



# Customer Roof Cleaning Enquiry Checklist

Printable customer worksheet for comparing independent cleaners and cleaning businesses.

Website: [www.scrubbunnies.com](http://www.scrubbunnies.com)

|                             |                                 |
|-----------------------------|---------------------------------|
| <b>Date:</b> _____          | <b>Cleaner / Company:</b> _____ |
| <b>Phone / Email:</b> _____ | <b>Website:</b> _____           |

Use this sheet to ask the right questions before booking roof cleaning. Scrub Bunnies helps customers connect with independent cleaners and cleaning businesses; the final service, price, method, products, access and safety arrangements should be agreed directly with the cleaner before any work begins.

## 1) Roof and property details

| Ask this   | Notes / answer |
|--|----------------|
| <input type="checkbox"/> What roof area needs attention, such as main roof, extension, porch, garage or outbuilding? | _____<br>_____ |
| <input type="checkbox"/> What is visible from ground level, such as moss, algae, lichen, staining or loose debris?   | _____<br>_____ |
| <input type="checkbox"/> Are there known issues such as leaks, broken tiles, fragile areas or previous repairs?      | _____<br>_____ |

## 2) Photos, access and parking

| Ask this   | Notes / answer |
|--|----------------|
| <input type="checkbox"/> Have I shared clear photos taken safely from ground level rather than climbing onto the roof?           | _____<br>_____ |
| <input type="checkbox"/> What access is available, such as driveway, side gate, rear garden, shared path or restricted entrance? | _____<br>_____ |
| <input type="checkbox"/> Where can the cleaner park, unload equipment and work without blocking neighbours or entrances?         | _____<br>_____ |

## 3) Fragile areas and surroundings

| Ask this   | Notes / answer |
|--|----------------|
| <input type="checkbox"/> Are there skylights, conservatories, solar panels, aerials, roof windows or delicate roof edges?        | _____<br>_____ |
| <input type="checkbox"/> Are there plants, ponds, vehicles, garden furniture, outdoor surfaces or neighbouring areas to protect? | _____<br>_____ |
| <input type="checkbox"/> How will moss, water and debris be managed, collected or cleared after the roof cleaning work?          | _____<br>_____ |

# Customer Roof Cleaning Enquiry Checklist

Use this page to compare safety, scope, price, data protection and final booking details.



## 4) Methods, products and equipment

| Ask this   | Notes / answer |
|--|----------------|
| <input type="checkbox"/> What cleaning method is being suggested, and is it suitable for the roof material and condition?          | _____<br>_____ |
| <input type="checkbox"/> What products may be used, and what dilution, dwell time, rinsing and surface compatibility checks apply? | _____<br>_____ |
| <input type="checkbox"/> What equipment, PPE and access setup may be needed for the job?   | _____<br>_____ |

## 5) Insurance, safety and suitability

| Ask this   | Notes / answer |
|--|----------------|
| <input type="checkbox"/> Do you have appropriate public liability insurance for exterior cleaning or roof-related work?      | _____<br>_____ |
| <input type="checkbox"/> How will work-at-height risks, weather conditions and unsafe access be assessed before work starts? | _____<br>_____ |
| <input type="checkbox"/> What would make this job unsuitable, unsafe or outside your normal roof cleaning scope?             | _____<br>_____ |

## 6) Price, timing and agreed scope

| Ask this   | Notes / answer |
|--|----------------|
| <input type="checkbox"/> What is included and excluded in the quoted price, including debris removal or related gutter work? | _____<br>_____ |
| <input type="checkbox"/> How long is the work expected to take and could weather or access change the appointment?           | _____<br>_____ |
| <input type="checkbox"/> What are the payment terms, cancellation notice and any possible extra charges?                     | _____<br>_____ |

### Data protection and access reminder

If this worksheet includes contact details, addresses, photos, access information or pricing, keep it private. Only share personal data with cleaners or cleaning businesses you choose to contact. Avoid writing full access codes unless necessary, and dispose of completed copies securely.

## Final notes before booking

Overall impression / concerns:

Agreed scope / price / frequency / start date:

My decision:

Book now    Compare more quotes    Ask follow-up questions    Do not book