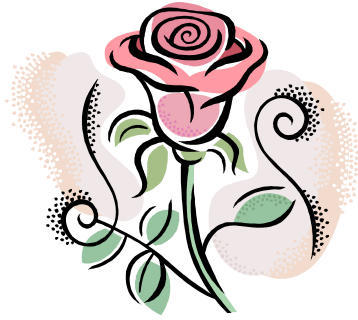


Guide to Services



First Lady Maids

Specialized Home Cleaning Services

Note: The content of this guide constitutes as promise of services and/or fiduciary duties, not as a service contract between **First Lady Maids**, any of its employees, or potential clients.

First Lady Maids at its option, may change, delete, suspend, or discontinue services and/or policies in its entirety, at any time without prior notice. All prices are subject to change without prior notice.

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Mission Statement

First Lady Maids is a full service insured and bonded cleaning service. We provide complete specialized home cleaning services for seniors, retirees, disabled, veterans, widowed, and all who lack the time due to schedule restrictions, physical ability, or the experience in the areas in which we specialize.

Our mission is to provide specialized quality residential and commercial maid services at an affordable cost with a loving and compassionate attitude.

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Initial Contact

Prospective clients may contact First Lady Maids by phone, fax or e-mail. In return, a copy of our Guide to Services will be e-mailed as a PDF file or mailed to an address that you specify. After reading our literature, you are encouraged to contact us with any questions or concerns. If you choose to hire First Lady Maids you should then call or e-mail to schedule an appointment for your in-home consultation. Please note that consultations can be scheduled for same-day cleanings, evenings, and weekends.

The Consultation

Prospective clients and First Lady Maids representatives will meet at the client's home for a consultation that generally lasts between thirty and sixty minutes. During the consultation the following items will be discussed:

1. We'll review your household needs as well as First Lady Maids' policies, services guide, payment, schedules, and any questions you might have.
2. A sample home-cleaning plan, complete with room-by-room checklists, will be developed and available for your review within two business days. Once reviewed and approved, you and First Lady Maids will sign the service agreement contract and arrange a date for services to begin.
3. Emergency information forms will be filled out.

A set of keys is to be provided to First Lady Maids upon the signing of the service contract or at the first scheduled cleaning service. Please note that we do not make secondary or follow-up visits to pick-up or drop-off keys or to pick-up payments. If pick-up or drop-off services are requested, you'll be charged the nominal hourly rate of \$25 for each visit.

Please keep in mind that the consultation is a time for all parties to meet and share information regarding the servicing of the home. Not all cleaner-client matches are appropriate: therefore we reserve the right to decline services.

Clientele

First Lady Maids provides residential and commercial cleaning services to residents in Oakland County and Wayne County communities. Approximately 70 percent of our client base consists of seniors, retirees, disabled, veterans, and the widowed. The remaining 30 percent of our clients are clients with multiple responsibilities: children, family activities, involvement in community events, and work away from home an average of twelve hours per day or sixty hours per week.

Our Services

Cleaning Residential and Commercial Properties

On-Site Laundry

Run Errands

Dry Cleaning Drop-Off or Pick-Up

Grocery Shopping

Gift Shopping

Notary Service

Pharmacy Pick-up

First Lady Maids Will:

- Give you a set time for your cleaning, with a one-hour variance to allow for traffic and road conditions.
- Complete all services described in the home plan, and leave a completed plan on the dining-room table or other designated area.
- Use cleaning supplies and equipment provided by our company. However, we will happily use any special cleaning products you would like us to use instead.
- Make suggestions with regard to cleaning procedures to ensure prompt and thorough cleaning of the household.
- Dispose of chemicals in a utility or other sink that you designate.
- Bring in mail and newspaper if asked to do so.
- Put out or bring in residential trash cans if our visit coincides with your trash pick-up day and time.
- Maintain client house keys, home plan, and alarm codes in a fireproof safe at the residence of Kelley Lynn Jackson, proprietor.

First Lady Maids Does Not:

- Provide service during the summer months to homes without adequate air conditioning.
- Provide service during the winter months to homes without adequate heating.
- Provide service to households with unsupervised pets (please gate or crate your pet).
- Provide service to households during times that a house is occupied by unsupervised children or teenagers.
- Provide services other than cleaning residential and commercial properties and errand services; please free to inquire about referrals for vendors of other services.
- Operate stoves, trash compactors, or other electric, gas, or kerosene appliances.
- Move any heavy or unstable furniture including beds, dressers, armoires, stoves, and refrigerators.
- Operate your motor vehicle.
- Throw circuit breakers or replace fuses.
- Let in service people such as water meter readers, ups drivers, and so forth.
- Feed pets or clean up pet accidents.

We Also Do Not

- Access your phone or answering machine.
- Exchange keys with anyone other than the contracted client.
- Sell or share residential or e-mail address, names, or telephone numbers with other companies or organizations.

Hours of Operation

First Lady Maids generally provides cleaning services during regular business hours Monday through Friday between 9:00 a.m. and 5:00 p.m. When phoning or e-mailing your reservations, please always wait for a confirmation. Our general response time is 48 hours.

