**§ 1**

**How to Clean**

**1. General Rules**

**Quality Standards**

This document describes the main criteria for quality basic cleaning in Hands App. Detailed descriptions of cleaning each area of the apartment can be found in the corresponding sections.

**Dry Cleaning:**

After dry cleaning the floor and textile coverings (carpets, soft furniture), there should be no trash, sand, dust, lint, hair, animal fur, and fibers from napkins in the accessible area and under small items.

**Wet Cleaning:**

After wet cleaning of hard surfaces, both open and under furniture, there should be no trash, sand, dust, lint, hair, animal fur, and fibers from napkins. Surfaces should be free of stains, streaks, sticky or greasy residue, cloudy films, loss of shine, and slipperiness after drying. Surfaces should be wiped dry.

**Sanitary Ware Cleaning:**

After cleaning, sanitary ware should be free of visible dirt, water and urine stone, soap scum, grease film, and rust.

**Cleaning Glass and Mirror Surfaces:**

After cleaning, glass surfaces should be free of streaks, stains, and residues from dirt and cleaning agents, dust accumulation, and lint from napkins.

**Clothes and Shoes:**

All clothes should be neatly folded in a stack or hung on the back of a chair or armchair. Outerwear should be neatly hung on a hanger in the hallway. Shoes in the hallway should be neatly arranged in pairs.

**Items:**

All items, belongings, and children's toys should be in their places after cleaning, neatly folded or arranged. Be sure to dust under the items and the items themselves. If curtains were tucked for convenience during cleaning, do not forget to straighten them at the end.

**Bedding:**

Before cleaning, ask the client if the bedding needs to be changed. If necessary, request a set of clean bedding. Be sure to remove dirty bedding before putting on the clean set. Put on clean bedding wearing white nylon gloves. If the client does not require a change of bedding, neatly make the bed.

**Dishwashing:**

Wash all dirty dishes left by the client. There should be no food residues, greasy films, or cleaning agents on the washed dishes. Dry the dishes where the client specifies. If the additional service "inside the oven" is provided, wash the pans and other dishes inside the oven if they are dirty.

**Trash:**

All trash bags in the apartment's trash bins should be replaced with new ones. At the end of the cleaning, take out the trash to the garbage chute or outdoor container. Also, clean the client's vacuum cleaner by emptying the trash into a bag in the hallway.

**Cleaning Agents:**

Use only the cleaning agents provided by Hands App. It is prohibited to pour agents into other containers or bring your own. Do not ask the client for agents as your agents are specially designed for maintenance cleaning. You may ask for special cleaning agents for marble surfaces in the bathroom or kitchen if the client has them.

**After cleaning various hard surfaces, the following are acceptable:**

* Irremovable defects identified before the start of cleaning, such as burns from chemical agents. Inform the client and the company about this.
* Old, stubborn stains. Inform the client and the company about which stains could not be cleaned and why.
* Stains and contaminations, the removal of which would lead to the destruction and corrosion of the material, loss of aesthetic properties.

**Cleaning Basics**

For quality cleaning in Hands App, it is necessary to consider four main factors:

1. Cleaning agent
2. Mechanical impact
3. Exposure time
4. Temperature

Professional cleaning agents are more effective and safer for surfaces than regular ones. It is important to follow the rules for working with them to ensure safe cleaning. The pH level on the agents indicates their composition: acid, alkali, or neutral substance.

**Types of cleaning agents for basic cleaning:**

* **Aggressive** - acids and alkalis
* **Surfactants (SAs)** - universal, neutral substances

**Method of Selecting Chemistry:**

* **Acidic agents** (pH 0-6): clean lime and soap scum, urine stone, rust. It is important to wet the surface before applying and rinse with cold water. Keep on the surface for up to 10 minutes. Example: "Przeciw kamieniowi".
* **Neutral agents** (pH 6.5-8): remove dust, dirt, fingerprints. Safe for natural stone and wooden surfaces. Example: "Uniwersalny" Hands App and "Dishes" Hands App dishwashing detergent.
* **Alkaline agents** (pH 8.5-14): remove protein contaminants and fats. Keep on the surface for up to 10 minutes. Example: "Przeciw tłuszczowi".

**Application Method of Cleaning Agent:**

1. Wet the surface.
2. Apply the agent to the equipment (napkin, sponge, etc.) and foam it.
3. Evenly apply to the surface.
4. Rinse (if necessary) and check the quality.

Repeat the procedure if the contamination is not cleaned.

Properly selected agent allows removing contamination without damaging the surface, reducing cleaning time and mechanical impact.

**Cleaning Sequence**

1. Inspect the premises, identify damage and the degree of contamination, report it to the client.
2. Find out where the equipment is, ask about the stepladder, vacuum cleaner, set of bed linen.
3. In the children's room, ask where to put the toys.

Cleaning should be sequential: first living rooms, then kitchen, hallway, and finally bathroom.

**Cleaning Test**

**Cleaning Test**

The cleaning test is a trial application of a cleaning agent to a small area of the surface to select the most effective agent that will not damage the cleaned surface.

**When to Apply?**

Always when you visit a client for the first time. Even if you have already worked with a similar surface at another client, it does not guarantee the absence of risks.

**IMPORTANT!**

One of the most frequent cases is burns on handmade ceramic tiles. Usually, ceramic tiles are resistant to acids and alkalis. However, manufacturers sometimes make mistakes during the production process. When in contact with chemical agents, such tiles may become covered with a whitish coating or crack.

**How to Do a Cleaning Test?**

1. Wet the surface with water at the appropriate temperature, apply the agent to a sponge, and foam it.
2. Find the least noticeable area of the surface, preferably out of sight, and apply the agent there.
3. After 5 minutes, thoroughly rinse and inspect the area for damage.

If the color of the tested area has changed or the surface has become rough and sticky, the agent cannot be used. In this case, use either the neutral "Uniwersalny" Hands App agent or clean water. If there are no changes, the agent can be used on the entire surface.

**Attention!**

Choose an inconspicuous place out of sight. If there are any damages after the test, be sure to inform the client and the support service in Telegram, explaining the situation.

**Delicate Surfaces**

* **Marble:** Damaged by aggressive agents. Clean only with a universal agent. If there is a marble countertop in the kitchen or a marble sink in the bathroom, do not use alkaline or acidic agents, and alcohol-containing agents are also prohibited. Explain to the client that special care is required and check for the availability of a special agent.
* **Aluminum:** Damaged by alkaline agents. Use the "Dishes" Hands App dishwashing agent provided by the client. Aluminum is often found where the use of alkali is simply necessary – in the kitchen. For example, refrigerator, hood, household appliances. Aluminum items are usually silver or gray.
* **Stainless Steel:** First clean with "Przeciw tłuszczowi," then with anti-calcium. Rinse "Przeciw kamieniowi" 2-3 minutes after application with cold water.
* **Chrome Faucets:** Cannot be cleaned with acidic agents and abrasives. For safe cleaning, apply "Przeciw kamieniowi" for 2-3 minutes, rinse it off with cold water, and do not use abrasives on faucets.
* **Wooden Surfaces:** Absorb moisture, so it is important to wring out the cleaning equipment well. Use only neutral or universal agents. Do not use abrasives on wooden surfaces, as they will leave scratches. To vacuum parquet or laminate, check with the client if they have a special attachment for the vacuum cleaner for parquet, and if not, make sure the main attachment is switched from carpet mode to floor mode.
* **Microwave:** Carefully clean the steel plate inside. Do not rub this plate with abrasives and do not pour water; the device will be completely out of order after such cleaning.
* **Glass-Ceramic Stove:** Clean with the soft side of a sponge after it has completely cooled down. Use "Uniwersalny" Hands App or "Dishes" Hands App dishwashing agent. It is important to remember that a glass-ceramic stove is very fragile and can be scratched or broken even by a minor impact. Therefore, be careful during cleaning and do not allow objects to fall on its surface. Before cleaning, remove all items that could accidentally be knocked over onto the stove.

