

STRETCH CLEANING & RESTORATION

3408 A Long Beach Blvd.
Long Beach Twp. N.J. 08008
Phone:(609) 361-2400
Fax:(609) 361-8442
lbi@stretchcleaning.com
www.stretchcleaning.com

NEWS FOR 2017

Dear Valued Customer,

In the past few years we noticed an increased demand for what we call a "Premium Changeover Service". Each property is unique and has it's own unique needs. While, we feel we provide an excellent service during our "Standard Changeover Service", we wanted to give some extra options to those clients who need them. So we decided to give it a try and provide you with an optional *A La Carte* add-on services to complement your "Standard Changeover Service" and customize it to your individual needs.

As always, your homes need to be properly spring cleaned, so that we have a base-line to maintain for the season. We do not have the time during Change-Over time frame to spring clean your property, to check if the keys work, to make sure you have the proper working vacuum, mop or broom. That is why we **require** that, if you are taken as our client for the season, spring cleaning must be performed by Stretch Cleaning before the Change-Over season begins. We need to prevent many of the problems, so that the summer can run smoothly. By doing a spring cleaning and checking your property we will make sure you are prepared for the season and that this summer you will have less things to worry about.

In addition, we strongly recommend that you do a complete Carpet/Upholstery/Tile Cleaning, Window Cleaning and Softwash exterior cleaning of roof/siding/decks/outdoor showers before Change-Over season begins. Please, contact us as soon as possible, so we can put you on our schedule.

Please, refer to "Why Stretch" to learn about Peace of Mind, that you want to have and we are ready to give.

After this long cold winter we all are looking forward to a warm weather, great summer and unforgettable memories made here, down the Shore on the Beautiful Beaches on LBI!!!

Best regards,

Kevin Stretch and Your Team of
Stretch Cleaning and Restoration, Inc.

Why Use Stretch? Peace of Mind

Here, at Stretch Cleaning, we are dedicated to providing you with quality, honest and dependable service but we feel, that giving you piece of mind is just as important as delivering a high quality service. This is why we wanted to share these important facts with you:

- Fully Insured and Bonded
- All of our full-time employees go through Background checks and Drug Testing. Our seasonal exchange student employees are vetted by the US Embassy.
- We care about your investment which means that in a long run you will get the most value for your dollar.
- We are not just a phone number or a P.O. Box. We are a family operated business with the office right on the boulevard in Brant Beach. We are open year-round Monday - Friday and Monday - Saturday during the summer, so should you have any areas concern you know we will be there to take care of it.
- We are an IICRC (*The Institute of Inspection, Cleaning and Restoration Certification*) certified firm.
- We leave notes to call us if there is a problem with the changeover cleaning, this way, if a problem should arise, you will not get that phone call, we will. And, be sure, we will take care of that problem, so you don't have to.
- And last but not the least! We have been in business for over 20 years and when you hire Stretch Cleaning, you are gaining that experience.

STRETCH CLEANING & RESTORATION

Home Improvement Contractor License: 13VH03423800

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SATURDAY CHANGE-OVER CLEANING CONTRACT 2017

This contract is for cleaning services only and is not a contract for Home Improvements. The following is a list of services that are completed during our Standard Rental Changeover Cleaning Service:

Kitchen:

- clean sink, stove & counter tops
- clean microwave
- empty & clean refrigerator/freezer
- wash floor

Bathrooms:

- clean sink/mirrors
- clean tub/shower
- clean toilet
- wash floor

Living rm. /Dining rm.:

- dust furniture (horizontal surfaces)
- vacuum floors
- straighten cushions
- wash floor

Bedrooms

- dust furniture (horizontal surfaces)
- vacuum/mop floors
- clean mirrors

Please, be advised that we do not provide linen/towel service and do not change linens during our cleaning. Please, make sure to inform your tenants to bring their own linens/towels.

There are also services that are **NOT REQUIRED** although they may be completed for an additional fee upon your request. (These are all Spring Cleaning Issues):

OPTIONAL A LA CARTE PREMIUM ADD-ON SERVICES

Please, check all services you would like us to provide during each cleaning for the entire changeover season:

ADDITIONAL SERVICE:

- Vacuum/Mop under All Beds
- Scrub All Bathrooms with bleach
- Vacuum SAND off furniture**
- Squeegee Clean inside/outside sliding doors (excludes screens)
- Dust Ceiling Fans with brush (excludes fans, that require ladder to reach)
- Sweep Deck, Wipe outdoor furniture

ADDITIONAL CHARGE:

\$5 /Bed
\$10/Lavatory - \$20/Guest Bath* - \$30/Master Bath
\$5/Chair - \$10/Love Seat - \$15/Sofa - \$25/Sectional
\$20/ two pane Sliding Door (\$10 per pane)

\$5/Ceiling Fan

Price to be individually determined based on size and amount of furniture

*Guest Bath shall have but not exceed 1 sink, 1 toilet, 1 shower OR 1 tub.

