A PRACTICAL GUIDE

The House Cleaner's Client Intake Form

A practical guide to setting clear expectations before your first clean

Made by the Braxis machine

braxisai.com

ABOUT THIS GUIDE

What this is

This guide is for solo house cleaners.

It is a practical method, not a promise of a result. It contains no invented statistics, no fake customers, and no guarantees. The words were drafted with AI assistance.

Use the checklist at the end on a real piece of work this week.

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Scope the Work Before You Start

Start by listing the specific tasks the client wants done. Ask for details like which rooms need cleaning, what surfaces should be wiped, and whether they have special areas like a gym or playroom. Avoid vague requests like 'deep clean'—break it down. For example, ask if they want furniture dusted, floors mopped or vacuumed, or baseboards wiped. Use a checklist format to ensure nothing is missed. If the client mentions a task you’re unsure about, clarify immediately. This prevents misunderstandings later. Keep notes on their preferences, such as whether they prefer microfiber cloths or paper towels for certain surfaces. This helps you tailor your approach and ensures consistency.

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Address Pets and Allergies Upfront

Ask about pets early in the conversation. Find out how many animals live in the home, their breed, and where they spend most of their time. This helps you prepare for fur, dander, or odors. If the client has allergies, ask if they’re sensitive to cleaning products or pet dander. Offer to use hypoallergenic or fragrance-free supplies if needed. Clarify whether pets are allowed to roam freely during the clean or if they’ll be confined to one area. This prevents interruptions and ensures safety for both you and the animals. Document these details to adjust your cleaning methods accordingly.

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Confirm Access and Logistics

Make sure you know exactly where the client’s home is located and how to access it. Ask for clear directions, including any landmarks or special instructions. Confirm whether they have a keypad, code, or someone who can let you in if they’re not home. Ask about parking rules, security gates, or any restrictions on entry. Clarify if there are shared spaces like a garage or basement you need to clean, and whether you’ll have access to all areas. Discuss the best time to arrive and how long you’ll need. This avoids delays and ensures a smooth start to your work.

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Set Clear Expectations for Cleaning Standards

Explain what ‘clean’ means to you and your business. For example, will you vacuum or sweep floors, and how often? Will you polish surfaces or just wipe them down? Discuss whether they expect deep cleaning tasks like scrubbing showers or cleaning behind appliances. If they have specific standards, like germ-free surfaces or spotless mirrors, clarify how you’ll achieve that. Avoid assumptions—some clients may expect a level of cleanliness beyond standard services. Provide examples of what you’ll do, such as ‘all surfaces wiped down with disinfectant’ or ‘furniture dusted and polished.’ This helps manage their expectations and prevents complaints later.

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Finalize Payment and Policies

Confirm the payment method and amount upfront. Ask if they prefer cash, card, or digital payment, and whether they'll tip. Discuss any additional fees, such as for extra rooms or special tasks. Clarify your cancellation policy—how much notice they need to reschedule or cancel. Ask if they have insurance or liability waivers you should see. If you offer a contract, explain the terms, including deposit requirements or payment schedules. This ensures both parties are on the same page and reduces disputes. Keep a copy of their contact info and payment details for your records.

USE THIS

Checklist

- [ ] List all tasks the client wants done in detail
- [ ] Ask about pets, allergies, and any cleaning product restrictions
- [ ] Confirm access details, including directions and entry methods
- [ ] Clarify cleaning standards and what ‘clean’ means to the client
- [ ] Finalize payment terms, cancellation policy, and any contracts

Where this came from

This guide is a digital product from Braxis AI. The machine wrote it with AI assistance. It contains no invented statistics, no fake customers, and no guarantees. The PDF is delivered immediately after checkout. If something is wrong, email braxisai@gmail.com and it will be fixed.

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