



America's Finest Maid Service

WELCOME

MORE THAN CLEANING. PEACE OF MIND

Thank you for choosing us to care for your home.

This guide will help you understand what to expect from our team and how we work to make every visit simple, professional and worry-free.



Why Clients Choose Us



Why Families Choose You've Got Maids



Locally Owned



Fully Insured & Bonded



Hundreds of 5-Star Real Reviews



Professionally Trained Teams



Peace of Mind Guarantee

Our goal is not simply to clean a home. We help create a space that feels lighter, calmer, healthier, and easier to enjoy.



Mission and Values



OUR MISSION

Our mission is to deliver peace of mind and well-being through a cleaning service performed with excellence, care, and trust.

OUR VISION

To be a reference in cleaning services that promote inner peace, comfort, and a better quality of life for families and communities.

OUR VALUES

- ◆ Responsibility
- ◆ Care & Attention to Detail
- ◆ Trust
- ◆ Professionalism
- ◆ Excellence
- ◆ Empathy & Humanity



Supplies and Equipment



- ✓ We bring all supplies
- ✓ Professionally maintained vacuums
- ✓ Fresh microfiber cloths
- ✓ Sanitized equipment

- ✓ Eco-friendly options available

We offer eco-friendly cleaning products as part of our standard service, providing a safer and gentler option for your family, pets, and the environment.

Client-Provided Products:

- If you request that our team use products belonging to you, please note that You've Got Maids is not responsible for any damage, discoloration, or other issues that may result from the use of client-provided products or equipment.



Rescheduling and Cancellation



Business Hours:

Our team operates Monday through Friday, from 8:00 AM to 5:00 PM.



Our team may arrive:

- Up to 45 minutes early
- Up to 45 minutes later

This allows flexibility for traffic and service variations throughout the day.

Response Time:

We respond to all client emails and messages within 48 business hours.

Cancellation Policy:

Cancellations made at least 24 hours before your scheduled service will not incur a cancellation fee.

Cancellations made within 24 hours of the scheduled service may be subject to a cancellation fee.



Payment Terms



To keep the process simple and convenient:

- ✓ Payment is typically processed using the card on file after service completion.
- ✓ Zelle, Venmo and cash are also accepted.
- ✓ Reservation deposits may be required for Deep Cleaning, Move-In and Move-Out services.
- ✓ Any applicable deposit invoice will be sent before your appointment.

Billing:

An invoice will be sent to the client's email address upon completion of each service.

Payment Notice:

For your convenience, if payment is not received within 5 days, the outstanding balance will be automatically charged to the last card on file.

Confidentiality:

All payment and personal information provided is kept secure and confidential at all times.

Deep Cleaning, Move-In Cleaning, and Move-Out Cleaning services may require an advance reservation fee.



Satisfaction Guarantee



We want you to love coming home after we've been there.

If there is anything about your cleaning that doesn't meet your expectations, please contact us within 48 hours of your appointment. Our team will review the concern and work with you to make it right.

We are fully insured, professionally trained, and committed to delivering the level of care and attention your home deserves.

Thank you for trusting You've Got Maids with your home.

Client Signature: _____

Date: _____



What Clients Say



CUSTOMER VOICES

HEAR FROM OUR HAPPY HOMEOWNERS 



KATIE STRICKER



★★★★★ • 4 weeks ago

We've used You've Got Maids for years and always have a great experience. The same team cleans our house each time, they are efficient and know exactly what to do. Always fast responses for requests. Reasonable price, great job!



SHANNON OWINGS



Local Guide • 3 months ago

A deep clean that left us amazed! Booking is a breeze, and customer service is responsive. They did an excellent job and we will definitely keep coming back.



LINDA PIPER



Local Guide • 3 months ago

The initial deep cleaning was incredible. I haven't loved my home this much since I first walked into it. The biweekly maintenance is starting soon, and I can't wait. Thank you, Alice and team!



KATIE MILLER



★★★★★ • 4 weeks ago

Fantastic team that always does a great job. I love coming home to a clean house. Their flexibility is amazing – Alice is always a text away if we need to switch schedules.



ALYSSA SANTOS NEW



★★★★★ • 2 weeks ago

Easy to communicate with, very flexible with scheduling. They left my new home spotless and smelling so fresh! We're so grateful for their service and highly recommend them!



5-STAR SERVICE | YOU'VE GOT MAIDS



Cleaning Checklist

What's Included in Your Service

This checklist applies to your First Cleaning, Deep Cleaning, Move-In/Move-Out, and Recurring Service. It gives you a simple overview of the tasks we complete during every visit, so you always know what to expect.

