

Anita's



Housekeeping Referral Agency

CALL ANITA'S, THEN COME
HOME TO A CLEAN HOUSE!



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Thank you for selecting Anita's Housekeeping Referral Agency. Anita's is locally owned and has been operating in San Diego since 1994, providing a wide range of household assistance by referring professional independent domestic workers. A background screening check and verification of legal status to work in the United States is completed for all registered domestic workers.

Maintaining a home is very time consuming. Our objective is to provide "A Personalized Referral Service Tailored to Meet Your Needs" allowing you time for yourself, family and friends. Service frequency can be arranged weekly, bi-weekly, monthly, occasionally or even on a one-time basis.

Whether you own or rent your home, have vacation or rental properties, or are a realtor. . . Anita's is just a phone call away. Please take a few minutes to read through this brochure. It explains the services available, as well as, some helpful information about Anita's.

SERVICES OFFERED

HOUSECLEANING: Domestic workers can provide all the basic and detailed cleaning functions needed to maintain your home, which could include; microwave, toaster, toaster oven, coffee pot, refrigerator, stove, oven, counters, sinks, cabinets, mirrors, shower stalls, bathtubs, toilets, mopping floors, waxing floors, baseboards, dusting, vacuuming, making beds, spot cleaning walls, spot cleaning carpets, light fixtures, light switches, cobweb removal, sliding glass doors inside and out and other accessible windows inside, etc. You determine what cleaning services you would like the domestic worker to provide. Either the client or the domestic worker can provide the cleaning supplies and equipment - your choice.

OTHER HOUSEHOLD SERVICES: Domestic workers can provide other household services: laundry (please pre-sort), ironing, running errands, shopping, meeting repair and delivery people, etc. Need the garage, basement, closets, cabinets and/or drawers cleaned out and/or organized? Need your blinds or patio furniture cleaned? Just let us know the type of services you require.

MOVING IN OR OUT (VACANCY SERVICE): Domestic workers provide all the supplies and equipment to complete the cleaning when you are moving into or out of your residence. Electric and hot water must be available to enable a proper cleaning service. Vacancy cleaning services are available for home owners, renters, property management companies, realtors, vacation properties and rental properties. Need help with the packing and/or unpacking? Need someone to spruce up before or after an "Open House"? Just give us a call we can arrange these services.

PARTY SERVICES: Domestic workers can provide the pre-party cleaning, help with preparations, serving and the after party clean up. We can arrange for bartenders and cocktail servers. For any type of party: Wedding, Graduation, Receptions, Birthday, Halloween, Christmas, Hanukkah, Formal or Informal Dinner, whatever the occasion, any day or time.

WINDOW WASHING: Have all your windows cleaned professionally, inside and outside. This service can also include windowsills, screens and tracks. The professional window cleaners will provide all supplies and equipment.

WALL & CEILING WASHING: If you need the walls and/or ceilings washed, this is set up as a separate cleaning service. We ask that the client provide all the cleaning supplies and equipment.

TIME NEEDED

How much time is needed for your service will depend on the size and condition of your home, as well as what you would like done.

CLEANING PRIORITY LIST

Providing the domestic worker with a "Cleaning Priority List" is an excellent way to communicate your particular needs. Make copies of your list and leave a note of changes as they arise. For your convenience blank "Cleaning Priority Lists" are enclosed.

DOMESTIC SCHEDULING

Domestic workers registered the longest may only have openings at the beginning of the week since Thursdays and Fridays book up quickly. We recommend referral selection based on the domestic workers availability, rather than a specific day.

DOMESTIC AVAILABILITY

If your scheduled domestic worker can't make it, for whatever reason, we will reschedule your service to a different day or arrange for a substitute domestic. If your regular domestic worker is no longer available we will provide a regular replacement so you receive continual service.

MEETING THE DOMESTIC

It is helpful if you can meet the domestic worker, especially on their first visit. This gives you an opportunity to go over any questions they may have regarding your "Cleaning Priority List" and introduce them to any pets. Of course, any unfriendly pets should be kept outside or in an area the domestic won't be cleaning.

GETTING THE DOMESTIC IN

Please make arrangements for your specific situation if you are unable to meet the domestic worker. Some suggestions could include using a lock box, leaving the key with a neighbor or possibly hiding the key on the premises. If you have an alarm system either disengage it for that day or explain the system use to the domestic worker.

CLIENT SATISFACTION

Please give us your feedback regarding the referral service you receive. If you are not happy, for any reason, we will refer a different domestic worker on your next service who better meets your needs. It is important to Anita's that you are a satisfied client.

RESCHEDULE OR CANCEL

If you need to reschedule or cancel your service please notify our office "two business days" prior to your date of service. This allows time to get the domestic worker replacement work. There is a \$30.00 fee for cancellation of service without two days' notice.

PAYMENT

Payment is due and payable at the time the service is provided. Cash, check, debit or credit card can be used for payment. Please make checks payable to Anita's Housekeeping Agency. Call our office prior to the service if paying by debit or credit card. We accept Visa, MasterCard, American Express or Discover.

DAMAGE AND KEYS

The domestic worker accepts sole responsibility for property damages or lost house keys as a result of their actions.

GIFT CERTIFICATES

Gift Certificates can be purchased for any of Anita's referral services. This is a truly unique, thoughtful and practical gift. For family, friends, work associates, baby shower, raffle prize, etc. Call our office today to order by mail or pick up.

"FREE" HOUSECLEANING

Regular weekly or bi-weekly clients receive "Free Housecleaning" for each client referred that uses Anita's services. Occasional clients receive "Free Housecleaning" for every two clients referred. It can be family, friends, neighbors, work associates, anyone. This is our way of saying, Thank you!

SOLICITING DOMESTICS

The domestic workers sign a Contract Referral Agreement with Anita's Housekeeping Agency, which prohibits them from working directly for any client obtained through Anita's and for a nine-month period following termination of their association with Anita's. Please don't solicit them or encourage them to solicit you, as we will legally enforce this contract.

DOMESTIC WORKERS

Anita's Housekeeping Agency is not the employer of the domestic worker it referred to you. The domestic worker may be your employee or an independent contractor depending on the relationship you have with him or her. If you direct and control the manner and means by which the domestic worker performs his or her work you may have employer responsibilities, including employment taxes and worker's compensation, under state and federal law. For additional information contact your local Employment Development Department, and Franchise Tax Board, and the Internal Revenue Service.