



Jenny
ON THE
SPOT

Home help made simple

New Client Welcome Guide



www.jennyonthespotindy.com

317.296.4126

What Sets Us Apart

✓ **A Truly Boutique Experience**

No rotating staff. No inconsistency. No rushed appointments. You work directly with me every visit, so I learn your home's layout, your preferences and the little details that matter to you—then I clean accordingly.

✓ **Detail-Driven Cleaning**

Most cleaners aim to finish the job quickly. My approach is the opposite: methodical, attentive and thorough, following a structured process that leaves your home noticeably fresher and more polished. It's the difference between "it looks clean" and "it feels clean."

✓ **Customization You Don't Get from Larger Services**

Have a specific way you like your bed made? Prefer a certain kitchen arrangement? Have an area that needs extra attention? Just tell me once. I'll remember. I tailor every clean to how YOU live in your home.

✓ **High-Quality, Safe, Eco-Friendly Products**

I use professional-grade supplies that clean deeper without harsh chemicals. Your home smells fresh, not chemical-heavy. Surfaces look renewed, not stripped.



✓ **Clear, Reliable Communication**

You receive:

- Appointment reminders
- Arrival and departure messages
- Quick, clear responses if anything changes

✓ **Satisfaction Guaranteed**

If something needs attention, I fix it. No hassle, no judgment. I stand behind my work fully.

Pricing & Payment

Transparent, Upfront Pricing

Every home is unique, and my pricing reflects that. I provide custom quotes based on:

- Square footage
- Layout and room count
- Current condition
- Type of cleaning or organization requested
- Any add-on services

My goal is to keep the process simple, fair and clear so you always know what you're paying for and why.

Payment

Payment is due the day of service. I currently accept:

- Cash
- Venmo
- Credit and debit cards (3% is added to accommodate processing fees.)

A fee may be added to late payments.



Cancellation Policy

Your appointment time is reserved exclusively for you and I build my day around the homes on my schedule. Because life happens, I aim to be as flexible as possible within the structure of my calendar.

✓ **24-hour notice**

If you need to cancel or reschedule, please provide at least 24 hours' notice.

✓ **Same-day cancellations**

Cancellations made the same day as your appointment may incur a service fee. This helps cover the time blocked off specifically for your home.

✓ **Scheduling adjustments**

If something unexpected comes up, just communicate with me as soon as you can. Clear communication allows me to accommodate changes while maintaining a smooth schedule for everyone.



Premium Add-On Services

In addition to comprehensive house cleaning, I offer organization services designed to simplify your life, refresh heavily used areas and help your home run more smoothly. Organization can be performed in conjunction with cleaning or booked as a standalone service.

Home Organization

I can transform closets, pantries, mudrooms, offices, kids' spaces and more. From quick refreshes to full reorganizations, I create systems tailored to your home and lifestyle. My approach blends practicality with aesthetics so your spaces stay easier to maintain long-term. Custom pricing based on size and scope.



Basement Organization

This is a great way to reclaim square footage and eliminate clutter overload. It includes:

- Item sorting
- Decluttering
- Establishing storage/labeling system
- Donation haul-away

Pricing based on size and scope.



Before Your Cleaning Service

Light Prep

A little light preparation allows me to focus fully on the detailed, high-quality cleaning your home deserves. These simple steps ensure that more of your scheduled time goes toward the cleaning work that makes the biggest visual and practical impact.

- ✓ Gather items from floors (shoes, clothes, toys, bags, etc.).
- ✓ Clear kitchen and bathroom counters as much as you comfortably can.
- ✓ Secure delicate or special décor pieces you'd prefer not to have moved.
- ✓ Light dishes (about 15 minutes) are included with Standard Cleans and Deep Cleans. If you expect to have more than that, please notify me in advance so I can provide a quote and add on service time.

This allows me to spend more time cleaning rather than tidying, giving you the best results for your appointment time.

Access Instructions




- ✓ Please make sure I have the correct way to enter your home.
- ✓ If anything changes, just send a quick message beforehand so I can arrive and begin promptly.

Special Notes and Custom Requests

Because I provide a personalized, boutique service, you're welcome to share preferences such as:

- ✓ Rooms to skip
- ✓ Areas needing extra focus
- ✓ Product or scent sensitivities
- ✓ Pet instructions

Overview of Service Types

	 Standard Clean	 Deep Clean	 Move-in/Move-out
General dusting	✓	✓	✓
Floors	✓	✓	✓
Trash removal	✓	✓	✓
Kitchen surfaces/sinks	✓	✓	✓
Vacuum furniture	✓	✓	✓
Exterior appliances	✓	✓	✓
Bathroom counters, sinks, toilets, mirrors	✓	✓	✓
Tubs & showers	Maintenance Clean	Full Detailed Clean	Full Detailed Clean
Baseboards/cabinets	Spot Clean	Full Detailed Clean	Full Detailed Clean
Light fixtures/ceiling fans	Spot Clean	Full Detailed Clean	Full Detailed Clean
Interior windows/sills/blinds	Spot Clean	Full Detailed Clean	Full Detailed Clean
Interior fridge/oven			✓
Walls/doors/vents		✓	✓
Behind & under furniture		✓	✓
Inside closets & pantry		Vacuum/Sweep	Full Detailed Clean
Inside cabinets/drawers			✓

A **Maintenance Clean** keeps your home consistently fresh, tidy and comfortable between deeper cleanings, focusing on high-traffic, frequently used areas. Unlike most cleaning services, our maintenance clean includes baseboards, cabinets, interior windows and sills.

