Version 1 – Amber Jones

Click here if you'd like me to email it to you direct: [http://bit.ly/stop-cancellations](https://bit.ly/stop-cancellations?fbclid=IwAR2q8ZsunSEif9UgxH2ep-JJF8JByHmkw2koVVWYg2F-axReqIrgwfQkcCE)

We have gotten about 6 booking requests in the last 24 hours.
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Subject: Corona virus...
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Hey Amber,

I know what you might be thinking...."Oh no, not another thing about Corona Virus.." We totally understand however it is super important because it does affect you but I promise it will take only about 60 seconds.

First things first...We do NOT want to add any panic, but rather simply share practical steps to help keep everyone safe. This applies if you currently have any services scheduled with us OR have need to book service soon but have concerns.

The few updates on:
- what OSHA says
- What we are doing as a company
- What you can do as homeowners
- Your cleaning options

Here’s what OSHA says in a recent 35-page guide that they put out.

As of now, the guidance is based on traditional infection prevention and hygiene practices that include:
- Handwashing thoroughly and or use of alcohol-based sanitizer of at least 60% alcohol
- Employee staying home if they are any other family members are sick
- Maintain regular housekeeping practices of cleaning and disinfecting surfaces and equipment

Here’s what we are doing as a company:
- Online estimates: To help reduce the number of times someone has to come to the home
- Wash / disinfect hands before entering the home
- No handshakes, but we welcome elbow bumps 🙂
- Disposable shoe covers
- Disposable gloves
- Change uniform top before arriving at customers home
- Electronic payments only to reduce passing of cash, checks or even to keep us from having to touch your debit card

Here’s what you can do:
- Hold off on scheduling interior work if you or anyone in your family has traveled within the last 30 days
- Let us know as soon as possible if anyone in the home has been sick and or had a cough or fever

Your cleaning options:
We do offer multiple cleaning options when it comes to Window Cleaning. If you feel more comfortable by not having anyone into your home, we recommend taking advantage of our exterior only services.

Exterior-only services include:
- Exterior window cleaning
- Gutter cleaning
- Concrete cleaning
- Screen repair/replacement

Note: if you’d like to do exterior only window cleaning, keep in mind that some windows are designed so that screens only come off from the inside. We’d be more than happy to remove the screens for you however if you prefer for us not to come in your home, you can remove the screens yourself.

Here’s a video showing how to do so: (LINK TO VIDEO)

As always safety comes first and it is our goal to communicate with you as well times.

Let’s keep moving forward one day at a time doing our best to take care of each other.

Version 2 – Sara van der Meer

Dear valued customer,

As details of the Coronavirus Disease 2019 (COVID-19) unfold, many of our clients are wondering what we are doing to keep you and your homes safe.

We are monitoring the Center for Disease Control (CDC) Newsroom for updates and any changes that might affect the way we serve you and your family.

We understand that many of our clients have concerns as schools are closing temporarily, and many public events are being suspended and or delayed

We want to join you in welcoming the Spring by assuring you, that we will continue to provide the same excellent service you’ve come to expect from us, while following the CDC guidelines to help keep everyone healthy.

We realize the importance of maintaining services during this real estate season, and for the peace of mind of maintaining a clean home. Like you, we are concerned, and we will keep you informed of any health status changes.

If you (or anyone in your home) is feeling unwell or has been unwell in the two weeks before your scheduled cleaning, or if you are uncomfortable with having us in your home, please let us know. We would be happy to change your cleaning to exterior only.

For interior cleaning, we are implementing the following:

1. Technicians will take and submit their temperature each morning

2. Technicians will be wearing gloves and masks

3. We will be increasing the disinfecting power of our soaps

4. We will provide touch free payment options.

Thank you for your understanding and for trusting us with your home and business.