



15 October 2016

IMPORTANT INFORMATION FOR 2017

I would like to thank you for giving Columbia Valley Cleaning team the opportunity of cleaning your home. We enjoy the privilege of working for you.

The Columbia Valley Cleaning team currently includes myself, Lilly, Hannah and AJ. We work in a team of two and I partner with each of the girls in a scheduled rotation. This gives me opportunity to provide on going training. I am also personally involved in the cleaning of your home on a scheduled rotational basis.

It is extremely important to us that the cleaning service we provide is of the highest standard and tailored to accommodate the specific requirements of your home.

The feedback that we receive from you is appreciated and valued as part of our on going improvement plan and goal to provide you with exceptional service.

Over the past 3.5 year, since beginning Columbia Valley Cleaning I have always tried to keep my rates competitive and provide a quality service.

There is a need to introduce a small rate increase that will become affective in 3 months time, beginning January 15th 2017

SMALL RATE INCREASE - EFFECTIVE January 15th 2017

SERVICE	INCREASE	2017 NEW RATE
2 hour clean	\$11.00	\$70.00 plus 5% tax = \$74.00
2.5 hour clean	\$13.25	\$87.50 plus 5% tax = 92.00
3 hour clean	\$15.50	\$105.00 plus 5% tax = \$110.00
3.5 hour clean	\$18.75	\$122.50 plus 5% tax = \$129.00
4 hour clean	\$21.00	\$140.00 plus 5% tax = \$147.00

(Rate includes: Employee Labor, transportation, travel time, taxes, Commercial Liability insurances, WCB coverage, materials and supplies, cleaning chemicals, equipment maintenance, supervision, and administration)

Travel Fee NO LONGER APPLIES for any Radium, Edgewater or Toby Benches clients, with the new rates you will only pay what is listed above.

Thank you for putting confidence in us, we look forward to continuing to maintain quality service for the coming year. Should you have any questions regarding our services, please contact me directly on 250-341-8456

Kind Regards
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