A **Full Detailed Clean** includes deep scrubbing, thorough dusting and/or the cleaning of crevices and hard-to-reach spots.

See detailed checklists starting on next page





Cleaning Checklists

Standard, Deep, Move-in/Move-out



Kitchen

Standard

Deep

Move-in/
Move-out

Floors	✓	✓	✓
High-touch surfaces	✓	✓	✓
Sinks & faucets	✓	✓	✓
Empty trash / wipe down trash can	✓	✓	✓
Cabinets & drawers (exterior)	✓	✓	✓
Windows/sills/blinds	✓	✓	✓
Microwave (interior/exterior)	✓	✓	✓
Tables & chairs	✓	✓	✓
Oven (exterior)	✓	✓	✓
Dishwasher (exterior)	✓	✓	✓
Refrigerator (exterior)	✓	✓	✓
Light fixtures	✓	✓	✓
Stove hood (exterior)	✓	✓	✓
Baseboards	✓	✓	✓
Dishes	✓	✓	
Oven (interior)			✓
Walls, doors & air vents		✓	✓
Refrigerator (interior)			✓
Sliding door track		✓	✓
Crown molding		✓	✓
Cabinets & drawers (interior)			✓
Pantry (interior)			✓



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Bathrooms

Standard

Deep




Move-in/
Move-out

Floors	✓	✓	✓
Toilets	✓	✓	✓
Sinks & faucets	✓	✓	✓
Showers & tubs	✓	✓	✓
Trash	✓	✓	✓
Cabinets & drawers (exterior)	✓	✓	✓
Counters & shelves	✓	✓	✓
Mirrors	✓	✓	✓
Light fixtures	✓	✓	✓
Windows/sills/blinds	✓	✓	✓
Baseboards	✓	✓	✓
Walls, doors & air vents		✓	✓
Cabinets & drawers (interior)			✓
Closets (interior)			✓



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Bedrooms, Living Room, Common Areas	Standard	Deep	Move-in/ Move-out
Make beds & change linens	✓	✓	
Dust and wipe all surfaces including furniture & shelves	✓	✓	✓
Floors	✓	✓	✓
Mirrors	✓	✓	✓
Windows/sills/blinds	✓	✓	✓
Trash	✓	✓	✓
Cabinets & drawers (exterior)	✓	✓	✓
Light fixtures & ceiling fans	✓	✓	✓
Baseboards	✓	✓	✓
Vacuum upholstered furniture	✓	✓	
Walls, doors & air vents		✓	✓
Vacuum under furniture where possible		✓	✓
Cabinets & drawers (interior)			✓
Closets (interior)			✓





Laundry Room

	Standard	Deep	Move-in/ Move-out
Floors	✓	✓	✓
Sinks & faucets	✓	✓	✓
Appliances (exterior)	✓	✓	✓
Cabinets & drawers (exterior)	✓	✓	✓
Trash	✓	✓	✓
Windows/sills/blinds	✓	✓	✓
Counters & shelves	✓	✓	✓
Light fixtures	✓	✓	✓
Baseboards	✓	✓	✓
Walls, doors & air vents		✓	✓
Cabinets & drawers (interior)			✓
Closets (interior)			✓



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Frequently Asked Questions

Do I need to be home during the cleaning?

No, you're welcome to come and go as you please. With the correct access instructions, I can clean your home whether you're there or not. If you are home, I'm happy to adjust vacuuming or movement around work calls, meetings or nap times.

How long will it take?

The duration depends on the size of your home, the type of cleaning booked and any add-on services. Typical time ranges:

- Standard Clean: 3–6 hours
- Deep Clean: 4–7+ hours
- Move-In/Move-Out: 4–7+ hours

I always work methodically to deliver the boutique-level results Jenny on the Spot is known for.

Are you OK with pets?

Absolutely! I'm a huge animal lover and pets are always welcome to hang out while I clean. If your pet has any special instructions, sensitivities or preferences, just let me know.

Do you bring your own supplies and equipment?

Yes. I provide all high-quality, professional-grade, eco-friendly cleaning products as well as my own vacuums, mop, cloths and tools.

If you prefer I use your personal products or equipment, simply let me know. I'm happy to accommodate.

Do you change bed linens?

Yes. If clean linens are left out, I will change and remake the beds as part of your Standard or Deep Clean.

Local ✨ Independent ✨ Woman-owned



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*Serving Carmel, Fishers, Indianapolis, Noblesville,
Westfield, Zionsville & surrounding communities*