



*Spectacular shine!*

# TOP 11 THINGS YOU MUST KNOW BEFORE CHOOSING YOUR FAMILY'S HOME CARE SPECIALIST

*When should my home be cleaned?*

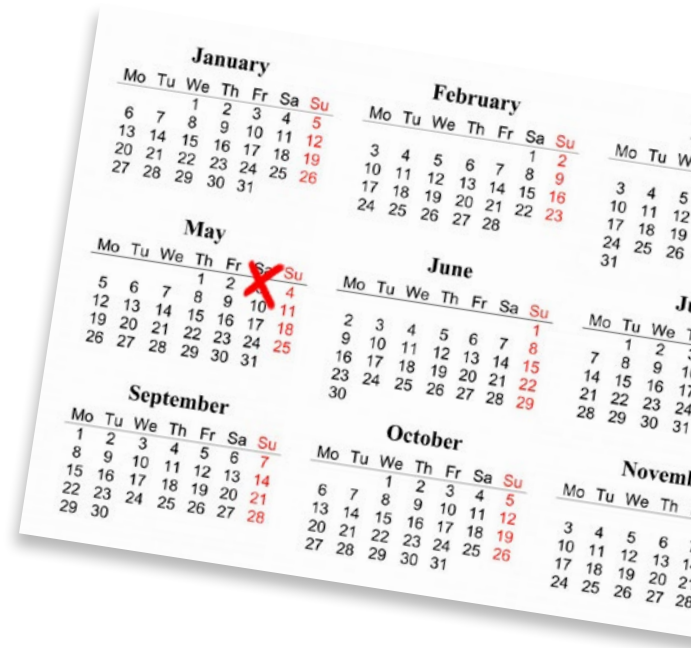
TIMING IS EXTREMELY IMPORTANT TO REDUCE OVERALL MAINTENANCE TIME AND COST.

## 1. *Is the company a specialist?*

Many companies offer a wide array of services to their clients. Some folks see this as a benefit but when was the last time you had your plumber fixing the electrical panel? Professional exterior cleaning is a particular job requiring extensive experience. Scratched windows, dented gutters, and surfaces damaged from too high of pressure washing are common mistakes made by “jack of all trades”.

## 2. *When should I have my home cleaned?*

The ideal amount of cleanings per year is two. One clean in the fall and one in the late spring. The fall cleaning is important to ensure your home water drainage systems are working properly prior to the heavy rain and ice of the winter. In the spring, the home needs a cleanup to ensure a shiny/spotless home for parties and the extended summer hours spent enjoying your yard. Homes with more trees overhead require more active cleanings.



## 3. *Is the first visit free of charge?*

Our first visit is ALWAYS free! During this consultation we will meet you, go over your needs, and discuss the various options available to you as well as address any of your concerns/questions - add in frequency of visits before making this important investment.

## 4. *My home is brand new, why clean?*

New home or old, the same principles apply. It is important to maintain the surfaces and drainage to ensure no longer term damage occurs. Preventative maintenance of your home is like servicing your vehicle every six months. The purpose of the service is to ensure no costly surprises occur.





5. *Is there a charge for emergency appointments?*

Emergency calls are typically issued for gutter systems that are clogged and overflowing causing potential fascia/roof leaks or sloping gutters. These generally do have a charge, however if a crew was at your home recently and something was missed, we will provide the call out free of charge.



6. *How has technology changed exterior cleaning?*

Technology has made a significant impact in our ability to safely and efficiently clean your homes exterior surfaces. For window cleaning the introduction of water fed poles has allowed our technicians to stay off the ladders more. This reduces time on site and dangerous situations, ultimately reducing our costs to our clients. When pressure washing surfaces, a surface cleaner has enabled us to clean large areas more quickly and efficiently, thereby reducing the end cost to the customer.

## *7. What payment options are available?*

We offer a full array of payment options. For your convenience, we accept cheques, phoned in Visa/Mastercard and recently the addition of payment online using Visa/Mc/Paypal. For larger jobs, we offer the convenience of paying a 25% deposit with 50% more paid half way through the job and the remaining 25% paid upon final client approval of a job well done.



## *8. Who are the technicians at my home? What is their training?*

All of our technicians go through a rigorous hiring schedule consisting of 7, yes 7, interviews! Once through seven interviews we know they have the desire to make our clients happy and that they share the same values as us. Our training system is second to none. New employees typically have experience in the cleaning industry but we take them through our extensive training regime to ensure they are exceptionally prepared for everything that may happen on a job. Job shadowing and apprenticing is also a key component to our successful training.

## *9. Are they insured and properly licensed?*

In a business where water interacts with your greatest investment, your home, it is absolutely critical that the company hired to do the work is insured. Liability insurance protects your investment in case of the worst case scenario: leaks and water damage to your home. Additionally, it is imperative that all people working on your home be insured for health and safety purposes. Remember former premier Gordon Campbell and the uninsured man who died on his property? Mr. Campbell was on the hook for this! Don't take risks with your greatest asset!





# MORE QUESTIONS TO ASK YOUR HOME CARE SPECIALIST

## 10. *Does the company offer a “risk-free” money-back guarantee?*

A company must stand behind their work and in our opinion if a company doesn't offer a 100% money back satisfaction guarantee, then they should not be in business! That is why we offer a risk free 100% money back guarantee. We are so confident you will be happy with our work that we offer this “crazy” guarantee. No qualms about it, we are proud of the work we do.

## 11. *What do other people say about the company?*

Ask around, chances are your friends or a friend of a friend has used the services. What was their opinion? Additionally, check out the testimonials and references. If a company cannot produce such a simple request, it is likely their past clients were not happy with the work. ie. find a new exterior cleaning specialist!



## *Where can I find more information?*

Call your local home society for a recommendation to an exterior cleaning specialist or visit [www.bccca.ca](http://www.bccca.ca) for more helpful information by the British Columbia Contract Cleaners Association.





## WHAT ARE PEOPLE SAYING ABOUT UMBRELLA PROPERTY SERVICES?

*“Umbrella Property Services provided us with everything that I could have asked for from a home care service provider: the quote was done within two days of making initial contact, the job commenced on the day promised, was completed before the day estimated, kept their work areas neat and tidy, and most importantly the final product was fantastic. I would highly recommend this young team of professionals. Great work, great value. Thanks for a job well done!” - Jim Tyrer, Richmond*

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*“Ryan Lermitté and his company have been providing services to Anuja and I and many of our friends and family for several years. We’d highly recommend them for any needs around the home such as Christmas Light installation, painting, window cleaning and brick sealing.” - Praveen Varshney, Vancouver*

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*“We highly recommend Ryan Lermitté and all his services. On a personal note, he remembers the names of my kids and my dog. For a busy family like ours, the convenience of having a solid “go-to guy” is invaluable!!!” - Rebecca Sherry, Vancouver*

**CONTACT UMBRELLA PROPERTY SERVICES TODAY!**

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