**How to Properly Clean Floors**

1. Thoroughly vacuum the floor.
2. Wipe the baseboards with a disposable towel.
3. Use the cleaning agent according to the instructions.
4. Wash the floor along the baseboards and under the furniture.
5. Change the water if it becomes dirty.
6. Wash parquet and laminate with a well-wrung mop.
7. Wash wooden floors along the direction of the boards, and wash tiles and linoleum with a figure-eight motion.
8. After the main wash, use a dry mop to prevent streaks.

**IMPORTANT!**

If you place a bucket on parquet or laminate, be sure to put a disposable towel or a trash bag under it. If water gets on the laminate, there is a chance it will swell over time, so be sure to inform the support service in advance.

**How to Properly Clean Mirrors**

* If the mirror has only dust, dampen a cloth with warm water and wipe the mirror.
* Immediately remove moisture with a glass cleaning cloth.
* For mirrored cabinets, use the same method and finish with a squeegee.
* For shower cabins, first remove moisture with a pink cloth, then with a squeegee.
* Check the mirror for streaks from bottom to top.
* For heavily soiled mirrors, use a cleaning agent locally.

**IMPORTANT!**

* Do not use abrasives for cleaning mirrors – they can scratch the surface.
* Check the mirror for scratches, chips, and cracks. Cleaning a damaged mirror is dangerous. Report this to the support service and do not use cleaning agents on damaged mirrored surfaces.

**Order Execution Time**

* 1 room and 1 bathroom - 3 hours
* 2 rooms and 1 bathroom - 4 hours
* 3 rooms and 1 bathroom - 5 hours
* 4 rooms and 1 bathroom - 6 hours
* 5 rooms and 1 bathroom - 7 hours
* Additional bathroom + 30-60 minutes to the order
* Ironing - hourly service
* Additional service + from 30 minutes to the order

**Why it is important to adhere to the cleaning time**

You may clean your apartment faster or slower than indicated in the app. But Hands App has a regulation that details what and how we clean. Your task is to provide a consistently high level of service for each client. The average cleaning duration is based on practical experience and is visible to you and clients in the order card, taking into account all additional services, rooms, and bathrooms.

**Cleaning duration for regular clients**

With regular clients, cleaning may take less time than the average duration due to your experience. Don't worry about this. The main thing is not to finish exactly on time but to do the cleaning qualitatively so that the client is satisfied.

**The client asks you to clean faster**

Before starting the cleaning, discuss the completion time with the client. Say something like: "Cleaning your apartment/house will take about (number of hours in the app/site) hours. Do you have this time available? If I need a bit more time, can I finish a bit later?" This way, you will understand if the client is in a hurry and be able to perform the cleaning qualitatively.

**You finished cleaning faster**

If you finish the cleaning 15-20 minutes faster, that is acceptable. But if you finish much earlier, you probably missed something, and the client will notice. Check the quality of the cleaning before completing: make sure everything is clean, there are no streaks, all surfaces are wiped, items are in place, and additional services are completed. Check the "How to Clean" regulation to ensure you did everything correctly. Only then complete the order.

**What Not to Do During a Job**

* + Stand on furniture.
  + Use the client's personal belongings.
  + Interrupt the client and argue with them.
  + Discuss your collaboration with Hands App.
  + Engage the client in conversation during cleaning.
  + Attend to your personal matters (eating, talking on the phone, watching TV).
  + Smoke before and during cleaning.

**ATTENTION!**

If this is one of your first orders, do not mention it.

**Arrival at the Job Site**

* **Route Planning:** Plan your route and the time it will take to travel in advance.
* **Early Arrival:** If you arrive more than 15 minutes before the scheduled time, do not disturb the client. Wait near the house or in the entrance. If you arrive less than 15 minutes before the scheduled time, check with the client through the app if they are ready to receive you earlier.
* **Lateness:** If you are running late, be sure to notify the client and the support service as soon as you realize you will not be on time. If the delay is due to an objective reason, we are willing to accommodate you. Lateness should be an exceptional case and should not be allowed even for 5 minutes. Repeated lateness can lead to negative consequences.
* **Delay on the First Order:** If you are delayed on the first order due to its complexity, volume, or additional services requested by the client, be sure to notify the support service.
* **Increasing Order Duration:** If the duration of the order increases at the client's initiative or due to other objective reasons related to the previous order, be sure to inform the support service. We will contact the client of the next cleaning and inform them of your delay. An increased commission for such a delay will not be charged.
* **No-show:** A no-show without valid reasons and without notifying the service is unacceptable.
* **Intercom:** If there is an intercom on the door, dial the apartment number and press the call button (sometimes just the number without the call). Example: 345B. If the intercom is not working or no one answers the call, call the client.
* **Contacting the Client:** Use the "Call Client" button in the order card.
* **Contacting Support:** Write to the cleaner support channel on Telegram. The chat button is located in the "Profile" section.

**Order Cancellation**

You can independently cancel an order in the order card by clicking the "Cancel Order" button. Please note that you can cancel no later than 24 hours before the start of the order. If you cancel an order less than 24 hours in advance, an increased commission may be charged according to the Service rules.

**Appearance**

Clients remember what Hands App cleaners look like, so it is important to adhere to appearance and hygiene requirements. You should look neat and tidy.

**Your appearance for each cleaning:**

1. Ironed black t-shirt with the service logo and black trousers.
2. Clean black apron with the service logo.
3. Changeable black or white shoes that are comfortable and closed.
4. Combed and tidy hair.
5. Clothing without foreign odors, without strong perfume (preferably without any).
6. Remember that cleanings must be performed in the Hands App uniform — this is mandatory. If you forget to wear the uniform or wear the wrong one once, we will forgive it. However, violating appearance standards according to the Service rules is an event that leads to increased commission and other consequences, up to and including restriction in using the Service.

**Communication Standards**

Politeness is a good way to win the client's favor.

**Here's how you can do it:**

* Smile and greet.
* Introduce yourself and say you are from Hands App.
* Address the client formally.
* Be friendly and polite.
* Ask where you can change and leave your belongings.
* Find out the client's cleaning preferences and what needs special attention.
* Inspect the apartment for any existing damages.
* Listen to the client carefully — this will help avoid misunderstandings.
* Handle the client's belongings with care.
* After cleaning, ask the client to check the result.
* If they are dissatisfied, correct the deficiencies or contact the support service in difficult cases.
* Be tactful and avoid judgmental comments about the client's actions and behavior. For example, do not comment on the mess in the apartment or the client's relationships with children and pets.
* Rudeness, impoliteness, and insolence are strictly unacceptable.
* Performing an order in a state of alcohol, drug, or other intoxication is strictly unacceptable.
* Violating communication standards according to the Service rules is an event that leads to increased commission and other consequences, up to and including restriction of using the Service.

**Handing Over the Cleaning Results to the Client**

Sometimes it happens that the client accepts the cleaning, you leave, and then you receive a bad rating or comment about poor quality.

