

FAQs

What service will you provide for my vacation rental?

Trust our professional team to handle cleaning, maintenance, supply inventory, and co-hosting service for your property.

What areas do you service?

We service the entire United States of America.

Do you accommodate last minute reservations?

Yes we do!

What happens after I sign agreement to start service?

An invite to download our app will be sent via text message. After logging into app, please refer to 'welcome new hosts' form in team files. **There is no fee to start service.**

What if I have a lot of properties that need to be serviced?

Most of our clientele have multiple properties and live out of state, even out of the country. Our team is the best! Just fill out agreement form for one of your properties. Once you log inside of our app, we can easily add the rest. We do offer discounts for multiple properties as well.

Is there anything that your company does not clean?

We do not clean bodily fluids or feces.

Do I provide cleaning supplies?

No, unless you prefer otherwise; we do not mind. Our cleaning crew will arrive fully equipped to clean with quality products unless you prefer otherwise. There is no extra fee for cleaners to bring their own supplies.

Do I have to provide a method of payment each time I am serviced?

Your card is saved on file to be charged whenever you are serviced. If you ever need to change card on file just fill out cc authorization form and email to us. Just request for cc authorization form.

What happens if I need to reschedule my appointment?

Just email booking@onpointcleaningandmoving.com

Do you send the same cleaners each time?

Yes, we do everything within our control to send the same cleaners on a regular basis. However, just like any workplace, we rarely experience absences and resignations. We will send a replacement cleaner, if necessary in order to meet your schedule requirements. You may request at anytime to switch your cleaner. Cleaners will be located within a 10 mile radius of your property. You have direct contact with them inside our app. Please make sure you fill out vacation rental intake form so that it is on file and so your customer profile is prepped and ready for our back up cleaners if necessary. **This form contains info like door code, location of extra linen, WiFi code, etc.**

What happens if I am not satisfied with my cleaning or a guest complains about cleaning?

Although this RARELY happens since we follow a universal checklist... You must report this within 24 hours of your cleaning. Just email management@onpointcleaningandmoving.com. Please make sure you take pics and send as proof. Management will then investigate and contact you with a resolution. Response from management is usually within 72 business hours but can take up to 7 business days during busy peak times. **You can use app to request for cleaners to come back out to property as well, free of charge.**

What happens if I leave a balance unpaid?

If a customer does have an unpaid balance (which is rare), the balance will incur late fees until paid and will be forwarded to collections department if left unpaid. Transactions can not be disputed after services are rendered.

How do I receive discounts?

Just Sign up for our mailing list to receive weekly offers and discounts. Make sure our emails are not going to spam. You may visit our website to join mailing list, just go to home page and scroll down to join mailing list. **Save money weekly!**

Can I tip my cleaner?

Yes, please do. We encourage tips for our employees hard work.

I am a contracted client, how do I cancel my services?

You may cancel services at anytime, you just need to give us a 30 day notification to avoid cancellation fees. All previously scheduled cleanings that occur within the last 30 days of service can not be cancelled unless proof of guest cancellation is sent. Send notice of cancellation to management@onpointcleaningandmoving.com

What if there is no water and electricity at the property?

There must be running water and electricity on the property in order to receive any cleaning services.

Where is my refund?

It takes 7 to 14 business days for a refund to process back to your card on file.

Should I make the cleaner aware of parking fees for my building?

Parking fees will be billed to you unless there is on street or free parking available. We will only bill you for one car, receipt will be provided.

What if there are extreme weather conditions on the day of my appointment?

If weather conditions are not safe for our cleaners and movers, we will contact you asap to reschedule. We do try our best to avoid this for our Air Bnb Clients.

How much is co-hosting?

We charge \$199 per month for unlimited co-hosting for up to 4 properties. Each additional property is \$45.

What is cohosting and what service does it not include?

We do not list your property or furnish it. We also do not handle pricing or identity verification. Co-hosting is 24 hour customer service for your guests. We take care of all of your guests needs from late/early check in requests, maintenance issues, dinner recommendations, lockouts, etc. The guest will not bother you for anything while checked in; they can call our 24/7 vacation rental hotline, text, or email us. We have service providers ready to service your guests when needed; handyman, electrician, locksmith, cleaner, etc.

Is my vacation rental property eligible for your service?

Yes, as long as your property has working WiFi, working TV, air conditioning, heating, smoke alarm, carbon monoxide detector, and fire extinguisher.

Do you apply New York State tax to New York customers?

Yes, we do. All New York customers will have an additional 8% NY state tax applied to card on file. This applies to the state of California as well as Vermont.

What is the California and New York surcharge?

Due to high demand in these areas, there is a \$25 surcharge for all services in California and New York. This applies to Vermont as well.

How do I send my upcoming reservations?

Please send schedule for turnovers via our app or via email. You may screenshot calendar and send to us to make it easier. You may also book with us by referring to the 'how to book a cleaning' pdf inside app. You may book a deep/initial cleaning as well. **A VERY EASY way to book your cleanings** is to add our email address to your booking platform to receive notifications for reservations. We will then book the cleaning for the checkout date and you will receive text and email confirmation. Please use booking@onpointcleaningandmoving.com when forwarding booking notifications.

Do you replenish amenities for guests? Ex. Toilet tissue, soap,etc.

Yes we do, every turnover. We will let you know when you are running low on amenities as well. We can handle ordering supplies as well upon request, your cleaners will put items inside property for you. We will charge you a \$25 service fee for this service.

Why do I need 3 sets of linen per bed on property?

We have been servicing vacation rental properties since 2014. Our policies help to keep your revenue rolling and guests happy, as well as prep you for same day turnarounds. We have came across guests who took linen off property, damaged comforters, etc. Our policies help to avoid these things from interrupting flow of business. We ask for 3 comforters per bed as well.

Do you provide laundry services?

Yes we do, both on and off property. **There is no fee for laundry done on property.**

Should I Charge more for reservations with more than 5 guests?

That is totally up to your discretion. Most of our hosts do charge more per guest if the reservation includes more than 5 guests.

Will the cleaners clean the grill?

They do not, but they will make sure no food is left inside of the grill. We ask that your guests clean grill after use.