Inclement Weather

First Lady Maids will provide limited, delayed, or no service during incidents of inclement weather:

- We will not provide mobile service during snow, sleet, ice, or tornado-like weather. The only clients we service during extreme weather conditions are those within a safe walking distance from the offices of First Lady Maids.
- Limited or delayed service may occur in extreme thunderstorms, in dangerously cold or hot conditions, and in any city declared or state declared weather emergency.
- All visits during a period of inclement weather will be on an hourly advisory status depending on the driving conditions.

Safety

First Lady Maids asks you to inform trustworthy neighbors, neighborhood watch organizations, relatives, and so forth that a cleaning service will be on your property. Doing so can save the police department, neighbors, and cleaning service providers from an embarrassing situation.

Please notify First Lady Maids in advance (a few days is ideal) of any person or people who may be in your home during the time of the cleaning service. This includes family members, service contractors, repair personnel, and so forth. First Lady Maids reserves the right to reschedule visits that coincide with a visit by another service contractor or houseguest.

Rates

Initial consultations are free of charge.

Standard Services \$40 & up per hour

Additional charges:

\$10 per hour for households over four people

\$5 per hour for pets (cats & dogs)

Bathroom

- Clean and sanitize toilets.
- Clean mirrors.
- Clean, scrub, and sanitize showers and bathtubs.
- Clean, scrub, and sanitize vanities, sinks, and backsplashes.

- Polish chrome.
- Wash floor.

Bedroom/Living Space

- Dust windowsills and ledges.
- Dust frames and knickknacks.
- Remove cobwebs.
- Dust lamps.
- Dust furniture, woodwork, and shelves.
- Vacuum carpets or wash floors.
- Clean wood floors.
- Vacuum furniture, including under seat cushions.
- Empty and clean ashtrays and wastebaskets.

Kitchen

- Clean appliances, counters, cabinets, table, and chairs.
- Clean inside and outside of microwave oven.
- Clean range tops.
- Clean, scrub, and sanitize sinks.
- Wash floor.

Additional services available upon request

- Air Fresher \$2 per room
- Basement \$50 per hour & up
- Cleaning and treatment of paneling and cabinets \$5 & up
- Light fixture washing \$3 & up per area
- Oven cleaning \$25 & up
- Refrigerator cleaning \$25 & up
- Wall washing \$3 & up per area
- Window washing \$5 & up per window

Specialized Premium Services \$12.50 per half hour

Dry Cleaning drop-off or pick-up

Grocery Shopping

Gift Shopping

Laundry

Notary Service (Complimentary)

Pharmacy pick-up

Post Office drop-off or pick-up

Vacant Residential Commercial Property Services

One bedroom \$65 & up

Two bedroom \$ 75 & up

Three bedroom \$85 & up

Four bedroom \$100 & up

Reservations

To schedule a same-day, weekly, bi-weekly, monthly cleaning service, please telephone or e-mail your reservation by 10:00 p.m. Friday for the following week. Please note we do not use cell phones or beepers within the company. Always wait for a confirmation via e-mail, fax, or telephone.

We can sometimes accommodate unplanned requests if we have a cancellation. However we can rarely do so with less than a 24 hours' notice. **All emergency cleaning services with less than a 24 hours' notice will be a \$25 Emergency Fee.**

Cancellations

- Please phone or e-mail (and wait for confirmation) for all cancellations.
- Cancellations with less than 48 hours notice (weekends and holidays included) will be charged a \$25 fee. The only exception is inclement weather.
- Excessive cancellations with less than 48 hours notice are subject to cessation of services.

Please be sure of all dates and times when you e-mail or phone in your request. Calling to cancel on the morning of a scheduled visit is inappropriate. We understand that emergencies arise, and that you may need to occasionally cancel services with less than 48 hours notice. However, please reserve such cancellations for emergencies only.

Billing and Payments

A billing statement will be prepared for every visit and left at your residence or e-mailed to you on your day of service. **All payments are due at the time of services.**

Payment Options

- Payment methods accepted include: Cash, Check, Money Order, Medicare, and Credit Card.
- You may leave a check, cash, or money order at your residence on the day of the services. Please make all checks and money orders payable to First Lady Maid Service.
- Please do not postdate checks or money orders.
- You may mail a check or money order. Note that payments received after the due date are subject to late fees.
- You may pay with Visa, Master Card, American Express, or Discover Card. We accept credit card payment through Paypal. Paypal is secure and encrypted.
- Occasionally we barter for services. If you have a professional service that you think may be of use to us, please feel free to ask! Bartering is one way that communities and small business can help each other.

Late Payments

Payments that are received beyond the due date listed on your billing statement are subject to late fees of \$1.00 a day (weekends and holidays included) until the account is brought up to date.

In cases of frequent late payments, First Lady Maids reserves the right to terminate services. Additional fees may be imposed for returned checks and closed accounts. In such cases, you will be charged \$30 for each returned check (that's the service fee imposed on us by our bank), and any additional bank fees that are charged to us.

Referrals

First Lady Maids offer a 10 % discount on one cleaning service for each completed referral. This is our way of saying thank you to our wonderful committed clients.

