

FAQs

Booking, Edits, Cancellation

How do I book?

Please use the [enquiry form here](#) and we will be in touch within 24hours.

Do I have to have regular cleaning, or can I book ad-hoc?

You can book as and when you need us. For ad-hoc cleaning we recommend the Domestic cleaning- one off service. However, if you have specific needs let us know. Get in touch by our [Contact Us Page](#) as soon as you're ready.

How do I make changes to my booking?

Email us, or use the [Contact Us Page](#). If it is less that 48hours before the booking you will have a mobile number in your confirmation email that you can reach us on.

What happens if I need to make last minute changes?

Please refer to your confirmation email which will have a mobile number you can contact us on.

What are your customer service hours?

We do not have set customer service hours. We respond to all emails and enquiries within 24-hours. Any calls will be made between 8am-8pm Monday- Friday, 9am-6pm Saturday and Sunday.

Which areas do you cover?

We cover, Northampton, Brackley, Wellingborough, Wootton, Kettering, Towcester, Daventry.

How much time do I need for my clean?

How long is a piece of string? It honestly depends on what you need cleaned, how dirty and your budget. You can see a pricing here and contact us for quote.

Can I have more than one regular clean per week?

Yes we just need to work out dates and times, [Contact Us](#) and let's get you booked in.

Do you clean Airbnb properties?

Yes, and you do not need to specify it is an Airbnb, all properties are cleaned to the same high standard.

What is the latest I can book for an urgent clean?

You must contact us a minimum 48hours in advance.

Prices and Payment

How does pricing work?

Our standard cleans have a set rate. Outside of this we either charge by hourly rate, room size or difficulty of the job. We will communicate this with you prior to confirming the booking.

How does payment work?

We will provide you with an invoice containing our banking details and dates to make a BACS transfer. If you prefer to pay in cash, please inform us prior so we can provide a receipt in the exchange. However please note, for a one off deep clean a minimum of 50% deposit will be required at the time of booking and the rest of the payment to be made on the day of cleaning.

Can I get a receipt for my clean?

Yes, once payment is received you will receive a receipt via email.

Can I tip my cleaner?

Yes, that is a lovely gesture, and we assure you all cleaners keep their tips.

Services

Do you offer extra services?

Yes! (most things housekeeping related) [Contact Us](#) and let us know what you'd like, we hope we can accommodate.

Can I have a bespoke clean?

Yes, [Contact Us](#) here and let us know what you need, we will then send you a quote before you decide if you want to proceed.



[Do you offer deep cleaning or end of tenancy cleans?](#)

We do! They are listed on our [Services Page](#) here. If you wish to go ahead and book, send us an [Enquiry here](#).

[Will my cleaner wash up dishes?](#)

If we are booked to clean the kitchen and there are dishes, yes, they will be washed. If this is an extra service, you will need to mention this while we are finalising the booking. Any extras requested on the day, we cannot guarantee, and these may be charged at a surcharge.

[What services can my cleaner not provide?](#)

We are a cleaning service and will do most things within this remit, we do not feed pets, cook, or do anything outside tidying and cleaning. If in doubt, [Contact Us](#) and we will let you know.

[What is included in a standard clean?](#)

In a standard clean we will clean the Kitchen, Bathroom, Common rooms, bedrooms. Dust and wash all reachable surfaces, vacuum, and mop all floors, wipe reachable surfaces, clean the bathroom sink/toilet/shower wiping mirrors and take out rubbish.

[Do I need to provide the cleaning products and utensils?](#)

We can provide the cleaning products, however due to skin sensitivities, preferred smells etc. many of our clients prefer that we use their own personal products and utensils. It really is up to you.

[Can my cleaner clean the outside windows?](#)

No. Windows are cleaned from inside the property only.

[Can you provide commercial cleaning services?](#)

Yes, we will need to know the details and regularity of the service, but [Contact Us](#) with what you'd like and we can get a quote to you soon.

[Can my Cleaner clean my granite/marble/hardwood surfaces?](#)

We are trained in cleaning all material and will use the appropriate products.

[Day of the Clean](#)

[What time will my cleaner arrive?](#)



At the agreed time. Please check your confirmation email with all the details of your booking.

How do you gain access to my house?

During our liaising of final details, we will arrange a time to come to the house, to ensure you are home.

Do I need to be present while you clean?

You don't! We understand everyone is busy, so we ask there is someone to let us in as a minimum. If you would like us to let ourselves out, we will need you to confirm in writing where you would like the keys left. Alternatively, we will give you an estimated finish time so you can return. Of course, there is no problem you staying home while we clean either.

Is my cleaner okay with pets?

Pets are an extension of you and your home, and we welcome them. However, as we will be cleaning, we ask that you keep your pets out of the way, or out of the house while we are there.

Can I contact my Cleaner?

A contact number will be provided in your confirmation email.

Will I always have the same cleaner?

No. While we will endeavour to provide the same person, shift patterns and bookings does not always this. Be rest assured, all of our cleaners provide the same high-quality cleaning service.

How do I submit a complaint?

Before we leave (provided we aren't letting ourselves out), we do a walk through. If you are unhappy with anything, please let the cleaners know to allow them to rectify it. If you still wish or need to complain please do email vk-cleaning@outlook.com

Cleaners

How do I become a cleaner?

Unfortunately, we are currently not recruiting, however do feel free to send your CV and we will keep it on file till a position opens.

How do you background-check cleaners?

All cleaners have an enhanced DBS check and are well known to Vee and Kimpton.