**Here's how to avoid this:**

* + **Post-Cleaning Inspection:** When you finish cleaning, inspect all rooms in the apartment again: make sure all accessible areas are cleaned, surfaces are wiped dry, corners, surfaces, and baseboards are clean, and items are in their places. If you are satisfied with the quality of the cleaning, show it to the client.
  + **Client Feedback:** Clients are often shy about checking the quality of cleaning in your presence, fearing they might offend you if there are deficiencies. Therefore, they do this more thoroughly after you leave. If you change into your clothes before the inspection, the client may think that you are not ready to correct any deficiencies.
  + **Checking Together with the Client:** Before changing, offer the client to check the cleaning results together and correct any deficiencies. This ensures that the client is satisfied and provides you with a good rating. How to convince the client to thoroughly check the cleaning in your presence?
    - Polite Request:
      * Ask the client to check the cleaning politely and courteously, without insisting. Address them by name and say: "I have finished the cleaning. If you have time, let's walk through the apartment together. I will show you what I have done, and you can check if everything is to your liking."
      * **Easing Tension:** Say a few phrases to assure them that you are not in a hurry and want to make sure they are satisfied: "I am not in a hurry and am ready to correct any deficiencies if there are any, because the most important thing for me is quality and that you are satisfied."
      * **Client's Absence:** If the client is not home during the cleaning, ensure the quality of the completed work and call the client before leaving. For example: "I have finished the cleaning, wiped the dust off all surfaces, washed the floors, cleaned the kitchen, bathroom, and toilet."
* **Final Words:** Politely thank the client for the order and say goodbye.

**2. Residential Rooms**

**What's Included in Cleaning**

* + Gather and fold items on a chair or armchair.
  + Remove trash and dirty dishes from the rooms.
  + Neatly make the bed and replace the bedding if the client has left a clean set.
  + Vacuum soft furniture (if the client has a vacuum cleaner) or do a wet cleaning of soft furniture (if the material allows).
  + Vacuum the floor, carpet, or clean the pile with the rough side of a disposable sponge.
  + Wipe dust from vertical and horizontal surfaces and interior items.
  + Wipe dust from video and audio equipment.
  + Polish glass and mirror surfaces.
  + Wipe dust from light fixtures (except chandeliers).
  + Wipe the windowsill and radiator from the top.
  + Wipe switches and sockets.
  + Clean the door and door frame from both sides.
  + Wipe the baseboards and wash the floor.

**Cleaning Sequence**

1. Gather and fold items.
2. Collect dishes, ashtrays, and trash.
3. Make the bed.
4. Remove dust from soft furniture and the bed.
5. Vacuum the carpet and flooring.
6. Wipe dust with a damp blue cloth from horizontal and vertical surfaces and interior items.
7. Wipe table lamps and floor lamps.
8. Wipe dust from video and audio equipment.
9. Wipe mirrors, switches, and sockets.
10. Clean the windowsill.
11. Wipe the radiator from the top.
12. Wipe the door, handle, and door frame from both sides of dust and fingerprints.
13. Wipe the baseboards and wash the floor.

**IMPORTANT!**

When changing bed linen to clean ones, do this after wiping the baseboards and washing the floors.

**You'll Need**

* + Gloves for cleaning in all rooms except the toilet and bathroom.
  + White nylon gloves for changing bed linen.
  + Blue cloth (MicronQuick) for damp cleaning of any surfaces.
  + Disposable wiping towel for collecting moisture from surfaces and damp cleaning of baseboards.
  + Cloth for glass and mirrors.
  + Mop + mop head.
  + Bucket.
  + Ask the client for a vacuum cleaner. If there is no vacuum cleaner, use a dustpan and broom for the floor and a disposable sponge for the carpet.
  + Stepladder - ask the client.
  + "Uniwersalny" Hands App cleaning agent. Add it to the bucket for mopping or wiping surfaces, use it to remove fingerprints and stains.

**Cleaning Technology**

**Dry Cleaning**

1. **Tidying Up:**
   * Fold items and leave them on the bed or hang them on a chair.
   * Tidy the table, arrange cosmetics and books, and put toys in the designated place.
   * Replace trash bags in bins, take dishes, ashtrays, and trash to the kitchen.
2. **Soft Furniture:**
   * Use a special vacuum cleaner attachment and vacuum the soft furniture.
   * If there is no vacuum cleaner, wipe the furniture with a damp cloth and remove pet hair with a sponge.
   * Vacuum baseboards with a narrow attachment, then vacuum carpets and floors. Roll up small rugs and set them aside.
   * If the vacuum cleaner does not suction well, inform the client and ask for their assistance in cleaning it.
3. **Bed:**
   * Change the bed linen if the client has left a replacement set, or make the bed.
   * Remove dirty linen before vacuuming, wash your hands before changing the linen, and make the bed wearing white nylon gloves.

**Wet Cleaning:**

1. **Wiping Surfaces:**

* Use a blue cloth and "Uniwersalny" Hands App cleaning agent (15-20 sprays per bucket of water). Wipe lamps, nightstands, shelves, cabinets, tables, chairs, including legs.
* Wipe dust under all items, assessing their stability and fragility.
* Wipe audio and video equipment carefully, and screens only with a dry cloth.
* Wipe mirrors and pictures with a blue cloth, then with a glass cloth. Do not leave streaks.

1. **Switches and Sockets:**

* Wipe with a blue cloth, as well as windowsills, radiators, and door frames.

1. **Floor Cleaning:**

* Change the water, add "Uniwersalny" Hands App cleaning agent. Wipe the baseboards, then mop the floor.
* Change the water, rinse the mop, and repeat without the cleaning agent. Use one towel for baseboards in all rooms.

**Kitchen Cleaning:**

* + After finishing cleaning the living rooms, proceed to clean the kitchen.

**Additional Rules:**

1. **Cleaning Sequence:** Follow the cleaning sequence in each room.
2. **Children's Room:** Coordinate all actions with the client in advance.
3. **Shelves with Icons:** Wipe them according to the client's instructions.
4. **Furniture:** Do not move furniture.
5. **Cleaning Agents:** Use only Hands App agents unless the client requests otherwise.
6. **Transferring Agents:** Do not transfer cleaning agents into other containers; bring agents and equipment with you.
7. **Storing Agents:** Do not place the cleaning agent bottle on surfaces; put a trash bag under it.
8. **After Cleaning:** Put the bottle back in your backpack if it is no longer needed.
9. Wet Cloths: Do not leave them on surfaces; put them in your apron pocket if you need to switch tasks.
10. **Small Items:** Dusting may take extra time; offer the client the option to "Clean something extra."

**Does not include in cleaning**

**Providing the following services is prohibited:**

* + Washing walls and ceilings.
  + Polishing furniture.
  + Laundry.
  + Dusting cornices and curtains.
  + Replacing curtains.
  + Watering and dusting plants.
  + Dusting books inside cabinets and shelves.
  + Cleaning inside cabinets and dressers.

**3. Kitchen**

**What's included in the cleaning**

* + Wash the dishes (up to 30 minutes).
  + Wipe the cabinet fronts.
  + Clean the stove, including the grate, handles, and front.
  + Wipe the refrigerator.
  + Clean the kitchen backsplash.
  + Polish mirrors.
  + Wipe the exterior of household appliances.
  + Wipe the TV.
  + Clean the windowsill and radiators.
  + Wipe the dining table and chairs.
  + Wipe the hanging shelves and pictures.
  + Wipe the light fixtures.
  + Clean the faucet and sink.
  + Wipe the switches and sockets.
  + Polish the door and door frame.
  + Take out the trash.
  + Wipe the baseboards and wash the floors.

