



FAQs

Frequently Asked Questions our service

Why should I select Lilly's as my house cleaning service?

Because we are different!

Our people make the difference; they value what they receive so they value you with gratitude. By sharing the ways of Lilly's doing business, you too contribute to a more balanced and fair way to treat the people who clean your home. What we give them, you will receive.

Our Quality Assurance Program gives you confidence that our High Quality Cleaning Standards are followed by our constantly trained employees who care about the work they do in your home.

We are completely committed to the continuous improvement of all our Procedures and Policies and invest in training and development of our employees in order to bring to the market the very best in professionalism and latest in industry trends

As a reflection of our Incentive Profit Sharing Program and our commitment to High Quality Cleaning Standards our percentage rate of complaints is less than 1%. That is unique!

Our employees feel valued and appreciated for their hard work and trustworthiness so they stay with us for really long time, 4, 6, 10, 14, 16 years and mainly they are friends or family among them, so we have peace of mind.

Our high retention of client is our success; a lot of them have been with us since the beginning.

In addition, Lilly's does not use a "rotational system" which only cleans part of your house at each visit. Our cleaning program cleans all areas of your home every time we provide our services [See Routine Cleaning Program Here](#).

Is Lilly's insured and bonded?

Yes, Lilly's carries full coverage for breakage or damage to home or office and contents. All employees are bonded for your peace of mind.

What happens if one of Lilly's employees has an accident in my home?

An accident or injury in your home during cleaning time is covered under our workers' compensation program and does not involve the homeowners insurance in any way.

What if something breaks while you're cleaning? Are you responsible?

Lilly's employees take the utmost care in cleaning your house. However, if something is accidentally damaged by our technicians, we will take responsibility for the damage. Lilly's carries liability insurance that protects you and will cover any damage to your home or property that accidentally is caused by Lilly's employees. [See Policies here.](#)

Do I have to be home when you clean?

Only if you wish to be home. Most of our clients give us a key as it is the most convenient way for them. All keys are identified by a code without a name and address attached to it. They are kept in a secure locked space in our office. Should you not wish to give us a key, we are happy to make other arrangements for access to your home or office.

Do you bring the cleaning supplies and equipment?

Absolutely! We bring everything we need to get your home sparkling!

How do I pay you?

We accept cash or check. We ask for payment on the day of service. Cash or check may be left on the counter for our crew leader to pick

up. In the event of a returned check, we reserve the right to assess a \$30 fee.

Will someone come to my home to give me an estimate?

We are happy to give you an estimate in your home or a rough estimate over the phone. Please call the office 301-990-4179 to schedule or submit the form on this site [clicking here](#).

How about references?

We gladly give references from our hundreds of satisfied clients. Please click here for reviews of our work. [click here](#)

Will you send the same cleaning crew each time?

We make every attempt to do that, however we may have the switch personnel in the event of an illness or vacation. If we send a substitute, you can be assured that we are sending a skilled, trained technician and there is always a supervisor in the home. The crew carries specific instructions about what we do in your home and the work is checked by the supervisor.

What should I do before you arrive?

- * Please remove any items that may delay our cleaning personnel in the cleaning of your home. This will maximize efficiency and minimize the time we spend cleaning your home.
- * Your children are your treasures and for their safety, we ask that they be supervised during our visit. Even though we use Eco friendly products and equipment, we don't want accidents harming your precious treasures.
- * We know also that your pets are important members of your family so we ask that you secure them for their safety as well as ours. Unfortunately we are not able to clean up after pets.
- * Entry into your home is necessary for us to do our work. We ask that we have access through a key or other prior arrangements that have been made with our office. If you have an alarm, we are happy to disarm it with the alarm code you give us or you have to option to leave the alarm off on cleaning day.

From time to time, our crews have arrived to find they cannot get into the home or office. We of course pay them for their time and in doing so bill our clients for 50% of the service that would have been performed.



Does Lilly's guarantee a quality service?

We offer a **100% satisfaction guarantee.**

We inspect our work before leaving your house. If, after your inspection, you find our service unsatisfactory, you can contact us within 24 hours so we can correct the issue the next day. Refunds are not offered.

We will correct any mistakes, because we want to do the right job.

Requests received by our office after that will be incorporated into your next house cleaning.

What are your hours of operation?

We are available to clean your home Monday through Friday from 8 a.m. to 4 p.m.

What is the frequency of your services?

We offer our services weekly, every two weeks and every four weeks or if you wish will do one time cleaning for you.