We will vacuum on top of your furniture piece as well as underneath all cushions to remove SAND/DIRT. If you allow pets, this add-on service will help you keep your furniture as clean as possible but we do **NOT guarantee to remove ALL pet fur from your furniture as in many cases, it's almost impossible to complete within changeover time frame.

Important: If you decide not to go with our "Premium add-on service" we would strongly recommend getting a good "Scrub" at the end of your changeover season as most properties need an extended cleaning after heavy use during the entire season.

Please choose one of the following:

- Please call me at the end of my changeover season to schedule a "Double Cleaning" (double the price of your "Standard Changeover Service")
- I would like to decline "Double Cleaning Service" for this year.

Please Note: We DO NOT move furniture during a Changeover Cleaning. Furniture is moved ONLY during a Spring Cleaning. Stainless steel cleaner and Granite cleaner must be supplied by the owner. **You also must have a working vacuum, replacement bags, synthetic broom(not straw) & mop available.**

Please check this box if your kitchen trash is inside of the kitchen cabinet.

Please advise your tenants that as a part of Standard Check-Out Procedures your tenants are required to complete the following check list:

- Empty all trash and recycling.
- Straighten up your home (fix pillows on sofas, put away any dishes/pots...etc.)
- Make all beds nice and neat with covers and pillows on each bed.
- Fold all additional blankets and place neatly in the closet.
- Wash all dishes. (No dishes should be left in the sink.)

These things are expected to be completed by the tenants before they leave. As a courtesy to you, we will complete all these things if they were not completed by the tenants, though additional fee may apply. If the house is in complete disarray we will notify you and correct the problems however additional fee may apply.

It is the responsibility of the tenants who are checking out to leave your unit neat and orderly. It is the responsibility of the tenants who are checking in to go through the property immediately and look for damage. (It is recommended that the security deposit is being held for 8 days by the Real Estate office to protect you, the property owner, against damage or theft). If damaged items are noticed by the tenants who are checking in, it is their responsibility to notify the real estate office. This is to ensure that the security deposit will be held from the previous tenants and that you, the owner, will be compensated for lost, stolen, or damaged items. Stretch Cleaning & Restoration is **NOT RESPONSIBLE** for items stolen, broken or damaged by tenants.

IT IS REQUIRED THAT YOU HAVE YOUR UNIT SPRING CLEANED BY STRETCH CLEANING. IN ADDITION, YOU SHOULD HAVE YOUR RUGS/FLOORS PROFESSIONALLY CLEANED AT THE BEGINNING OF THE RENTAL SEASON. WE WILL INSPECT THE PROPERTY AND IF THE PROPERTY IS IN POOR CONDITION WE RESERVE THE RIGHT TO CANCEL THE SERVICE.

1. Schedule Spring Cleaning (Required)

Preferred Date _____

2. Schedule window cleaning Handled by owner Date: _____

If Window Cleaning is not done by Stretch then we are not responsible for Window Cleaning issues.

3. Schedule carpet cleaning Handled by owner Date: _____

If Carpet Cleaning is not done by Stretch then we are not responsible for Carpet Cleaning issues.

4. Schedule Softwash Exterior roof/siding/deck Cleaning Date: _____

5. Schedule radiance wood floor refinishing (no sanding) Date: _____

If you would like Stretch Cleaning to handle your window cleaning, carpet/tile/upholstery cleaning, Softwash exterior cleaning of roofs/siding/decks/outside showers or radiance wood floor refinishing before beginning of the rental season please fill out the dates or call our office at least 10-14 days prior to the first changeover cleaning.

*If we have to provide these services on short notice there may be an additional fee on top of the regular price.

If there is any concern in regards to the cleaning, the tenants must notify Stretch Cleaning immediately so that we can promptly rectify the situation. The office will be open until 5:00pm on Saturday & closed on Sunday, but messages will be checked till 5pm. **Complaints will only be accepted on the day of check-in.** Please, let your agencies be aware of the cleaning service you are using.

If you are a new customer or had your locks changed this year, please, provide us with two keys to your property.

Please make sure to fill out all pages of this contract and return to us together with credit card authorization form and keys.

Terms:

- All payments for services are Due Upon Receipt - Overdue balances charged 2 % interest monthly, with the minimum monthly charge of \$3.00.
- You will be required to provide Stretch's Professional Cleaning Services, Inc with credit card information valid through the date of the completion of services at the end of the season.
- If payment in full is not received within 30 days of the invoice date, we take the responsibility to charge your credit card without notice for all unpaid services. By executing this contract you agree and authorize Stretch's Professional Cleaning Services, Inc. to charge your credit card for any services/fees that are past due by more than 30 days. 2 % interest monthly, with the minimum monthly charge of \$3.00 will be applied to any unpaid balance in the event of credit card is dishonored.
- There will be a **\$50 CANCELLATION FEE** for a cancellation within 3 days of the scheduled day of cleaning.
- This contract is invalid until you are notified of acceptance via e-mail or fax.
- **NO EARLY CHECK IN.** To make sure your shore house gets properly cleaned we do not allow early check in. If on scheduled date of service the tenants/owners check in early and/or tell us they do not need cleaning, you will still be billed in full.
- **NO LATE CHECK OUT.** We will not be responsible for completion of the cleaning if access to the property is denied because a tenant has not vacated on time and you will still be billed in full.
- In case we have to seek a legal action to settle any overdue account, it would be done in Ocean County, New Jersey where the work was performed. By executing this contract both parties agree that jurisdiction for any dispute in this matter will lie in Ocean County Superior Courts, Ocean County, New Jersey.

