

# Client Handbook

## Our Service

"A clean home brings instant comfort and peace—just walk in and enjoy"



[www.whistlecleanproperty.co.uk](http://www.whistlecleanproperty.co.uk)

# Welcome!

- Thank you for choosing Whistle Clean for your cleaning needs. We take pride in delivering high-quality, professional, and reliable cleaning services to our valued customers. This handbook is designed to help you understand our services, policies, and how to prepare for your upcoming appointment.



# 1. Our Services

- We offer a wide range of cleaning services tailored to fit your needs, including:
- Residential cleaning
- Commercial cleaning
- Deep cleaning services
- End-of-tenancy cleaning
- Carpet and upholstery cleaning
- Window cleaning
- Special requests (e.g., post-renovation cleaning, event cleanup)
- If you have any specific requirements, please let us know in advance so we can accommodate your needs.



## 2. Booking an Appointment



To schedule a cleaning appointment, you can:



Call the office at  
07916270651



Book online via : [www.whistlecleanproperty.co.uk](http://www.whistlecleanproperty.co.uk)



Send an email to  
[Hello@whistleproperty.co.uk](mailto:Hello@whistleproperty.co.uk)



After booking, you'll receive a confirmation message with details of your scheduled appointment.

### 3. Preparing for Your Cleaning Appointment

- To ensure a smooth and efficient cleaning service, we recommend:
- Decluttering surfaces and removing personal items
- Securing pets in a safe area
- Pointing out any high-priority cleaning spots
- Making necessary arrangements for entry (keys, codes, or access instructions)





## 4. What to Expect During Your Appointment

- Our professional cleaning team will arrive promptly and carry out the scheduled services according to your preferences. Depending on the package you selected, cleaning may include:
- Dusting and sanitizing surfaces
- Vacuuming and mopping floors
- Cleaning bathrooms and kitchens
- Deep cleaning services as requested
- If you're at home during the appointment, feel free to communicate any additional needs with our team.



## 5. Payment & Cancellation Policy

- We offer the following payment methods:
- Cash
- Credit/Debit Card
- Secure Online Payment via [Your Payment Portal]



# Cancellation Policy:



Cancellations made more than 24 hours before the appointment are free of charge.



Late cancellations may be subject to a fee.



For rescheduling, please contact us as soon as possible.



## 6. Customer Satisfaction Guarantee

- Your satisfaction is our priority! If you are not fully happy with the service provided, please reach out to us within 24 hours, and we will address any concerns promptly.



## 7. Contact Us

- For any inquiries or assistance, feel free to reach out: 📞  
Phone: 07916 270651
- 📧 Email:  
[Hello@whistleproperty.co.uk](mailto:Hello@whistleproperty.co.uk)
- 🌐 Website:  
[www.whistlecleanproperty.co.uk](http://www.whistlecleanproperty.co.uk)



Thank you for choosing  
Whistle Clean!

We look forward to providing you with  
exceptional service.