**Cleaning sequence**

Inspect the kitchen and assess the degree of dirtiness. Gather children's toys, items, boxes, and bags. Start with very dirty surfaces, such as the stove and kitchen backsplash. Apply "Przeciw tłuszczowi" and leave it for 10 minutes. Then proceed with the cleaning in the following sequence:

* + 1. Wash the dishes.
    2. Take out the trash.
    3. Vacuum the floor.
    4. Wipe the cabinet fronts and household appliances.
    5. Clean the kitchen backsplash and stove.
    6. Wipe the refrigerator.
    7. Wipe the hanging shelves and pictures.
    8. Wipe the mirrors.
    9. Wipe the light fixtures and TV.
    10. Wipe the table and chairs.
    11. Wipe the windowsill and radiator.
    12. Clean the countertop.
    13. Wipe the switches and sockets.
    14. Wipe the door.
    15. Clean the sink and faucet.
    16. Wipe the baseboards and wash the floor.

**You will need**

* Sponge for applying cleaning agent to dirty surfaces – kitchen backsplash, faucet, sink, stove, hood.
* Green cloth for damp cleaning of items and surfaces.
* Disposable wiping towel for final polishing.
* Cloth for polishing glass.
* Disposable sponge for washing dishes.
* "Dishes" dishwashing detergent.
* "Przeciw tłuszczowi" cleaning agent for all dirty surfaces.
* "Przeciw kamieniowi" cleaning agent for cleaning the sink and faucet.
* "Uniwersalny" cleaning agent for light dirt and floor cleaning.
* Mop + mop head.
* Bucket.

**Cleaning technology**

**Dry Cleaning:**

**1. Vacuuming:**

* Start with the vacuum cleaner. If there is soft furniture, a carpet, or carpet flooring in the kitchen, use special attachments and the vacuum cleaner. Remove pet hair with a sponge. After use, put the vacuum cleaner back in place.
* **Important:** If the vacuum cleaner does not suction well, inform the client and ask for their help in cleaning the vacuum cleaner.

**Wet Cleaning:**

**1. Washing Dishes:**

* + Use "Dishes" detergent and a sponge from Hands App. Start with the less dirty dishes, moving to the dirtier ones. Place the clean dishes to dry or ask the client where to put them.
  + **Important:** If there are more dishes than can be washed in 30 minutes, offer the client the "Clean something extra" option.

**2. Trash:**

* + Collect the trash and replace the trash bag.
  + **Important:** Washing the trash bin and the trash storage area is included in the additional option "Inside kitchen cabinets." Clean any fresh spills as necessary.

**3. Cabinet Fronts and Household Appliances:**

* + Wipe the kitchen cabinet fronts and household appliances with a damp green cloth and a universal cleaner. Do not forget to rinse the cleaner off.
  + **Fridge**: Wipe the front with a green cloth and a universal cleaner. Use a sponge and "Dishes" Hands App dishwashing detergent to remove grease splashes.
  + **Important:** Do not use abrasives or "Przeciw tłuszczowi" on the refrigerator. Ask the client to remove the magnets.

**4. Hood:**

* + Apply "Przeciw tłuszczowi" to the soft side of a sponge, foam it, and spread it over the hood surface. Leave it for 5-10 minutes, then remove the dirt and cleaner residue with the soft side of the sponge.
  + **Important:** Do not remove the grease filters from the hood.

**5. Kitchen Backsplash:**

* + Wet the surface, apply "Przeciw tłuszczowi" to the soft side of a sponge, and foam it. Wipe the backsplash with the rough side of the sponge, using a scraper if necessary. Rinse the sponge and wipe off the cleaner with the soft side.

**6. Stove:**

* + **Regular Stove:** Remove dirt from the surface, grates, handles, and front using a sponge and "Przeciw tłuszczowi". Remove the grate and wash it in the sink with the abrasive side of the sponge and "Przeciw tłuszczowi".
  + **Glass-Ceramic Stove:** Ensure the stove has cooled down. Wet the surface, apply "Uniwersalny" Hands App cleaner to the soft side of a sponge, and wipe the surface. Rinse the cleaner off with the soft side of the sponge.

**7. Table and Countertop:**

* + Wipe with a green cloth and a universal cleaner. Move items to the countertop, then return them to their places. Wipe the table and chair legs.

**8. Sink:**

* + Apply "Przeciw tłuszczowi" to a sponge and wipe the wet surface of the sink. After 3 minutes, rinse with cool water. Apply some "Przeciw kamieniowi" cleaner to a sponge and spread it on the faucet and sink. Pay attention to the area between the faucet and the countertop, as well as the drain. Remove the cleaner after 3 minutes and polish the faucet and sink with a disposable towel.

**9. Floor:**

* + Fill a bucket with water and add a little universal cleaner. Wipe the baseboards with a disposable towel, then mop the floor. If the floor is not cleaned by the mop, use a disposable sponge with "Przeciw tłuszczowi" or "Dishes" dishwashing detergent. Change the water, rinse the mop, and repeat without the cleaner.

**Additional Rules:**

1. **Rinsing:** Do not use the bucket for wiping surfaces in the kitchen. Rinse cloths under running water.

2. **Client's Cleaning Agents:** Use only Hands App cleaning agents unless the client requests otherwise. Inform them that you are not responsible for agents provided outside the service.

3. **Transferring Agents:** Do not transfer cleaning agents into other containers. Bring Hands App agents and equipment.

4. **Storing Agents:** Do not place the cleaning agent bottle on surfaces; put a trash bag or disposable towel under it.

5. **Cleaning Bottles:** If the cleaner is no longer needed, put it in your backpack.

6. **Client's Sponges and Cloths:** Do not use them.

7. **Wetting Surfaces:** Wet the surface before applying the cleaner and do not allow it to dry completely.

**Does not include in cleaning**

**Providing the following services is prohibited:**

* + Washing the hood filter.
  + Wiping and watering plants.
  + Cleaning on top of cabinets with old, persistent dirt.

**4. Hallway**

**What's included in the cleaning**

* + Hang up clothes and arrange shoes.
  + Remove dust from all surfaces.
  + Polish mirrors.
  + Wipe the door on both sides.
  + Clean the mat or carpet.
  + Wipe the baseboards and wash the floor.

**Cleaning sequence**

1. Hang up clothes and arrange shoes.
2. Remove dust.
3. Clean the mirror.
4. Wipe switches and sockets.
5. Wipe the door on both sides.
6. Clean the mat or carpet.
7. Wipe the baseboards and wash the floor.

**You will need**

* + Blue cloth for damp cleaning of all surfaces, does not require final polishing.
  + Cloth for glass and mirrors.
  + Disposable sponge with an abrasive side for manual cleaning of the mat and floor coverings (if there is no vacuum cleaner).
  + Disposable wiping towel.
  + Bucket. Mop + mop head.
  + "Uniwersalny" Hands App cleaner for removing dust, fingerprints, and persistent stains from the door and for mopping the floor.

