

Frequently Asked Questions

What safety precautions are you taking with COVID-19?

All of our billing and payments are processed electronically. When working outside, we keep physically distant. If we need to clean inside your home, we wear masks, gloves, and continue to practice physical distancing.

How do you determine pricing for your cleaning services?

Our price is determined per job and not based on an hourly rate. We examine the scope of work, the existing condition of the surfaces to be cleaned, and how challenging they are to reach. Contact us for a free estimate!

Are your exterior house cleaning services weather-dependent?

Yes. If it's raining or very windy, it can make it impossible to get the exterior of your home truly clean and increases the risk of injury to ourselves or damage to your home. We are able to offer window cleaning services year-round.

Do I need to be present on my property while you are cleaning?

While we prefer our customers to be home, especially the first time we clean their property, it is not always necessary. We can assess the situation for your specific project and give you our recommendation.

My windows are high, so how do you safely plan to reach them and get them cleaned?

For exterior window cleaning services, we use a three-stage filtration system that produces spot-free water. We have a relatively lightweight pole with a cleaning brush on the end that pumps up the spot-free water onto the windows up to a height of 55 feet. Our customers prefer this method of cleaning because it leaves the windows streak-free and super clean. Performing this cleaning process from the ground almost eliminates the need for ladders.



[Get a Free Estimate](#)

[Call us today @ 319-541-0098](#)

Frequently Asked Questions

What is a soft wash?

A soft wash is our preferred method of house wash. We use low-pressure house power washing with an algicide and surfactant to remove dirt, mold, and other debris. Our soft wash cleaning solution does not harm or kill plants. Our customers prefer this over traditional high-pressure house power washing since it does not damage siding. We often describe the soft wash method as if we're taking your house through a car wash.

Are your cleaning solutions non-toxic and environmentally friendly?

Yes! Our soft wash cleaning solution is biodegradable, non-toxic, and so diluted that it does not harm or kill plants.

How far in advance do I need to schedule a cleaning service?

If you have a specific date by which you need your cleaning done, please contact us a minimum of one month in advance to get put on our schedule.

Are you available on weekends and evenings?

Our normal operating hours are Monday through Thursday from 6AM to 5PM. Under certain circumstances, we may be able to clean your property on the weekend or after 5PM. Contact us to discuss our scheduling options.

Are you insured?

Yes. If you would like to see proof of insurance, please feel free to ask.

What forms of payment do you accept?

We accept cash, check, or electronic transfer.



[Get a Free Estimate](#)

[Call us today @ 319-541-0098](#)