



### *About Us*

Partners In Grime has been the area's premier house cleaning service since 1978. We service clients in Kansas City, Johnson County and Lee's Summit. We are locally owned and operated, not a franchise. It is our mission to provide you a thorough, consistent, dependable cleaning with complete peace of mind. Over 20% of our clients have been with us 10 years or more.

### *We provide:*

- Weekly, bi-weekly, monthly or occasional
- Move-in and move-out cleanings
- Construction / remodeling cleanings
- Special occasions
- Customized cleanings

## **GET A FREE HOUSE CLEANING**

**It's easy. Just tell a friend about us. If they become a regular weekly or bi-weekly client, you receive a FREE cleaning. No limit on the number of free cleanings.**

### *Our general services include:*

- Clean & polish bathroom sinks & counters
- Clean & disinfect bathroom floors, toilets, tubs & showers
- Dust window sills & blinds
- Dust furniture
- Dust picture frames & ceiling fans
- Dust baseboards
- Vacuum upholstered furniture
- Make beds / change linens
- Clean & disinfect kitchen sink & counters
- Wipe down cabinet doors
- Mop kitchen floor
- Clean outside of all appliances
- Clean inside of microwave
- Vacuum carpets & stairs
- Portovac & wet mop hard surface floors
- Empty trash throughout house
- Remove cobwebs
- Clean glass entry doors & sliding glass doors
- Optional & customized services available upon request





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**Thank You for Scheduling.  
Your Appointment Time Is:**

# What to Expect

What you need  
to know  
about our  
services...

House cleaning...  
*right  
down  
to the  
details...*



**Since 1978...**



# Let's Get Acquainted

## FAQ'S about our services...



### *How do I know I can trust the people you send to my home?*

We are very particular about the people we hire. We screen them very carefully and conduct scrupulous background checks. Our employees are bondable and our team leaders provide thorough supervision. We can provide references to homeowners and will be glad to answer any other specific questions about our staff. If there are any losses or breakage during cleaning, we will be fully responsible.



### *Do you always send the same people?*

Since we work in teams of two or three, we strive to send at least one of the same people to your home each time. There are times when vacation, illness or scheduling conflicts prevent this, but we try to make it as infrequent as possible.

### *Do I need to supply cleaning products?*

No. We will bring our own cleaning supplies and equipment. Our supplies are safe for use in homes with children and/or pets. We will be pleased to accommodate you if you wish us to use your preferred supplies.

### *Do I need to make arrangements for my pets to be out of the house?*

No. Our employees are comfortable with pets, as long as the pets feel the same way! We'd like to get to know your pet if possible, especially the first time we come to clean your house. Please let us know of any pet needs or arrangements you might have in mind.

### *How do I pay for my cleaning?*

Most clients find it convenient to leave a check, payable to Partners In Grime, on the kitchen table or counter top. **Payment is required on the day of each visit.** Visa, MasterCard and debit cards are also accepted. One-time cleanings require a credit card payment. For your convenience, a credit card number may be left on file with us to use for each cleaning. A \$20 fee is applied to all returned checks.

### *Do I have to sign a contract?*

No. There are no contracts to sign. We're happy to earn your business each time we clean. If you are happy, tell a friend. If you are unhappy, call us immediately.

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

Our goal is to give you the best cleaning possible each time. Although at times we wish they were, our employees are not infallible. If something is missed or not done to your satisfaction, call us by 11am the next day and we will correct it for free or give you credit towards your next cleaning.

### *What happens if one of your cleaning staff gets injured in my home?*

Our employees are fully covered by Worker's Compensation insurance and all on-the-job injuries are covered under this system. You and your insurance carrier are not involved.

### *Do I have to tip the cleaners?*

No. It is not required or expected. If you are pleased with the work done and would like to tip the cleaners, they love the show of appreciation.

### *What if my regular cleaning day falls on a holiday?*

If your cleaning falls on a major holiday we will contact you approximately 2-3 weeks ahead of time to reschedule the cleaning.

### *Do I need to pay taxes if I hire a housecleaner?*

Only if you hire an individual. By using **Partners in Grime** you need not worry about paying Social Security, Workman's Comp, payroll withholdings or any other tax issues. We handle all the paperwork and pay all the taxes for our employees.

### *What if I need to cancel my appointment?*

Should it be necessary for you to cancel or reschedule your cleaning we ask to be notified as soon as possible. The income our employees earn is very often the sole or largest source of family income. When a cancellation occurs that doesn't allow time to replace it our staff is disappointed. Cancellations received less than 24 hours from time of service and lockouts will incur a \$25 charge.

### *What if Partners In Grime needs to cancel or reschedule my cleaning?*

Since we never use temporary or contract employees, it is possible that we might get caught short handed on a particular day due to illnesses or vacations. If we do call you to ask to reschedule your cleaning to a different day, your next cleaning will be half off.