**Cleaning technology**

**Dry Cleaning**

* + **Organizing Items and Shoes:** Hang up found items and neatly arrange shoes.
  + **Vacuuming:** Use special attachments to vacuum baseboards, the mat, and the floor. If there is no vacuum cleaner, use a sponge to clean the mat.
  + **Important:** If the vacuum cleaner does not suction well, inform the client and ask for their help in cleaning the vacuum cleaner. Do not do this yourself to avoid damaging the equipment.

**Wet Cleaning**

* + **Wiping Surfaces**: Prepare a cleaning solution with the Universal cleaner. Use a blue cloth to wipe all open and accessible surfaces: shelves, switches and sockets, light fixtures, and door frames on both sides. Dry mirrors with a cloth for glass and mirrors.
  + **Mopping the Floor:**
  + Fill a bucket with water and add some Universal cleaner. Wipe the baseboards with a wiping towel, then mop the floor.
  + Change the water, rinse the mop, and repeat mopping the floor without the cleaner. Use the same wiping towel for the baseboards as in other rooms.

**Important to Know:**

* + While mopping the floor, move the shoes (put them in the shoe cabinet if it is open), then return them in pairs.
  + Clean the floor in all accessible areas.
  + Open shoe shelves can be wiped with a wiping towel.

**Does not include in cleaning**

* + Cleaning the insides of wardrobe cabinets.
  + Cleaning shoes.

**5. Bathroom**

**How to count bathrooms**

* + A bathroom and/or shower in one room + toilet — one bathroom.
  + Another bathroom or shower in a separate room — the second bathroom, and so on.
  + Another room with a toilet — this is not an additional bathroom, it should be cleaned along with the main one.

**What's included in the cleaning**

* + Remove trash.
  + Clean the mat.
  + Clean the tiled area around the bathtub.
  + Clean the bathtub.
  + Clean the shower cabin.
  + Remove dust from surfaces and items.
  + Gather and arrange cosmetics and cleaning products.
  + Hang or fold towels.
  + Clean the sink and faucet.
  + Clean and polish the mirror.
  + Clean the bidet, if available.
  + Wipe the door.
  + Wipe switches and sockets.
  + Clean the floor.

**Cleaning sequence**

* + 1. Take out the trash.
    2. Vacuum the floor.
    3. Clean the mat.
    4. Clean the tiled area.
    5. Clean the bathtub or shower cabin.
    6. Remove dust from surfaces with a pink cloth.
    7. Arrange cosmetics and cleaning products.
    8. Hang towels.
    9. Clean the sink.
    10. Wipe the mirror.
    11. Clean the bidet.
    12. Wipe the door.
    13. Wipe switches and sockets.
    14. Clean the floor.

**You will need**

* + Disposable sponge for cleaning limescale and rust. Use for cleaning sanitary ware, tiles, bathtubs, and bidets.
  + Pink cloth for damp cleaning of all surfaces, does not require final polishing.
  + Disposable wiping towel for final polishing.
  + Cloth for glass and mirrors.
  + Disposable sponge with an abrasive side for manual cleaning of the mat.
  + Bucket.
  + Mop.
  + "Przeciw kamieniowi".
  + "Uniwersalny" Hands App cleaner for removing tough stains from doors and for mopping the floor.

**Cleaning technology**

1. **Trash Collection:** Collect the trash and replace the trash bag in the bin, if there is one.

2. **Vacuuming:** Vacuum the floor and carpets, if any, then roll them up and set them aside.

3. **Cleaning the Bathtub/Shower Cabin and Tiles:**

* + **Bathtub:** Wet the entire surface of the bathtub, faucet, and tiles above the bathtub with cool water. Pour some "Antikal" on a sponge and spread it over the tiles, the perimeter of the bathtub, the faucet, and the shower rod. Leave it for up to 10 minutes (up to 5 minutes on the faucet). Thoroughly rinse the cleaner off with the soft side of the sponge, first from the tiles, then from the faucet and the bathtub itself. Remove moisture with a pink cloth and polish the faucet with a wiping towel.
  + **Shower Cabin:** Clean the drain, wet the walls and interior glass with cold water. Apply "Przeciw kamieniowi" on a sponge and evenly spread it on the walls, faucet, showerhead, rod, and interior glass and tray. Leave the cleaner for up to 10 minutes (up to 5 minutes on the faucet), then thoroughly rinse with cold water, helping with the soft side of the sponge. Remove excess moisture with a pink cloth and polish the faucets with a disposable towel. Wipe the dust from the exterior of the shower cabin with a pink cloth, and polish with a wiping towel if necessary. Ensure there are no streaks left.

4. **Cleaning the Sink:**

* + Wet the surface of the sink inside and outside, including the faucet and the tiled area above the sink. Apply "Przeciw kamieniowi" on the rough side of the sponge, foam it, and spread it over the sink surface. Leave it for up to 10 minutes (up to 5 minutes on the faucet). Thoroughly rinse the cleaner off with cold water using the soft side of the sponge, first from the tiles, then from the faucets and sink. Clean the soap dish and toothbrush holder. Remove moisture with a pink cloth and polish the faucet with a disposable towel.
  + Wipe the mirror with a pink cloth and polish with a cloth for glass and mirrors.
  + Dust surfaces (cabinet fronts, shelves, washing machine) and cosmetic products with a pink cloth, as well as switches, sockets, and the door frame. Leave all items in their places and do not put anything in closed cabinets — it is not allowed to open them according to regulations.

5. **Cleaning the Bidet:** Wet the surface of the bidet, use a sponge with "Antikal" for cleaning the sink, and spread the cleaner over the bidet surface, seat, and inside. Leave it for up to 10 minutes, then rinse the cleaner off with a sponge and wipe with a disposable towel. Rinse the inside with water.

6. **Cleaning the Floor:** Fill a bucket with water, add some Universal cleaner. Clean the floor by hand using a mop. Change the water, rinse the mop, and repeat without the cleaner. Return the clean mat to its place.

**Important to Know:**

* + 1. Do not use the client's cleaning agents unless they specifically request it.
    2. Do not use the bucket for wiping surfaces in the bathroom; it is sufficient to rinse cloths under running water.
    3. Do not scrub faucets with the abrasive side of the sponge to avoid damaging the coating.
    4. Maintain hygiene: use separate gloves for cleaning the bathroom and toilet.
    5. Do not wipe painted walls.
    6. Do not apply "Przeciw kamieniowi" directly to surfaces, except for the toilet. First, apply the cleaner to the sponge for your safety.

**Does not include in cleaning**

* + Removing limescale or heavy dirt from bathroom walls from ceiling to floor.
  + Cleaning a heavily soiled or rusty bathtub to a like-new condition.
  + Cleaning the ceiling.
  + Cleaning inside cabinets.
  + Washing or cleaning the shower curtain.
  + Cleaning fans and air ducts.
  + Washing clothes (even in the washing machine).

**6. Toilet**

**What's included in the cleaning**

* + Remove trash.
  + Clean the toilet.
  + Clean the floor.
  + Wipe dust from accessible surfaces.
  + Wipe the door on both sides.
  + Wipe switches and sockets.

**Cleaning sequence**

1. Remove trash.
2. Clean the toilet.
3. Wipe dust from accessible surfaces.
4. Wipe switches and sockets.
5. Wipe the door on both sides.
6. Clean the floor.

**You will need**

* + Gloves.
  + "Przeciw kamieniowi" for cleaning the toilet.
  + "Uniwersalny" Hands App cleaner for wiping surfaces.
  + Pink cloth for damp cleaning.
  + Cloth for glass and mirrors.
  + Bucket.
  + Mop.