Every Room:

- *Dust furniture, shelves, picture frames, blinds, ceiling fans & light fixtures*
- *Dust baseboards and door panels*
- *Remove cobwebs; clean mirrors, front door glass & sliding door glass*
- *Wipe light switches & door handles*
- *Light tidy-up: straighten blankets, pillows/cushions, decor items & clothing*
- *Vacuum carpets, rugs & upholstered furniture*
- *Vacuum and mop all hard floors, including reachable areas under furniture*
- *Empty trash bins and replace liners (when provided)*

Baseboards are dusted at every visit, and scrubbed clean with no dirt marks left behind during First Cleaning, Deep Cleaning & Move-In/Move-Out.

Light switches, door handles & door panel smudges are wiped during Recurring Service and First Clean, and scrubbed clean during Deep Cleaning & Move-In/Move-Out.

IMPORTANT NOTE

Additional time may be required depending on home's condition, buildup, pet hair, accessibility, or special requests.

Your service confirmation email will always contain the most accurate information regarding your appointment, pricing, and included services.



Cleaning Checklist

Kitchen:

- *Wipe counters, backsplash, table & chairs*
- *Clean exterior of all appliances; clean microwave inside and out*
- *Remove toaster crumbs; wipe down coffee maker & trays*
- *Clean & disinfect sink*
- *Hand-wash a few breakfast dishes left in the sink (cups, utensils, small pan)*
- *Load dishwasher*
- *Spot-clean cabinet fronts*
- *Empty trash & wipe trash can*
- *Vacuum & mop floors*

Light dishes are washed as part of your regular visit. A full sink load is available as an add-on Service.

For sanitation reasons, we do not wash baby bottles or feeding equipment. Interior of oven, refrigerator, freezer & dishwasher: included standard with Deep Cleaning & Move-In/Move-Out. Available as an add-on with Recurring Service and First Cleaning.

Bathrooms:

- *Clean & disinfect toilets, showers/tubs, and sinks*
- *Clean & shine mirrors and fixtures*
- *Wipe cabinet fronts; dust light fixtures & exhaust fan covers*
- *Wipe down and neatly arrange toiletries (creams, lotions & bottles)*
- *Fold or neatly arrange towels*
- *Empty trash, replace liners & wipe trash can*
- *Vacuum & mop floors*



Cleaning Checklist

Bedrooms:

- *Dust furniture, headboards, blinds, ceiling fans & light fixtures*
- *Make beds; change sheets when provided or requested*
- *Vacuum carpets, reachable closet floors & under beds*
- *Vacuum & mop hard floors*
- *Empty trash bins*

*The primary/master bed is always made as part of your service.
Beds in additional bedrooms are made by prior arrangement, Please see
Add-On Services.*

Laundry Room:

- *Wipe exterior of washer & dryer, and clean around the units*
- *Clean & polish sink*
- *Empty trash; vacuum & mop floor*

Interior of washer & dryer wiped clean during Move-In/Move-Out service.

Home Office:

- *Dust desks, chairs, computers, printers, furniture & decor*
- *Clean mirrors (if applicable); vacuum & mop floors and empty trash*

Please note: *We do not organize paperwork, files, or personal documents.
Trash & paper shredder bin: emptied only upon client request
Please confirm your preference with your service representative*



Cleaning Checklist

Porch, Patio & Garage (Upon Request):

- *Remove cobwebs; dust outdoor furniture & accessible surfaces*
- *Sweep or vacuum floors; light dust and debris removal*

Not included: *pressure washing, oil stain removal, heavy debris/leaf removal, or moving stored items.*

Move-In/Move-Out – Additional Standard Items:

These items are included standard with Move-In/Move-Out service only:

- *Interior of all cabinets and shelves throughout the home*
- *Interior of washer & dryer, wiped clean*

Reminder:

Please remove personal belongings and empty the refrigerator before our arrival.

Additional time may be needed if the home isn't fully ready when we arrive.

What We Don't Offer:

- *Pet waste, bodily fluid, or biohazard cleanup*
- *Mold remediation, chandelier or fireplace cleaning*
 - *Moving or lifting furniture over 20 lbs*
- *Repairs, handyman work, painting, or wall patching*
 - *Replacing batteries or light bulbs*
- *Organizing, donating, or disposing of personal belongings*
- *Cleaning unfinished attics/basements or areas requiring more than a 2–3 step ladder*



Add-On Services (Available Upon Request)

Add-On Service	Price
Interior windows	\$3 each
Window tracks	\$4 each
Detail blinds cleaning	Needs evaluation
Hand-wash dishes (up to one sink load)	\$15 each sink load
Unload dishwasher	\$15
Fold laundry	\$15 per bin
Patio, porch & sunroom cleaning	\$25-50
Light garage cleaning	\$25-50
Interior of oven (Recurring Service only)	\$50
Interior of refrigerator (Recurring Service only)	\$50
Interior of freezer (Recurring Service only)	\$40
Interior of dishwasher (Recurring Service only)	\$25
Make extra bed	\$8



Call or text us: 919.822.9449



www.youvegotmaids.com



2604 Carver Street, Suite C, Durham, NC 27705

