



RESIDENTIAL HOUSE CLEANING

The Homeowner's Complete Guide to Hiring a Cleaning Service

Everything a homeowner needs to know before hiring: what to ask, what insurance and bonding to verify, how pricing works, what's included, and red flags to avoid. Written for the Northern Ontario market.

\$5M

Liability Insurance

WSIB

Fully Covered

100%

Background Checked

Green

Certified Products

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SECTION 01

Before You Hire: What to Research



A professional cleaning service gives you back your time and your weekends.

Hiring a cleaning service is one of the best quality-of-life decisions a busy homeowner can make. But the difference between a great experience and a frustrating one often comes down to a few simple steps taken before the first booking. A little research up front saves a lot of headaches later.

In Northern Ontario, you will find a wide range of cleaning providers — from large regional companies with structured programs to individual cleaners working independently. Each model has advantages, but they come with very different levels of accountability, insurance protection, and service consistency.

How to Find Reputable Providers

- Ask for referrals from neighbours and friends who already use a cleaning service — first-hand experience is the most reliable indicator.
- Check Google Reviews and the Better Business Bureau for consistent patterns in both positive and negative feedback.
- Verify the company has an established local presence in North Bay or Sudbury — not just a web presence.
- Look for companies that clearly publish their insurance, WSIB status, and certification information on their website.

Red Flag

Any cleaning provider who cannot immediately answer questions about insurance coverage, WSIB status, and employee background checks should not be in your home. This information should be freely available without you having to press for it.

SECTION 02

Essential Credentials to Verify

Before allowing anyone into your home, verify three things: liability insurance, WSIB coverage, and employee screening. These are non-negotiable. Everything else — price, scheduling, which products are used — is negotiable. These three are not.

The Three Non-Negotiables

1

Liability Insurance

The company must carry general liability insurance — ideally \$2 million or more for residential work. If a cleaner damages your property and the company is uninsured, your homeowner's

2

WSIB Coverage

If a cleaning employee is injured in your home and the company does not carry WSIB, you as the homeowner can be held liable for their workplace injury costs. Verify WSIB status with a current

3

Employee Screening

Professional cleaning companies conduct background checks on all employees. Independent cleaners or companies that use subcontractors may not. Know who is entering your home.

Binx Professional Cleaning carries \$5 million in commercial general liability insurance, maintains full WSIB coverage for all 70+ cleaning professionals, and conducts background screening for every employee. We provide certificates to clients on request.

SECTION 03

Understanding How Residential Cleaning Is Priced

Cleaning service pricing is rarely straightforward, and that creates confusion for homeowners comparing quotes. Understanding the most common pricing models helps you make an apples-to-apples comparison and avoid surprises on your first invoice.

Common Pricing Models

Model	How It Works	What to Watch For
Flat rate	Fixed price per visit based on home size and scope	Confirm exactly what is included
Hourly rate	Billed by time spent in the home	Slower crews cost you more
Per-room	Rate multiplied by number of rooms cleaned	How 'room' is defined varies widely
Frequency-based	Discounted rate for regular weekly or bi-weekly bookings	Verify discount applies consistently

What Affects Your Price

- Home size: Square footage and number of bathrooms are the primary price drivers.
- Current cleanliness: First-time cleans on homes that haven't been professionally cleaned recently take significantly longer — most companies charge more for the first visit.
- Pets: Pet hair requires more time and may require specialized equipment.
- Frequency: Regular bookings are usually priced 10–20% lower than one-time cleans.

SECTION 04

What's Included in a Standard Clean



A standard residential clean covers all primary living areas, bathrooms, and kitchen surfaces.

A standard residential cleaning typically covers all living areas of the home on a maintenance basis. It is not a deep clean — it is the regular upkeep that keeps a well-maintained home looking and feeling clean between deeper periodic cleans.

Standard Clean: Room-by-Room

Room	What Is Included
Kitchen	Wipe countertops, clean stovetop, clean sink, wipe appliance exteriors, sweep and mop floor, empty waste bin
Bathrooms	Clean and sanitize toilet, sink, and tub/shower, clean mirror, wipe all surfaces, sweep and mop floor, restock if sup
Bedrooms	Dust all surfaces, vacuum floor and under bed (where accessible), change linens (if provided), empty waste bin
Living areas	Dust all surfaces and furniture, vacuum upholstery (where accessible), vacuum or sweep floors, straighten items
Hallways	Dust surfaces, sweep/vacuum floor, wipe light switches and door handles

What a Standard Clean Does NOT Include

- Interior of oven, fridge, or kitchen cabinets (deep clean items)
- Interior windows (available as an add-on)

- Laundry or dishes
- High-access dusting (ceiling fans, light fixtures above standard reach)
- Garage, basement, or unfinished spaces unless specified

SECTION 05

Deep Clean vs. Regular Maintenance Cleaning

One of the most common sources of confusion for new clients is the difference between a deep clean and regular maintenance cleaning. They serve different purposes, and trying to get deep-clean results at maintenance-clean prices is a recipe for disappointment.