**Cleaning technology**

**1. Trash Collection:**

* + Collect the trash and replace the trash bag in the bin, if there is one.

**2. Vacuuming:**

* + Vacuum the floor and carpets, if any, then roll them up and set them aside.

**3. Wiping Surfaces:**

* + Wipe dust from surfaces and all cosmetics with a pink cloth, as well as switches, sockets, and the door frame.
  + Important: Leave all items in their places and do not put anything in closed cabinets—it is not allowed to open them according to regulations.

**4. Cleaning the Toilet:**

* + **Tiles around the toilet:** Prepare a cleaning solution—add a drop of Antikal to a bucket of water and use a sponge to wipe the tiles around the toilet.
  + **Toilet:** Flush the toilet and use the brush to lower the water level. Pour cleaner under the toilet rim and spread it with the brush. Leave the brush to soak. Use a sponge and Antikal solution to wet the surface of the toilet, including the seat, and thoroughly clean the pipe. Change the water in the bucket and after 15 minutes, rinse the cleaner off the toilet with clean water. Dry the toilet surface with a used disposable wiping towel and the seat with a piece of clean toilet paper. Flush the toilet to rinse the cleaner inside. Wipe the brush handle and holder outside, and return it to its place.
  + Important: Do not stand on the toilet during cleaning.

**5. Mopping the Floor:**

* + Fill a bucket with water, add some Universal cleaner. Clean the floor by hand using a mop. Change the water, rinse the mop, and repeat without the cleaner. Do not forget to return the clean mat to its place.

**6. Finishing the Cleaning:**

* + Clean up your equipment and put it back in your backpack. Invite the client to inspect the cleaning.

**Does not include in cleaning**

* + Cleaning a heavily soiled toilet to a like-new condition.
  + Removing heavy dirt from walls from floor to ceiling.
  + Cleaning the ceiling and ceiling light fixtures.

**7. Additional options**

**Retrieve / return keys**

**1. Collecting Keys:**

* 1. If the additional option "collect keys" is selected, it means the client will not be present during the cleaning and wants to hand over the keys to you.
  2. Go to the client in advance to collect the keys so that you can start the cleaning at the specified time.
  3. After receiving the keys from the client, go directly to the apartment and start cleaning according to the regulations.

**2. Starting the Cleaning:**

* 1. Press the "Start Order" button in the app only after inspecting the apartment for dirt and damage. If you find anything beyond standard maintenance cleaning or any damage, report it to the client and the support service before starting the order.

**3. Returning Keys After Cleaning:**

* 1. If the keys need to be returned after cleaning, arrange a delivery time with the client. Find out their time constraints in advance to avoid any issues. For example, if you can arrive an hour earlier, make sure the client will be available to meet you.

**Important to Know:**

* + If you arrive to deliver the keys and the client does not respond or is busy and cannot collect them, do not take the keys home. Call or write to the support service, and we will help resolve the issue.
  + Remember that as long as the keys are with you, you are responsible for them.

**Inside the refrigerator**

**Included in the Service:**

* + Cleaning the walls and shelves of the refrigerator (cleaning the outside is included in regular cleaning).

**You Will Need:**

* + Green cloth for damp cleaning of surfaces in the kitchen.
  + - "Uniwersalny" Hands App cleaner.

**Cleaning Procedure:**

1. Check if there are any spoiled products in the refrigerator. If you find any, ask the client if they should be thrown away.
2. Start cleaning from top to bottom: first the shelves and walls, then the refrigerator door.
3. Move all items from the top shelf to the table or the bottom shelf of the refrigerator.
4. Wet the green cloth with water and wipe the ceiling, walls, and shelf.
5. If some stains do not come off, use "Uniwersalny" Hands App cleaner by spraying it on the green cloth.
6. Return the products and containers to the shelf, arranging them in the same order.
7. Repeat the process for all shelves and trays. Finally, clean the door, wiping each shelf.
8. Wipe the freezer compartment.
9. Remove crumbs and stains from the rubber seal between the refrigerator doors.
10. Close the door and remove any stains and drips from the outside, if there are any.

**Important to Know:**

* + The client should defrost the refrigerator before your arrival.
  + If the refrigerator is turned on and not defrosted, clean only the refrigerator compartment, notifying the support service. Clean in several stages, keeping the door open for no more than 5 minutes, then closing it for 5-10 minutes. After cleaning, collect the condensation (drops) with a damp green cloth.
  + Do not throw away products without permission.

**Inside the oven**

**Included in the Service:**

* + Clean the inside of the oven (cleaning the outside of the oven and stove is included in regular cleaning).
  + Washing dishes or pans in the oven if they are dirty.

**You Will Need:**

* Disposable sponge for applying "Przeciw tłuszczowi" to the interior surfaces of the oven.
* Disposable wiping towel for removing the cleaner from the oven walls.
* "Przeciw tłuszczowi" – use on all oven surfaces. It must be rinsed off.

**Cleaning Procedure:**

* 1. Ensure the oven is turned off during and after cleaning.
  2. Remove the baking trays and racks from the oven. If they are dirty, wash them in the sink using a sponge and "Przeciw tłuszczowi".
  3. Wet the interior surface of the oven with a sponge.
  4. Apply the cleaner to the soft part of the sponge, lightly foam it, and spread it in a thick layer over the interior surfaces of the oven (walls, ceiling, door). Leave it for 20 minutes, but do not let the cleaner dry.
  5. When the grease layer softens, scrub it with the abrasive side of the sponge.
  6. Rinse the sponge and start rinsing the cleaner from the walls, ceiling, and door of the oven. Wipe the surface with a wiping towel until the cleaner is completely removed.
  7. If significant grease and grime remain, repeat the treatment. If there is only a little grease left, scrub these areas with a plastic scraper.
  8. Return the baking trays and racks to their place.

**Inside the microwave**

**Included in the Service:**

* + Clean the inside of the microwave (cleaning the outside is included in regular cleaning).
  + Wash the dishes and stands inside the microwave.

**You Will Need:**

* + Disposable sponge for cleaning the walls of the microwave.
  + "Przeciw tłuszczowi" – use on all surfaces of the microwave.

**Cleaning Procedure:**

1. Remove the glass plate and plastic stand. Wash them in the sink and leave them to dry.
2. Wet the interior surface of the microwave with a sponge.
3. Apply the cleaner to the abrasive side of the sponge and spread it over the interior surface of the microwave, including the door. Leave it for 10-15 minutes, but do not let the cleaner dry.
4. When the grease layer softens, scrub it with the abrasive side of the sponge.
5. Thoroughly rinse the sponge and use the soft side to rinse the cleaner from the walls, ceiling, emitter grid, and door. Rinse the sponge frequently.
6. If significant grease and grime remain, repeat the treatment. If there is only a little grease left, scrub these areas with a scraper.
7. Return the stand and plate to their place.
8. Finally, leave the microwave door slightly open to allow it to dry.

**Important to Know:**

* + Do not leave metal objects in the microwave and do not scrub the metal plate inside the microwave with the abrasive side of the sponge.

**Inside kitchen cabinets**

**Included in the Service:**

* + Clean the internal and external surfaces of cabinets and the inside of the doors.
  + In the lower cabinet where the trash bin is located, clean all surfaces and the bin itself.
  + Dust items on the shelves.

**You Will Need:**

* + Green cloth for damp cleaning of any surfaces.
  + Disposable sponge for removing dirt from the top of the cabinets and cleaning the trash bin.
  + "Uniwersalny" Hands App cleaner for removing fingerprints and stains.

