete this even if you have no restrictions.

Preference	Choose / describe
Bleach	☐ Prefer where compatible and company-approved ☐ Okay ☐ Avoid
Finishing scent	☐ Light scent is welcome ☐ No finishing fragrance
Products/scents you love	_____
Products/scents you dislike	_____
Sensitivities / allergies / breathing concerns	_____
Customer-supplied product	Name + exact surface + manufacturer directions: _____

Important: A preference for bleach or fragrance is not automatic approval for every surface. We still follow the product label, the surface manufacturer's care directions, company safety rules and the agreed scope.

No product preference / sensitivity known: ☐

If your preference changes, tell us before the next visit so we can update your home profile.

Never combine cleaners or ask the team to use an unlabeled mixture.

Special finishes, damage & do-not-touch areas

Tell us what you know. If you are unsure, write **NOT SURE** rather than guessing.

Check	Surface or condition	Room / instructions
☐	Natural stone: marble, travertine, limestone, slate, granite, quartzite	
☐	Unsealed stone, concrete, wood, or worn/damaged sealer	
☐	Coated shower glass, specialty metal, refinished tub/fixture	
☐	Waxed/oiled floor, antique furniture or delicate finish	
☐	Cracked/chipped glass or mirror; loose tile/grout/fixture	
☐	Peeling finish, leak, unstable item, sharp edge or existing damage	
☐	No special finish or damage known to me; arrival check still required	
☐	Not sure—please review before cleaning the affected area	

Exact location + material/finish + required care: _____

Items/areas not to clean, move or touch: _____

The team may pause an affected area until a safe method is confirmed. "None known" does not mean every cleaner, tool or product is safe.

What happens before and during your visit

When	What happens
Before confirmation	We review home size, service type, condition, priorities, photos, pets, access and add-ons. We confirm the quote/range and arrival window.
Before arrival	You send close-ups and report condition or access changes. Secure aggressive pets and put away valuables, medicines and private documents.
Arrival check	We verify the approved scope and significant condition changes. If new work is needed, we explain the choice before proceeding.
During cleaning	We start with the agreed room order and customer priorities. Each room is closed out, including its compatible floor and a self-check.
If time is limited	We use the authorized cleaner-hours on the agreed priorities. Unfinished or changed work is documented; a quote is not unlimited labor.
Before departure	The team performs a room-by-room check and reports relevant condition, damage, safety or scope issues.

Access / parking / gate instructions: _____

Pets and where they will be during service: _____

Top three priorities: 1) _____ 2) _____ 3) _____

Please keep your phone available at the number on your booking in case the plan needs confirmation.

Scope, safety & follow-up

Included work follows your quote. Up to 5 minutes of dishes is included; additional dish work starts at \$10. Oven/fridge interiors, linen changes, interior windows, heavy buildup and organizing are extras unless included. Added work and prices require your approval.

Conditions that may pause or end work

- ☐ Active German cockroach activity or evidence that could transfer between homes
- ☐ Suspected mold, bodily fluids, needles, weapons or another unsafe condition
- ☐ Aggressive or unsecured animals
- ☐ Cracked glass, damaged finishes, unsafe fixtures or unknown surface requirements
- ☐ Construction debris, pest treatment, restoration, or work outside the approved scope

The team does not provide pest-control, mold-remediation, biohazard or repair services.

Our 24-hour correction process

If an agreed area was missed, contact Melissa within 24 hours with the room/task and a photo when useful. We will review the work order and arrange an appropriate correction. This applies to missed approved work; it does not add unquoted rooms, restoration, permanent stain/damage removal, or tasks not included in the service.

Questions, changes or close-up photos: call or text Melissa at **210-907-1533**.

Your home profile

Complete the separate fillable Home Profile so the team can see your priorities, access, pets, product preferences, special finishes, existing damage and do-not-touch areas.

Customer	_____
Best phone	_____
Service address	_____
Preferred contact	☐ Text ☐ Call ☐ Email
Condition photos sent	☐ Yes ☐ Not yet ☐ Not sure what to send
Home profile returned	☐ Yes ☐ Not yet
Final quote confirmed	☐ Yes Amount/range: _____
Arrival window confirmed	☐ Yes Window: _____

Customer acknowledgment

To the best of my knowledge, I have disclosed material buildup, blocked areas, product/scent preferences, special surfaces, existing damage, pets and safety conditions. I understand that a material difference may require an approved price/time change or a prioritized scope, and that cleaning cannot guarantee restoration of permanent staining, etching, damaged finishes or unsafe surfaces.

Customer name / typed acknowledgment: _____

Date: _____

Thank you for helping us plan honestly. The goal is simple: no surprises for you, no impossible promise for the team, and the best use of the time you approve.