



**Pretty Tough Womens Empowerment Co. *Fresh Air* Program Agreement**

First Name:	
Last Name:	
Email Address:	
Phone Number:	
Date of Birth:	
<b>Today's Date:</b>	
# Of bedrooms:	
# Of bathrooms:	
Full house or One room?	
Street Address: Apt #: City: State: Zip Code:	
Type of Residence: Apartment/family home/townhouse/condominium	
Gate Code:	

**Conditions:**

I understand that for me to be officially scheduled I must submit a picture of my kitchen. (A picture of the kitchen is needed to make sure no client participates in hoarding. Our volunteer's health, and safety is important to us, and we will not send them into a household that hoards.)

I am aware that I can only receive services from the Fresh Air Program once (1x) a month.

I understand that I will be notified 2 weeks in advance of the date that the volunteers will be at my home, and that only one (1) person of my household is allowed in the home for the time limit set for the volunteers, this standard is put into place to keep everyone safe.

I have provided a copy of my driver's license, or state ID (school ID and parents license for minors to have their rooms cleaned) for documentation. I understand a background check will be



completed, and the #1 thing I will be denied services for is if, I or any one in my household is a registered sex offender. I am aware I can still receive services with a non-violent criminal record.

I know that I will not be able to request for them to complete any tasks, and that their services are already set out for them. I am aware that I am not allowed to request a specific volunteer, and that it can take up to 2 weeks to be added on the schedule. I have been notified that if there are no volunteers in my area that I will be added onto a waiting list until the volunteer position is filled.

I understand that I must have renters/owners' insurance that covers personal injury not only for the volunteer's protection but also for my own. I know that volunteers are only allowed to come out to the address on my license/ID and that I cannot provide a different address.

I understand that the volunteers will take before and after pictures for their accountability, and to provide proof that no damages were caused.

### **Services Provided:**

- Organize - books, paperwork, mail
- Bathrooms - clean floors, sinks, & mirrors. Will not clean toilets or showers.
- Kitchen - clean sink, stove top, counter tops, dishes, inside of microwave. Refrigerators remove expired items in fridge. If fridge has stains from juice or food clean out.
- Living Areas - dust surfaces, clean mirrors, windowsills, vacuum/sweep/mop floors.
- Bedrooms - pick up items, throw away trash, organize, make bed (after comforter, sheets, pillowcases have been washed) vacuum/sweep/mop.
- Laundry - wash, dry, fold. Do not have to put away.
- Empty all trash before leaving
- All surfaces (e.g., marble, granite, hardwood floors, etc.) are assumed sealed and ready to clean without causing harm.

### **Terms of Service:**

Pretty Tough Womens Empowerment Co. reserves the right to alter or modify these terms at any time in which you will be given the revised Agreement and your continued use of our service implies agreement with these terms. Pretty Tough Womens Empowerment agrees to provide cleaning services to you as per your request. The charges for our service is free, but you are allowed to tip our volunteers. Please note that for an average size home a typical cleaning will not exceed 5 hours. PTWE do not schedule cleaning for the afternoon. Our volunteers will do the best possible job they can in the time they have available. Since the condition of each home will



vary, it is possible that we may not be able to complete the job in the time available. By using our service, you agree to the terms of this agreement. All agreements are contingent upon strikes, accidents, or delays beyond our control. Any changes to date/time, be it verbal or in writing will not affect the substance of this agreement and all the terms herein will still apply with the new date/time.

### **Our Volunteers:**

Will be provided with all cleaning equipment and supplies. (Except a vacuum, it is your responsibility to provide a vacuum.) Should you choose to supply specific products for our volunteers to use then you agree to take responsibility for the outcome. Our volunteers will wear a designated blue safety jacket with volunteer badge visible to identify themselves. Our volunteers usually work in teams of two or three depending on the size of the job. Our volunteers do not answer the telephone or doorbell. Their only purpose while in your home is to clean. It is our policy that our teams do not smoke or eat in your house. Our volunteers will lock the door while they are cleaning and to not allow access to unknown people. For safety reasons, please don't rely on our cleaning teams to let in workers/visitors during the time they are in your home.

### **Our volunteers will not:**

For safety reasons our cleaning teams are prohibited from using ladders and are mandated to wear shoes in your home. Our volunteers will leave certain items untouched, e.g., body fluids or excretions and litter boxes. If your pet has an accident or vomits, it will be your responsibility to clean it up. If you have an insect infestation our volunteers will not stay to clean your home. Our volunteers cannot climb higher than a step stool, work on the outside of your home, move furniture, lift any objects over 20 pounds, or complete any requests that you ask of them.

### **Pets:**

If you have pets, they must be secured at all times. Our volunteers are instructed not to enter a house if any animal of any size or age is not secured. If you refuse to secure your pet, you will be rescheduled for next month, if you refuse again, you will be removed from the Fresh Air program.

### **Accidents:**

Because of the nature of our program, our volunteers are required to touch items in your home. We are as careful as possible; however, if something does get damaged while cleaning your home, our staff is instructed to call our office at once and to leave a note advising you of the



incident. The office will also follow-up with a phone call or email to you to determine the best course of action.

**Weather:**

In severe weather, we may determine it is not safe to travel to your home. Therefore, your cleaning service for that day will be cancelled and Pretty Tough Womens Empowerment Co. will not be held liable in anyway. If this occurs, we will reschedule in writing via email for the next possible time.

**Sickness:**

If you or someone in your home is sick (contagious) please contact our office so we can reschedule your cleaning. If someone in your home is sick and you do not notify us, you will be removed permanently from the Fresh Air Program.

**Emergencies:**

Please call 911 for any emergencies. If there is an emergency while our volunteers are present, please, email: [wooten.esha@prettytoughwe.com](mailto:wooten.esha@prettytoughwe.com), understand our volunteers are required to report back to us any emergencies that happen in their presence. Do NOT contact your assigned cleaner directly for any reason.

**Feedback:**

Please send an email and let us know if there are any concerns or positive comments -- good or bad. This feedback is essential to serve you better, to correct any problems and to pass on these comments to our volunteers.

Singing my name below I attest that I agree and fully understand the terms and conditions of this agreement.

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**Signature:**

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**Date:**