

Questions to Ask Before Hiring a Cleaner

A saveable, printable checklist for comparing an independent cleaner, a cleaning company, or a local domestic cleaning service before you book.

Before you book: Ask clear questions now to avoid missed expectations, surface damage, access issues and awkward disputes later. Use the tick boxes while calling, messaging or comparing cleaner profiles.

1 Insurance & trust



- Are you insured for accidental damage in my home?
 - Who handles breakages, missed areas or complaints?
 - Can I see genuine reviews, references or profile history?
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2 Products & chemicals



- Do you bring products, cloths, mop heads and equipment?
 - Will you follow label directions, dilution and contact time?
 - Can you avoid products for allergies, fragrances, pets or sensitivities?
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3 Task list & timing



- What is included in a regular domestic clean?
 - What counts as an extra: oven, inside windows, laundry or fridge?
 - Will the first visit need longer than maintenance cleans?
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4 Access & security



- How are keys, entry codes and alarm details handled safely?
 - Where should you park, enter and start cleaning?
 - What happens if I am not home when you arrive?
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5 Reviews & reliability



- Will I usually get the same cleaner or rotating cover?
 - What happens during sickness, holidays or delays?
 - How should I give feedback after the first visit?
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6 Surface care



- Can you identify stone, wood, brass, high gloss or specialist tiles?
 - Will you patch test unfamiliar products on delicate surfaces?
 - Do you colour-code cloths for bathrooms and kitchens?
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Quick ready check

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|--|---|--|
| <input type="checkbox"/> Scope agreed | <input type="checkbox"/> Access plan agreed | <input type="checkbox"/> Surface risks confirmed |
| <input type="checkbox"/> Insurance discussed | <input type="checkbox"/> Reviews checked | <input type="checkbox"/> Feedback route clear |

Safety note: Keep chemicals in original containers and never ask a cleaner to mix products.