

# Double Duty Cleaning Service, LLC

## Contract/Service Agreement

This agreement for Double Duty Cleaning Services LLC (licensed & insured) is between \_\_\_\_\_ (hereafter referred to as “Client”) and Double Duty Cleaning Service, LLC (hereafter referred to as “Contractor”) is made and entered into upon the following date: \_\_\_\_/\_\_\_\_/\_\_\_\_. The residence stated in this agreement may be found at the address below: \_\_\_\_\_.

Client has agreed to have home cleaned with a minimum of 6 hours: \_\_\_Daily \_\_\_Weekly \_\_\_Bi-weekly \_\_\_Monthly \_\_\_Other\_\_\_\_\_.

Type of entry: Key\_\_\_ \_\_\_Garage code \_\_\_Security code \_\_\_Unlocked door \_\_\_Other\_\_\_\_\_

Payment is due at the time cleaning begins. Please place your payment (cash or check) in the envelope provided in an accessible location, specified by you, the client or you can pay by credit card using Square. (All charges and fees are subject to 2.75% when paying by credit card thru Square) THERE ARE NO REFUNDS. The fee for a returned check is \$100.00.

### **\*\*ACTION AGAINST MAKER OF DISHONEST CHECK\*\***

#### **O.R.S.30.701<sup>1</sup>**

##### **Actions against maker of dishonored check**

- **statutory damages and attorney fees**
- **handling fee**

(1) In any action against a maker of a dishonored check, a payee may recover from the maker statutory damages in an amount equal to \$100 or triple the amount for which the check is drawn, whichever is greater. Statutory damages awarded under this subsection are in addition to the amount for which the check was drawn and may not exceed by more than \$500 the amount for which the check was drawn. The court shall allow reasonable attorney fees at trial and on appeal to the prevailing party in an action on a dishonored check and in any action on a check that is not paid because payment has been stopped.

(2) Statutory damages and attorney fees under subsection (1) of this section may be awarded only if the payee made written demand of the maker of the check not less than 30 days before commencing the action and the maker failed to tender to the payee before the commencement of the action an amount of money not less than the amount for which the check was drawn, all interest that has accrued on the check under ORS [82.010 \(Legal rate of interest\)](#).

1) The above mentioned parties hereby agree to the following terms: Client will give Contractor access to the inside of the house during regular business hours 8 AM-6PM and any additional mutually agreed upon times. If we have an agreed way to enter your home (key, garage code, security code, unlocked door, etc.) to clean and we cannot get into your home due to no fault or our own, you will be charged a lockout fee of \$50.00 each occurrence. In the event the client chooses to leave a door unlocked or place a key under a mat or any other unsecured place for the cleaners to gain entry into the home, the client will sign this as a release form stating that Double Duty Cleaning Service, LLC will not be held liable for any damages or theft to the client's home.

2) Double Duty Cleaning Services, LLC, has a "no payment/no clean" policy. In the event that Client reschedules, skips, or cancels their service, we require client to give a 48- hour notice. Contractor may also cancel service for any given reason with a 48- hour notice.

Without a 48-hour notice you will be charged 25 % of your cleaning rate. Cancellations on the same day of service for any reason will be charged the full rate of service. All cancellations must be made by telephone or email. NOTE: All cancellations will also cause the rate for your next cleaning to increase due to the fact that there is generally more to clean when a cleaning has been skipped. All rates will increase by the hour unless we mutually agree upon a specific amount.

3) Services to be performed by Contractor include the following, as agreed upon by the service agreement checklist: cob webs, vacuuming of carpets, cleaning baseboards, cleaning door(s)/frames, cleaning windows/frames, dusting blinds/cupboards, polishing of furniture, cleaning of wood floors, cleaning kitchen appliances, cleaning bath tubs, shower stalls, toilets, sinks and all sink fixtures, and removal of trash from the interior trash containers, which will be emptied at the outdoor receptacles.

4) MOVE OUTS: Please note that for an average size home a typical move out cleaning or a deep cleaning may take in excess of 6 to 24 work hours. A regular weekly or every other week cleaning in a typical home may take in excess of 4 work hours. Our team members will do the best possible job they can in the time they have available. Since the condition of each home will vary, it is possible that we may not be able to complete the job in the time available. In such a case additional time may be required at an additional charge. If you choose not to have additional time, then our team members will do the best possible job they can in the time available.

5) The cleaners need to be able to work without distractions. Every effort is made for the cleaners to work safely, but we cannot assume liability for the safety of others while cleaning your home. This includes children and pets. We love our clients' pets! But for their own safety and the safety of our cleaners, please put your pets in a pet carrier or secure area of the home or garage.

In the event the cleaners are not able to work without distractions that affect their ability to work in their normal speed or feels that their personal safety is in danger enough to leave the job site due to actions by the client, client's guests or animals, the client will be liable for the full cost of the service. Double Duty Cleaning Service, LLC reserves the right to charge for their extra time spent in the client's home.

6) For safety reasons our cleaning teams are prohibited from using ladders and are instructed to wear shoes in your home. We are unable to clean ceilings higher than 11ft. Our team cannot climb higher than a step stool, work on the outside of your home, move furniture that contains electronics, lift any objects over 20 pounds; however, there might be times when you want us to move furniture, e.g. beds, large chairs, etc. and in these cases we are not responsible for their breakage due to old or faulty manufacturing. The cleaning team will not pull out any appliances (for example a stove, fridge, washer/dryer) for you due

to the possibility of causing floor damage (unless you hold us blameless for any damage), however if you have these appliances moved out yourself we would be more than happy to clean behind them.

We have instructed our staff to leave certain items untouched; e.g., body fluids or excretions and litter boxes. If your pet has an accident or vomits, it will be your responsibility to clean it up. Our team is advised to clean around these areas. Seasonal insect infestation can also be a problem and may prevent us from completely cleaning your home. If roaches, fleas, ants, or other insects are encountered, we will not clean and call you ASAP regarding the problem; in this case you would still be liable to pay. Last, we reserve the right to refuse service if your home or business contains mold, feces, pet urine, and any other substance that may be toxic to the Contractor's health.

7) A credit card is required and will be kept on file for non-entry fees, non-payment charges and never sold to third parties. I store all credit card information in a locked safe for your protection. I shred all credit card information upon termination of services.

Type of card \_\_\_\_\_

Name on card \_\_\_\_\_

Number \_\_\_\_\_

Expiration date \_\_\_\_\_

Security code \_\_\_\_\_ Zip Code \_\_\_\_\_

In agreement of the aforementioned terms, both Client and Contractor must sign below:

(If you are emailing this agreement, please type your full name and date on line below)

Client: \_\_\_\_\_ Date \_\_\_\_\_

Contractor: \_\_\_\_\_ Date \_\_\_\_\_

8) Either party may terminate this contract with a written two- week notice. Any payment for above mentioned services owed by the Client to the Contractor shall be due and payable at the time the agreement is terminated.

Double Duty Cleaning Service, LLC values your input on the overall experience and quality we are providing to you. Please contact owner, DeNae Stites, with any concerns or questions. I will do my absolute best to guarantee your satisfaction!

Contact Info:

DeNae Stites

(503) 933-1933

Doubledutyclean@gmail.com