

At Home

With The Maids®



The Maids Home Services Customer Newsletter

Summer

The Maids Environmentally Preferable Products Improve Your Home Environment

According to the August 2005 issue of the *Journal of Allergy and Clinical Immunology*, more than half of all Americans test positive in response to one or more allergens, double the percentage from 30 years ago.

Researchers at the National Institutes of Health discovered 54 percent of people tested positive to at least one of 10 allergens. According to the study, approximately 20 percent of U.S. residents have allergies or hay fever and 8 to 10 percent have asthma. The health of your home environment can play a crucial role in relieving allergy and asthma symptoms. Specifically, the cleaning products that are used in your home can help or hamper your family's wheezing and sneezing.

The Maids Home Services uses environmentally preferable products to protect both your health and the environment. The Maids environmentally preferable products are safe for you and our employees, cleaning without harmful odors and residues, which can irritate asthma and allergy symptoms.

Our environmentally preferable cleaners tackle even the toughest soils, leaving surfaces clean and fresh without harsh chemicals or hazardous ingredients. The Maids' environmentally preferable products contain no alcohol or solvents, petrochemicals, ammonia, glycol ethers, alkalies, phosphates, harsh acids, butoxy ethanol or any hazardous materials of any kind as defined in OSHA 29 CFR 1910.1200.

The *Journal of Allergy and Clinical Immunology* also reported that the highest allergy response was to dust mites, with 27.5 percent of people testing positive. In order to remove more dust from your home, The Maids never use feather dusters or rags, which can recirculate dust around the room.

In addition, our patented Back Pack Vacs with HEPA filtration can capture up to 99 percent of all dust, allergens, bacteria, pet dander pollen and other pollutants. They can even capture particles down to 1/210th the diameter of a human hair for a deeper, healthier, longer-lasting clean.

The Maids Provides Peace of Mind

Though there are numerous maid services available, you can breathe easier knowing you have hired The Maids Home Services. In addition to providing you with the healthiest, most thorough clean in the industry, The Maids takes these extra steps to help ensure your peace of mind every visit:

Cleaning products and equipment:

Some independent housekeepers as well as some services expect you to supply all cleaning products and equipment. The Maids provides cleaning products, which are environmentally preferable and safe for pets and children.

Bonding and Insurance: If a maid slips and falls while cleaning the shower or a theft occurs, a homeowner's insurance policy might not cover the incident. The Maids provides coverage for your home and our staff under our policy.

Screening and hiring: All employees' references are checked and residence status is confirmed. Team members are thoroughly screened prior to hiring.

Taxes: We take care of the Social Security, federal, state and local taxes for our employees, and all the paperwork that comes with it.

Satisfaction Guarantee: Remember, The Maids' services are backed by a 100 percent satisfaction guarantee for every clean. If you're ever unhappy with any area we've cleaned, call us within 24 hours and we'll re-clean it – free of charge. That's our promise.

The Maids
Home Services

Call us today to find out about
The Maids additional home services!

703-691-7999

Nobody Outcleans The Maids.®

Simplify Summer Parties

According to the U.S. Census Bureau, nearly 69 million Americans attended a summer barbecue in 2005. If you are one of the millions who host warm weather celebrations, you know that along with the fun, summer parties can also bring a never-ending list of odors, spills, stains and accidents. If you have a summer barbecue in the works, ready your home with The Maids' summer party tips to make your celebration unforgettable.

✓ Keep a recycling bin within guests' reach for bottles and cans

✓ Messy fingers have a tendency to roam at will. Place moist towelettes near finger foods.

✓ To remove unwelcome odors, such as beer, from washable items like tablecloths and slipcovers, rinse items with one cup of vinegar in the washing machine and launder as usual.

✓ If using paper products, put plenty of trash containers around the house with extra bags in the bottom. When you pull out a full trash bag, another bag is within an arm's reach.

✓ Have a "cleaning bucket" ready for cleaning emergencies. Make sure to include carpet cleaner and an absorbent rag. Spilled punch is easy to clean if you are prepared for the possible accident.

Remember, if you need help with your post-party clean up, call in The Maids!

Helpful Reminders...

- **Cancellations:** Please call our office at least 48 hours in advance for cancellations. We reserve the right to charge a \$35 fee for any cancellation done after the 48 hour time limit.
- **Don't forget to leave the key!** If we do not have a copy of your key here at the office, don't forget to allow our team members access to your home. If we get "locked out" of your home on your scheduled cleaning day, you will be charged a \$35 lockout fee. Please call our office if you would like to give us a key to your home.
- **Payment:** If paying by personal check, please remember to leave payment on the kitchen table on the day of your cleaning. Our returned check fee is \$25. If you would rather pay using a credit card, our Customer Service Manager can arrange it for you.

Meet our Team

We wanted to take this opportunity to introduce the members of our team. Everyone on our staff has been professionally trained to meet your needs. Should you have any questions or comments, please feel free to contact our office staff. Thank you and we appreciate your business!

General Manager:

Robert McCrary

Sales Manager:

Amy White

Quality Assurance

Manager:

Leyser Perez

QA Assistant Manager:

Melissa Elvira

Supervisors:

Ana Alvarado

Esmeralda Aguirre

Concepcion Mejia de Perez

Ingrid Floyd

Ada Nunez

Isabel Cisneros

Mariana Rojas

Magdalena Gomez

Reyna Sandino

Maria de la Paz Hernandez

Sonia Moya

Cristina Alvarado

Sila Maranon

Yanira Nolasco

Consuelo Villalta

Irma Martinez

Blanca Alfaro