Contracts

First Lady Maids updates service guides and contracts on January 1 of each year. You will always receive a copy of the new contract in the month of December. This gives you an opportunity to read and review the guide as well as to questions.

Community and Education

First Lady Maids provides some services free of charge to terminally ill Oakland County and Wayne County residents. Please ask for further information. We honor our commitment to helping community members in their times of need.

First Lady Maids also donates monthly to local and national organizational funds to help aid homeless families.

General Information

First Lady Maids is insured by:

Bridges Tenjeras Insurance Agency, Inc (Harleysville Lake States)

130 Walnut Street.

P.O. Box 80968

Rochester, Michigan 48307

Phone: 248-651-8500

First Lady Maids is bonded by:

Martin Insurance Agency, Inc (Janitorial services Bond)

417 Main Street

Rochester, Michigan 48307-2036

Phone: 248-651-7272

First Lady Maid Service is licensed as a service provider by Oakland County. A copy of our business license may be reviewed at any time by request.

Home Plan

A home plan is a step-by-step guide for cleaning your home. During your consultation we will review each room that you have requested to be cleaned, listing all required cleaning tasks for that room. We also include an estimated task time (ETT). This will give all parties an idea of the total amount of time necessary to complete your residential home cleaning.

Estimated task time take into consideration:

- Cleaning behind heavy objects or several small objects that may need to be moved. An example might be removing a collection of glass jars from a countertop, and returning the jars to the countertop.
- Thorough indoor window cleaning: inside double-hung panes, as well the inward pane.
- Any buildup of kitchen grease, pet hair, hard water and lime stains, or wax residue.
- Intricate objects such as glass figurines or books that need to be removed, cleaned, and replaced.

Please understand that a thorough cleaning is a time-consuming process. We give added care and take extra precautions with furniture, collectibles, and other objects. If you wish to make a change to the home plan after it has been completed and signed, please alert Kelley Jackson in writing, and allow two full weeks for a second draft to be drawn, reviewed, and signed, and for a copy to be provided to you. Remember that making changes to a home plan means that ETT will change. This may decrease or increase the time allotment necessary for service provision. We thus encourage you to carefully review your initial home plan.

After the home plan has been accepted, please refrain from asking us to perform tasks that are not part of the contract. We will only provide the services included on the home plan. However, First Lady Maids is truly dedicated to each client's satisfaction so at anytime we will also reevaluate our client's specialized needs per their request.

Service Guarantee

First Lady Maids' customer service policy offers each of our clients a special guarantee, that if they are not completely satisfied, inform us within 24 hours of your service, and we will gladly re-clean the area.

On-Site Laundry

First Lady Maids will wash, dry, and fold clothes on your premises using your washing machine and drier. For your further convenience and satisfaction we will use washing detergent and fabric softener provided on the premises. This is to avoid all allergic reactions and fading of clothing articles to foreign detergents and fabrics softeners.

Running Errands

First Lady Maids will gladly drop-off or pick-up packages from the post office, doctor office, school, neighbor, or relatives.

Dry Cleaning Drop-Off or Pick-Up

First Lady Maids will gladly drop-off or pick-up dry cleaning from your local cleaners. To ensure clothing articles are not lost during this time please properly document all articles being picked-up or dropped-off.

Grocery Shopping

First Lady Maids will gladly shop anywhere our client desires including warehouse stores such as Costco, Meijer, and Sam's Club.

Gift Shopping

First Lady Maids will gladly shop anywhere our client desires including Great Lakes Crossing, Lakeside Mall, and Somerset Collection.

Notary Service

First Lady Maids offers complimentary mobile Notary Services to all existing clients only. This service is only available during regular scheduled cleaning services for your convenience.

Pharmacy Pick-up

For your convenience First Lady Maids will pick-up your prescriptions at your local pharmacy. We require that your personal information is updated with the pharmacy and you know the exact name and cost of all prescriptions being picked up. Please inform your local pharmacy that you have authorized a personal service that will be picking up your prescriptions to avoid all pick-up delays.

Gift Certificates

First Lady Maids makes it convenient for everyone to give someone special a personalized gift. With a First Lady Maids gift certificate you can relieve a friend or relatives from the burden of house cleaning or running errands, to enjoy a little extra free time. So consider a gift certificate for someone who has recently retired, physically disabled, widowed, or a veteran.

Asked Questions Frequently

Is your company bonded and insured?

First Lady Maids carries full bonding and liability insurance that will cover the replacement cost if something is damaged or stolen in your home.

Does your company have team cleaners or individual cleaner?

Whether an individual or a team cleans your home should not affect the quality of the work. This is simply a customer preference. First Lady Maids sends both teams and individuals; it all depends on the size of the job and scheduling.

Do you hire employees or use subcontractors?

First Lady Maids hires and trains only trusted background checked employees to provide services to our clients. All of our employees are covered under our companies bonding and insurance for the protection of each client.

Do I have to supply my own cleaning supplies and equipment?

First Lady Maids provides all cleaning supplies and equipment. We will happily use any special cleaning products you would like us to use instead.