



LINDEN KNOLL

Clean Sweep

(585) 385-0223



*Convenience,
Reliability,
Courtesy &
Attention to Detail*

**Professional Cleaning Services offered
by the Management of Linden Knoll**

CLEAN SWEEP

CLEAN SWEEP is an optional cleaning service available exclusively to residents of Linden Knoll. Our personalized approach allows you to arrange professional cleaning services based on your needs and wishes. And because CLEAN SWEEP is offered by the Management of Linden Knoll, you can be assured of high quality services delivered in an efficient, courteous manner.

If you are looking for friendly, reliable and thorough cleaning services, you needn't look further.

CLEAN SWEEP SERVICES

The philosophy behind CLEAN SWEEP is a simple one. As the resident purchasing cleaning services, "You're the boss." Once our staff enter your apartment, you control what they do within the amount of time you have scheduled. By selecting from our extensive array of cleaning services, you can create a custom tailored program and pay only for the services you need.

Standard services available include:

- ◆ High and low dusting
- ◆ Furniture polishing
- ◆ Sweeping and mopping of floors
- ◆ Vacuuming of rugs and carpets
- ◆ Cleaning and sanitizing of sinks and bathroom fixtures
- ◆ Cleaning mirrors, inside windows, and window blinds
- ◆ Cleaning of counter tops
- ◆ Cleaning of appliances
- ◆ Cleaning and organizing of cupboards, closets and storage spaces
- ◆ Trash removal and recycling
- ◆ Bed making and linen changing
- ◆ Laundry service
- ◆ Ironing
- ◆ Carpet and upholstery shampooing

Our staff will make every effort to meet other, more specialized cleaning needs upon request.

ARRANGING FOR SERVICES

To arrange for CLEAN SWEEP services, all you need to do is call 385-0223. We will return your call as soon as possible to schedule you for service. Each time you make an appointment, we will assist you in estimating the length of time that likely will be needed based on the cleaning services you require.

Laundry service is on a per load basis.

The minimum appointment that can be scheduled for cleaning services is 1/2 hour.

To assist us in scheduling staff to meet your needs, we ask that you provide at least 24 hours advance notice. We will make every effort to schedule staff at your preferred times, however, CLEAN SWEEP appointments are scheduled on a first come, first served basis. If you wish, you can schedule services in advance by contacting CLEAN SWEEP and setting up standing days and times.

We do ask that you contact CLEAN SWEEP in a timely manner if it is necessary for you to cancel or re-schedule an appointment you have made.

FEES AND BILLING

Our objective is to offer the highest quality cleaning services at competitive rates. The attached CLEAN SWEEP fee schedule outlines the billing rates currently in place. These billing rates include our carefully selected line of cleaning products, however we will gladly substitute any particular brands of cleaning products you prefer as long as you supply them to us.

Before our staff leave your apartment, you will be asked to review and sign a CLEAN SWEEP Assignment and Billing Slip. This slip summarizes the cleaning services performed, the total amount of time spent, and the amount that will be billed to you. By signing the slip, you acknowledge that the services listed have been completed to your satisfaction, and you authorize the Linden Knoll office to bill you. One copy of the Assignment and Billing Slip will be left with you for your records, and we will keep the other copy for billing purposes.

At the beginning of each month, you will receive a bill in the mail listing each date you received cleaning services during the previous month, the billing amount for each service, and the total amount due. We ask that you submit a check payable to Linden Knoll Inc. within 15 days of receiving your bill. You can either drop your check off at the reception desk or mail your payment to:

Linden Knoll Inc.
81 Linden Avenue
Rochester, NY 14610

CLEAN SWEEP...QUALITY YOU CAN COUNT

Our cleaning staff are carefully selected and trained. We use only the most up-to-date cleaning methods and products to assure that the services you receive are thorough and cost effective. We pay close attention to the details, and for your security and peace of mind, our staff are fully bonded and insured.

We stand behind our services with our "24 hour call back" guarantee. If you are not completely satisfied with the cleaning services our staff have provided you, simply contact the Linden Knoll office within 24 hours and we will send staff back to your apartment to review with you your concern and take care of it at no charge.

Add it all up...Convenience, Reliability, Courtesy, Attention to Detail.

IT S A CLEAN SWEEP!



LINDEN KNOLL

independent senior apartments