



A household service company recognized for quality by CAA Habitation

*To ensure quality household services
and the safety of our employees,
We strongly urge you to obtain the following equipment and products*

Equipment required (in good condition)

- Broom, vacuum or Swiffer
- Dust pan
- Bucket (roughly 10 litres, with wringer)
- Mop (Vileda with **cloth-strip** head, or model with 8–10 oz cotton head)
- A few cleaning rags
- Toilet brush

Required products

- Mild degreasing product (Hertel Multi, Mr. Clean or other all-purpose cleaner)
- Antibacterial products (Vim Power Cream Bathroom)
- For hard and heavily soiled surfaces (scouring or S.O.S. pads)
- For windows and mirrors (Windex, white vinegar)
- For oven (Easy-Off or Mr. Muscle)
- For wood floors (Murphy Oil, white vinegar or other)

Optional or as needed...

- Aluminum foil
- Garbage bags
- Two-step ladder
- Strong degreasing product (Hertel Plus or other)
- Baking soda (Cow brand)
- Paper towels

Complaint procedure

We aim to provide the highest quality service. By giving us feedback, you help us ensure that quality. For any complaints about services or to report a problem or breakage, please notify the scheduling department immediately (max 48 hours) following the visit or incident so we can take action accordingly. In some cases, we may ask you to put your complaint in writing and submit it to us.

We appreciate your cooperation.