**Cleaning Procedure:**

1. Ask the client for a stepladder. Remember safety techniques and do not stand on a chair, stool, or countertop.
2. Remove dust and dirt from the top of the cabinets. For heavy dirt, use a disposable sponge.
3. Start with the upper hanging cabinets, then clean the lower ones.
4. To remove stains and fingerprints on the internal and external surfaces of the cabinet, apply "Uniwersalny" Hands App cleaner to a damp cloth.
5. Completely clean one hanging cabinet, then move to the next.
6. Carefully remove everything from the top shelf onto the countertop. Wipe the shelf with a damp green cloth.
7. Use the same cloth to wipe jars and containers, then return them to their place in the same order.
8. Repeat for the lower shelf.
9. Do not forget to clean the inside of the doors before closing them.
10. Clean all the cabinets in this way.
11. Clean the trash bin with a disposable sponge.

**Important to Know:**

* + If drops and streaks remain on the doors after cleaning the exterior, remove them with a damp green cloth.
  + Glossy kitchen cabinet surfaces are easily scratched, so do not use the abrasive side of the sponge. Do not spray the cleaner directly onto the cabinet fronts, as this may damage them. Apply the cleaner only to the cloth.

**Window cleaning**

**How to Count Windows:**

* + One window is one opening in the wall with a single frame, regardless of the number of sashes or sections.
  + If there is a wall between windows, it counts as two windows.
  + A bay window is counted by the number of sides.
  + A balcony door counts as a separate window if it does not have a unified frame with the window.
  + A double window counts as two windows, regardless of the number of sashes.

**Included in the Service:**

* + Clean the frames and glass on both sides.
  + Wipe the internal slopes and windowsill.
  + Clean the balcony door.
  + Clean the mosquito screens.

**You Will Need:**

* + Bucket.
  + Trash bag (for the bucket).
  + Disposable sponge for cleaning other surfaces.
  + "Uniwersalny" Hands App cleaner.
  + Cloth for glass and mirrors.
  + Disposable wiping towels.
  + Stepladder (ask the client).
  + Telescopic pole, washer attachment, rubber squeegee.

**General Window Cleaning Procedure:**

1. Mosquito screens.
2. Exterior windows (first the fixed ones).
3. Side parts of the frame (rubber seals).
4. Interior windows (frames, slopes, glass) and windowsill.

**Mosquito Screen Cleaning Procedure:**

* + 1. Carefully remove the mosquito screen or ask the client to do it. Take them to the bathroom. Place a trash bag along the bathtub and place the screen on it to avoid scratching the bathtub surface.
    2. Wet the screen surface with a gentle stream of hot water and a dampened soft sponge.
    3. Apply some Universal cleaner to the sponge, foam it, and carefully spread it over the entire surface of the screen.
    4. Leave the cleaner on for a few minutes, then thoroughly rinse the dirt and cleaner from the screen surface.
    5. Dry the frame of the screen with a disposable towel.
    6. Leave the screens in the bathroom until the end of the cleaning. After cleaning the windows, remove any dirt from the bathtub and check if the bathroom floor needs to be wiped.

**Window Cleaning Procedure:**

**Exterior Windows:**

* + 1. Fill a bucket with warm water, add 15-20 sprays of Universal cleaner.
    2. Wet the sponge in the bucket and use the soft side to start wiping the frame and glass from top to bottom on the outside.
    3. Rinse the sponge frequently and change the water in the bucket, adding Universal cleaner.
    4. For stubborn dirt, apply Universal cleaner directly to the sponge.
    5. If there are greasy stains or limescale on the glass in addition to dust and street dirt, use "Przeciw tłuszczowi" or "Przeciw kamieniowi". After removing them, rinse these cleaners thoroughly.
    6. After rinsing the dirt, change the water and wipe the frame and glass with a used wiping towel to remove the soapy solution.
    7. Change the water in the bucket, add 5 sprays of Universal cleaner, wet the washer, and spread the cleaner over the glass.
    8. Use horizontal squeegee movements to dry the glass, collecting excess moisture at the base of the window with a wiping towel. Use this towel to wipe the squeegee after each use. Dry the remaining moisture in the corners with a microfiber cloth.
    9. Dry the frames with a wiping towel.
    10. Check the frame and glass for cleanliness and streaks, paying special attention to the corners of the frame.

**Side Parts of the Frame:**

* + 1. Fill a bucket with warm water, add 15-20 sprays of Universal cleaner.
    2. Wet the sponge in the bucket and use the soft side to start wiping the side frame from top to bottom, paying special attention to the rubber seals.
    3. Rinse the sponge frequently and change the water in the bucket, adding Universal cleaner.
    4. For stubborn dirt, apply Universal cleaner directly to the sponge.
    5. After rinsing the dirt, change the water and wipe the side frame and rubber seals with a used wiping towel to remove the soapy solution.
    6. Remove excess moisture with a wiping towel.
    7. Check the side frame and rubber seals for streaks, paying special attention to the corners of the frame.

**Interior Windows:**

1. Fill a bucket with warm water, add 15-20 sprays of Universal cleaner.
2. Wet a disposable sponge in the solution and wipe the surface of the top horizontal frame, slopes, vertical frames, handles, and fittings on the window, and the bottom horizontal frame.
3. For stubborn dirt, apply Universal cleaner directly to the sponge.
4. Remove the dirty foam from the surfaces with a wiping towel.
5. Check the quality of the work, paying special attention to small details: handles, fittings, corners.
6. Change the water in the bucket, add 15-20 sprays of Universal cleaner, wet the washer, and spread the cleaner over the glass.
7. Use horizontal squeegee movements to dry the glass, collecting excess moisture at the base of the window with a wiping towel. Use this towel to wipe the squeegee after each use. Dry the remaining moisture in the corners at the end.
8. Dry the frames with a wiping towel.
9. Check the glass for cleanliness and streaks.
10. Wipe the windowsill with a disposable wiping towel and Universal cleaner.

**Important to Know:**

1. Work carefully with an open window: hold onto the frame handle when standing at height.
2. If there are children or pets in the apartment, do not leave open windows unattended.
3. Do not clean a window if it has cracks and damage. Report this to the support service.
4. Do not spray cleaning agents on the glass, as this can leave streaks.
5. After each squeegee movement, wipe the rubber blade with a disposable towel to avoid drips.
6. If the apartment has been remodeled and the balcony is an extension of the room, such windows are considered balcony glazing.

**Cleaning balcony glazing**

**Included in the Service:**

* + Clean the frames and glass on both sides.
  + Wipe the slopes and windowsill.
  + Clean the mosquito screens.

**You Will Need:**

* + "Uniwersalny" Hands App cleaner.
  + Bucket.
  + Trash bag (for the bucket).
  + Disposable sponge.
  + Cloth for glass and mirrors.
  + Disposable wiping towels.
  + Stepladder (ask the client).
  + Telescopic pole, washer attachment, rubber squeegee.