What a Deep Clean Adds

- Interior oven cleaning — de-greasing and scrubbing
- Interior refrigerator cleaning — shelves, drawers, door seals
- Interior kitchen cabinet fronts and hardware (sometimes interiors)
- Baseboards — wiped down throughout the home
- Window sills and tracks — cleared and cleaned
- Light fixtures and ceiling fans — dusted and wiped
- Behind and under furniture — moved or cleaned around
- Bathroom tile and grout scrubbing — beyond surface wipe
- Interior windows — glass cleaned on both sides

Binx Recommendation

Most clients benefit from a deep clean for the first visit, followed by regular maintenance cleans. This establishes a clean baseline that the maintenance program can preserve — rather than spending every visit catching up from scratch.

SECTION 06

Preparing Your Home for Cleaning Day

A little preparation before your cleaning team arrives makes the visit more efficient and effective. You do not need to pre-clean — that defeats the purpose — but a few simple steps help your cleaners do their best work.

Pre-Cleaning Checklist

- Pick up clutter from floors, counters, and tables — cleaning crews clean, not organize
- Put away dishes from drying rack or dish rack
- Secure or put away any items you do not want moved or touched
- If cleaning inside the fridge or oven — empty them first
- Leave cleaning supplies accessible if you prefer specific products
- Ensure parking is available and entry access is clear
- Secure pets in a separate room or arrange for them to be out of the home
- Leave a note for any special instructions not already discussed

You do not need to be home during the cleaning. Most Binx clients in North Bay and Sudbury provide key or access code access and return to a clean home — no coordination required. If you prefer to be home, that is also fine.

SECTION 07

Communicating Your Preferences

The quality of your cleaning service is directly proportional to how clearly you communicate your preferences. Your cleaning team cannot read your mind — but with a simple, one-time briefing, they can learn exactly how you like your home maintained.

What to Communicate Before the First Visit

- **Priority areas:** Which rooms matter most to you? If you spend most of your time in the kitchen and master bathroom, say so.
- **Things not to touch:** Specific items, surfaces, or areas the cleaner should avoid. Art objects, open work on a desk, a child's organized space.
- **Product preferences:** If you have allergies, sensitivities, or strong preferences for certain products or scents, communicate these before the first visit.
- **Access protocol:** Key or keypad code, alarm codes, instructions for pets, parking location.
- **Feedback preference:** How do you prefer to give and receive feedback — text, phone, in-person on arrival?

First-Visit Feedback

After your first clean, give specific feedback — not just 'it was great' or 'it was okay.' Tell your Binx account manager exactly what you liked and what you would adjust. The second visit will be noticeably better for it.

SECTION 08

Evaluating Quality After the First Clean



A professional clean leaves every surface visibly improved and the air noticeably fresher.

The first cleaning visit sets the tone for the ongoing relationship. Knowing what to look for — and how to communicate what you find — helps you establish a high standard from the beginning.

Quality Checklist — Post-Clean

- Kitchen countertops — wiped clean, no residue or streaks
- Stovetop — grease and residue removed
- Bathroom fixtures — no water spots, toilet clean under rim
- Floors — no missed areas, clean corners and edges
- Mirrors — streak-free
- Dusted surfaces — no dust line at the back of shelves
- Smell — fresh, not chemical or artificially fragranced
- Items placed back where they were found (not rearranged)

If anything falls short of expectation, contact Binx within 24 hours. We will return to re-clean any missed area at no charge. This is our standard quality guarantee for all residential clients in Northern Ontario.

SECTION 09

Building a Long-Term Relationship

The best residential cleaning relationships are partnerships built on clear communication and mutual trust. Clients who communicate freely, provide consistent feedback, and treat their cleaning professionals with respect consistently receive better results than those who do not.

Making the Most of a Regular Service

- Stick to a consistent schedule — cleaning professionals who know your home well deliver faster and better results than those seeing it for the first time each visit.
- Keep the same team assigned to your home where possible — Binx makes crew consistency a priority for residential accounts.
- Communicate seasonal needs proactively — post-winter deep clean, pre-guest preparation, holiday cleaning — rather than expecting the team to anticipate them.
- Tip for quality work — it motivates consistency and rewards the professionals who take care of your home.

Cleaning for a Reason

Binx Professional Cleaning is a proud partner of Cleaning for a Reason, providing free cleaning services to cancer patients in North Bay, Sudbury, and surrounding Northern Ontario communities. Ask us about the program when you book.

ABOUT BINX

Why Clients Trust Binx Professional Cleaning

\$	W	Q	G
\$5M	WSIB	Quality	100%
Liability Insurance	Full Coverage	Audit Verified	Green Certified

Binx Professional Cleaning is a locally owned and operated cleaning company serving North Bay, Sudbury, and surrounding communities in Northern Ontario. With 70+ trained cleaning professionals, we deliver consistent, verified, and insured cleaning services to over 200 commercial and residential clients every week.

We are proud partners of Cleaning for a Reason, providing free cleaning services to cancer patients in our community. We use 100% green-certified Green Cleaning Chemical products across every account. Every cleaning visit is verified through our Quality Audit inspection platform – so you never have to wonder whether the work was done.



Ready for a Cleaner Home?

Book your first clean with Binx Professional Cleaning — North Bay and Sudbury's trusted residential cleaning service.
Visit binx.ca or call us today.

Get a Free Quote — binx.ca/contact

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