

Guide to Choosing a Window Cleaning Contractor

Here is a useful guide with questions to ask of your prospective window cleaner.

Before choosing a window cleaner, be sure to ask:	SQUEAKY CLEAN *	Company #2	Company #3
1. How long have you been in business?	Since 1991		
2. What is the average experience of your employees?	10 yrs		
3. Have your employees been background checked for criminal history?	YES		
4. Do you have a janitorial service bond (i.e. are you bonded)?	YES		
5. Are you fully insured with workers' compensation, liability and auto insurance, and can you provide a certificate upon request?	YES See our website for our insurance certificate.		
6. Do you have a contractors' license or just a municipal business license? A business license provides the customer with absolutely no protection or guarantee of any kind. To obtain a business license you only need to pay a fee. For a contractor' license, you must be tested, post a bond, maintain workers' compensation insurance and remain in good standing with the Board.	Yes, we have a CA contractors' license that can be verified at http://www.cslb.ca.gov Our license number is: 841230		
7. Do you guarantee your work? Will you return if we find something not to our satisfaction after you leave?	YES/YES		
8. What sort of rain guarantee do you offer?	We will return at no charge once within 30 days to redo the outside.		
9. What steps to you take to protect my floors and/or carpets?	We remove our shoes and/or wear booties.		
10. Do you follow-up with every customer to ensure they are totally satisfied? Do you track the responses?	YES – Every customer receives a survey card. About 50% are returned, and at least 99% of those are perfect scores.		