NOTICE TO CONSUMER.

YOU MANY CANCEL THIS CONTRACT AT ANY TIME BEFORE MIDNIGHT OF THE THIRD BUSINESS DAY AFTER RECEIVING A COPY OF THIS CONTRACT. IF YOU WISH TO CANCEL THIS CONTRACT, YOU MUST EITHER: (1) SEND A SIGNED AND DATED WRITTEN NOTICE OF CANCELLATION BY REGISTRED OR CERTIFIED MAIL, RETURN RECEIPT REQUESTED; OR (2) PERSONALLY DELIVER A SIGNED AND DATED WITTEN NOTICE OF CANCELLATION TO STRETCH'S PROFESSIONAL CLEANING SERVICES, INC LOCATED AT 3408 A LONG BEACH BLVD., LONB BEACH TWP., NJ 08008. IF YOU CANCEL THIS CONTRACT WITHIN THE THREE-DAY, YOU ARE ENTITLED TO A FULL REFUND OF YOUR MONEY. REFUNDS MUST BE MADE WITHIN 30 DAYS OF THE CONTRACTOR'S RECIEPT OF THE CANCELLATION NOTICE. INQUIRIES MAY BE MADE TO THE DIRECTOR OF CONSUMER AFAIRS REGARDING CONTRACTORS AT 1-800-242-5846

I have read, understood and agreed with all the terms of this contract.

PRINT YOUR NAME HERE: _____

Signature _____ Date _____

Billing Address: _____

Home Phone: _____ Cell Phone: _____

Email: _____

Stretch's Professional Cleaning Services, Inc. Representative _____ **Date** _____

Please sign your initials next to the dates you would like your property **to be cleaned** and write which Realtor it is rented through that week. If you would like to add additional dates after submitting this contract to us, please email us one week prior to those dates and we will do our best to schedule it. You will receive an e-mail with a confirmation. You are required to have at least five changeovers and a credit card number to be accepted. PLEASE REMEMBER TO SEND US 2 SETS OF WORKING KEYS.

CUSTOMER NAME: _____

Check out time: _____ Check in time: _____ Cleaning price for unit _____

Address of property: _____

Cleaning Date	Realtor	Your Initials	Cleaning Date	Realtor	Your Initials	Cleaning Date	Realtor	Your Initials
5/20			7/1			8/12		
5/27			7/8			8/19		
6/3			7/15			8/26		
6/10			7/22			9/2		
6/17			7/29			9/9		
6/24			8/5			9/16		

If you have a second unit at the same address please enter the dates below.

Check out time: _____ Check in time: _____ Cleaning price for unit _____

Address of property: _____

Cleaning Date	Realtor	Your Initials	Cleaning Date	Realtor	Your Initials	Cleaning Date	Realtor	Your Initials
5/20			7/1			8/12		
5/27			7/8			8/19		
6/3			7/15			8/26		
6/10			7/22			9/2		
6/17			7/29			9/9		
6/24			8/5			9/16		

CREDIT CARD AUTHORIZATION

STRETCH CLEANING & RESTORATION INC.
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Stretch Cleaning and Restoration is dedicated to providing you with high quality, honest and dependable service. In order for us to spend more time to insure you receive excellent customer service and less time on collection calls, as of April 30, 2008 we require to have a valid credit card on file before we perform any service.

You will still have an opportunity to pay for any performed service by Cash or Personal Check within 30 days after the date of service. If payment is not received by that time, we will charge the credit card that we have on file.

We offer the convenience of paying for purchases and invoice(s) with your **Visa, Master or Discover Card.**

I _____ authorize Stretch Cleaning & Restoration Inc. to charge my:

____ Visa ____ Master ____ Discover

____ for ALL of my purchases, statements, invoice amounts as soon as service is completed

OR
____ ONLY if other type of payment in full is not received within 30 days after the service is completed.

Credit Card No.: _____ Exp. Date: _____

Validation Code: _____ (on the back of card after card number 3 digits)

Name as appears on charge card/credit card: _____

Billing address of credit card: _____

City: _____ State: _____ Zip: _____

Phone No: Home : _____ Cell: _____

The following individuals are authorized to use my credit card: _____

In the event of a dispute, I agree to contact Stretch Cleaning to try to resolve the dispute prior to contacting my credit card company.

Print Name: _____ Authorized Signature: _____

Please note: If you wish to discontinue use of this authorization, we will need a written confirmation.

Thank you.
Kevin Stretch, Owner.