



Frequently Asked Questions



What type of cleaning business is Dolly's Cleaning Service (DCS)

Our cleaning services are positioned as a premium service that focuses on ensuring a high level of detailing and customer service. We pride ourselves on being professional, efficient, reliable, helpful and friendly.

How does the pricing work?

We charge \$45 plus GST per cleaning hour, per cleaner (Residential). Cleaning hours and clock hours are not the same measurements; see the below explanation. We hope this makes sense but if you'd like more clarification, then just ask.

If a cleaner works alone from 9 am to 12 noon, that is a total of 3 cleaning hours and 3 clock hours, and the fees would be \$135 plus gst

If two cleaners work together from 9 am to 12 noon, that is a total of 6 cleaning hours over 3 clock hours, and the fees would be \$270 plus gst

If two cleaners work together from 9 am to 10.30 am, that's three cleaning hours total over a 1.5-hour duration, and the fee would be \$135 plus gst

Do you have minimum hours per job?

Weekly cleans have a minimum of 2 hours per clean and a minimum of 3 hours per fortnight. Our experience shows that less than this puts a strain on our team to finish in time. This can cause issues with quality or worker and client stress.

Do you have insurance?

Dolly's cleaning service is insured with Public liability and professional indemnity to extensively residential and commercial clients

Is Dolly's Cleaning Service GST registered?

We are a GST registered business

Do Dolly's Cleaners have Police Clearance?

All our cleaning staff have police clearance, and we will store copies of this for you in your client folder, which you can access anytime.

Executive Class Client Status

DCS holds 10 places per week for our Executive Class clients, one in the morning and one in the afternoon. These timing slots are locked in and guaranteed, they offer the special benefits that certain clients deem valuable.

What happens if I have to cancel my upcoming cleaning appointment?

We allow cancellation of services up to 24 hours before your clean. If the cancellation is within 24 hours, we charge 50% of the cleaning fee. We cannot book additional clients for the time slot, so it becomes dead time. To cancel your clean, please message as soon as you become aware. The more time, the better.

What should I expect for my first clean?

A first clean is an opportunity to learn the environment of your home or office. Often we request a longer duration to ensure a deep, thorough clean that makes the next clean more manageable. This gives us a chance to hit the job hard from the get-go.

When do I pay, and can I have a receipt?

We will invoice you for a formal receipt of service on Sunday after the job; we ask that you include the invoice number as a reference to track the payment. As a small family business, we ask for payment within 7 days as we pay our staff weekly.

Can I have the same cleaner every visit?

It makes sense for us to schedule the same cleaner each time, and this is our preference. However, this is not always possible and can mean the cleaner(s) may change from time to time. Our goal is to meet your needs, and this is easier when our cleaners are familiar with your expectations and home.

Why do I have more than one cleaner per job?

Our research and trials show it is more effective for team morale, safety and efficiency to have our cleaners working in pairs when possible. It's quicker to pack up, requires fewer cars to be on the road, and if there is an accident, someone is there to help. Working as a team helps transfer skills and develop less experienced cleaners more quickly.

Our scheduling impacts the number of cleaners we put on to jobs. Thank you in advance for your trust in our management of how to juggle our precious people so meet all of our client's varying schedules.

What type of products do you use, and can you use mine?

Dolly's Cleaning Service uses natural or less harmful products in your home. Harsh products like bleach are used on toilet areas only less otherwise directed by you. Should you have preferences for products, we are happy to review these and use them where suitable.

Can I use my equipment?

Some clients prefer us to use their equipment, such as vacuum cleaners. We're open to using your cleaning equipment as long as the products don't cause undue stress on the cleaners because of weight, shape or the likes.

Dolly's Cleaning Service will not be liable for fixing your cleaning appliances should they malfunction or break during use. We also expect such products to be ready for use, so the team does not need to change dust bags etc.

What happens if I find some things I'm not satisfied with after the first clean?

Our job is to meet your expectations as best we can. Our mindset is that constructive feedback is an opportunity to learn and make needed corrections to improve. We encourage feedback to help us understand your preferences more quickly, so you'll be a satisfied customer.

[Back to top](#)

Can I request new cleaners if I'm not happy?

Our cleaning business has many clients, which always puts a lot of pressure on our resources – time, energy and people. We schedule our team based on experience, location, availability and more. Rather than change workers, we ask for at least 2-3 cleans to help our team adapt to your environment and preferences.

After this time, performance usually always meets expectations. On the rare occasion it doesn't, then we'd provide an alternative solution.



Where do you store my information, and will it be safe and private?

Each client has their unique client folder that stores essential job information and details, including the cleaners police clearance, job details sheet, client details. This folder is on G-Suite, which is secure and private.

What if I have an area that needs special attention?

To ensure we don't miss important updates about your job, we recommend a brief text message or call. We can add this to your client file if it's an ongoing requirement. So, if you'd like us to focus on a specific area, just let us know.

How can we help you be more efficient?

You can help us by ensuring your house is prepared for a clean, such as valuable items or clutter being put away before arrival. For example, close doors and post a note on individual rooms if you don't want them cleaned, and put toiletries into cabinets.

Booking Extra Hours at the time of Cleaning

You can ask to have more hours of cleaning on the day if needed, and if this suits the staffing schedule, we will accommodate you. Please contact Dolly if this is the case.

Pet Soils, Cleaning Dishes, Making Beds and Executive Services

Certain items are outside the usual range of cleaning duties because of additional time or special equipment needed. Therefore the noted items will only be cleaned if pre-arranged with Dolly's Cleaning Service. Extra fees will be applied.

A special message for those with (incredible) pets

Please put your dogs away while we visit because some of the team have little experience around them.

Also, if there is a thick volume of animal fur each visit, we may be required to charge an extra service fee because of the effects on vacuum cleaner filters.

Send a priority list to us if you think certain areas need more focus. For example, showers may require special attention every 4-6 weeks, or one area of the house may need steam mopping due to heavy visitor numbers and social occasions.