**General Cleaning Procedure:**

1. Mosquito screens
2. Exterior windows (first the fixed ones)
3. Side frame
4. Interior windows

**Mosquito Screen Cleaning Procedure:**

1. Carefully remove the mosquito screen or ask the client to do it. Take the screen to the bathroom, lay out a trash bag along the bathtub, and place the screen on it to avoid scratches.
2. Wet the surface of the screen with a gentle stream of hot water and a dampened soft sponge.
3. Apply some Universal cleaner to the sponge, foam it, and gently spread it over the entire surface of the screen with the soft side.
4. Leave the cleaner on for a few minutes, then thoroughly rinse the dirt and chemicals from the screen surface.
5. Dry the screen frame with a disposable towel.
6. Leave the screens in the bathroom until the window cleaning is complete. After cleaning the windows, remove any dirt from the bathtub and check if the bathroom floor needs to be wiped. Return the screens or ask the client to do so.

**Balcony Window Cleaning Procedure:**

**Exterior Windows:**

1. Fill a bucket with warm water, add 5 sprays of Universal cleaner.
2. Wet the sponge in the bucket and use the soft side to start wiping the frame and glass from top to bottom on the outside.
3. Rinse the sponge frequently and change the water in the bucket, adding Universal cleaner.
4. For stubborn dirt, apply Universal cleaner directly to the sponge. If there are greasy stains or limescale on the glass, use "Przeciw tłuszczowi" or "Przeciw kamieniowi". Thoroughly rinse these cleaners.
5. After rinsing all the dirt, change the water and wipe the frame and glass with a used disposable towel to remove the soapy solution.
6. Change the water in the bucket, add 5 sprays of Universal cleaner, wet the washer, and spread the cleaner over the glass.
7. Use horizontal squeegee movements to dry the glass, collecting excess moisture at the base of the window with a disposable towel. Use this towel to wipe the squeegee after each use. Dry the remaining moisture in the corners with a microfiber cloth.
8. Dry the frames with a disposable towel.
9. Check the frame and glass for cleanliness and streaks, paying special attention to the corners of the frame.

**Side Parts of the Frame:**

1. Fill a bucket with warm water, add 5 sprays of Universal cleaner.
2. Wet the sponge in the bucket and use the soft side to wipe the side frame from top to bottom, paying special attention to the rubber seals.
3. Rinse the sponge frequently and change the water in the bucket, adding Universal cleaner.
4. For stubborn dirt, apply Universal cleaner directly to the sponge.
5. After rinsing all the dirt, change the water and wipe the side frame and rubber seals with a used disposable towel to remove the soapy solution.
6. Remove excess moisture with a disposable towel.
7. Check the side frame and rubber seals for streaks, paying special attention to the corners of the frame.

**Interior Windows:**

1. Fill a bucket with warm water, add 5 sprays of Universal cleaner.
2. Wet a disposable sponge in the solution and wipe the surface of the top horizontal frame, slopes, vertical frames, handles, and fittings on the window, as well as the bottom horizontal frame.
3. For stubborn dirt, apply Universal cleaner directly to the sponge.
4. Remove the dirty foam from the surfaces with a wiping towel.
5. Check the quality of the work, paying attention to small details: handles, fittings, corners.
6. Change the water in the bucket, add 5 sprays of Universal cleaner, wet the washer, and spread the cleaner over the glass.
7. Use horizontal squeegee movements to dry the glass, collecting excess moisture at the base of the window with a disposable towel. Use this towel to wipe the squeegee after each use. Dry the remaining moisture in the corners at the end.
8. Dry the frames with a disposable towel.
9. Check the glass for cleanliness and streaks.
10. Wipe the windowsill with a disposable wiping towel and Universal cleaner.

**Important to Know:**

* + Work carefully with an open window: hold onto the frame handle when standing at height.
  + If there are children or pets in the apartment, do not leave open windows unattended.
  + Do not clean a window if it has cracks and damage. Report this to the support service.
  + Do not spray cleaning agents on the glass, as this can leave streaks.
  + After each squeegee movement, dry the rubber blade with a disposable towel to avoid drips.
  + If the balcony is an extension of the room, such windows are considered balcony glazing.

**Balcony cleaning**

**Included in the Service:**

* + Remove dust from all surfaces.
  + Clean the floor.

**Not Included in the Service:**

* + Cleaning the balcony glass.
  + Cleaning the window and door between the balcony and the room.
  + Cleaning the walls, ceilings, and grates.

**You Will Need:**

* + Disposable wiping towels.
  + Blue cloth for dust removal.
  + Mop for manual floor cleaning.
  + Bucket.
  + "Uniwersalny" Hands App cleaner.

**Cleaning Procedure:**

* + If there are many items on the balcony, make space for cleaning the surfaces by moving items to one area of the balcony and shifting them as needed, carefully to avoid damage.
  + Remove dust from items on the balcony using a blue cloth. Lift items, wipe underneath, and return them to their place.
  + Wipe the baseboards, then the floor. Use the mop for cleaning the floor manually, as it can be difficult to maneuver a mop on the balcony. Lift items, clean the floor underneath, and return them to their place.

**Important to Know:**

* + Do not lift heavy items on the balcony.
  + If the balcony is an extension of the room without partitions, the "Balcony Cleaning" option does not need to be added – this area is cleaned together with the room.

**Pet litter cleaning**

**Included in the Service:**

* + Clean the litter box and replace the filler.

**You Will Need:**

* + Disposable sponge for cleaning the litter box.
  + Disposable wiping towel for drying the litter box.
  + Trash bag for disposing of the litter box contents.
  + "Uniwersalny" Hands App cleaner for removing tough stains.

**Cleaning Procedure:**

1. Transfer the contents of the litter box into a trash bag, tie it, and throw it away.
2. Clean the litter box with a sponge and water. Pour the water into the toilet, not the sink or bathtub. If necessary, use "Uniwersalny" Hands App cleaner.
3. Rinse the litter box with clean water to remove any remaining cleaner.
4. Dry the litter box with a used wiping towel.
5. Add the filler if it is in a visible place. If not, check with the client.

**Cleaning the dressing room**

**Included in the Service:**

* + Collect and hang clothes.
  + Wipe dust from surfaces.
  + Clean the carpet.
  + Polish mirrors.
  + Wipe baseboards and clean the floor.

**You Will Need:**

* + Blue cloth for damp cleaning surfaces.
  + Cloth for glass and mirrors.
  + Wiping towel for baseboards.
  + Mop and mop head.
  + Bucket.
  + "Uniwersalny" Hands App cleaner.

**Cleaning Procedure:**

1. Organize clothes. Collect items from chairs, ottomans, and the floor, then hang them (shirts, dresses, trousers, suits, outerwear), and neatly fold the rest.
2. Fill the bucket with water and add 5 sprays of Universal cleaner.
3. Remove items from the top shelves and place them on a chair or another convenient surface. Do not place items on the floor.
4. Wipe the top shelves with a damp blue cloth, then the lower shelves.
5. Wipe the side walls and ceiling of the wardrobe.
6. Return the items to the shelves, neatly folding them by groups (t-shirts, tank tops, sweaters on one shelf; jeans, shorts, trousers, skirts on another). Ask the client how to arrange bed linen and towels.
7. Wipe dust from all shelves in a similar manner.
8. Wipe the walls, ceiling, and rod in the wardrobe section.
9. Wipe the doors, handles, and hardware.
10. Wipe the shelves for shoes, accessories, and the medicine cabinet.
11. Wipe the mirrors with a damp blue cloth, then with the cloth for glass and mirrors.
12. Wipe the wardrobe room door, including handles and trim, removing fingerprints with Universal cleaner.
13. Vacuum the carpet or floor covering. If there is no vacuum cleaner, clean it with the rough side of a disposable sponge.
14. Wipe the baseboards with a used wiping towel and clean the floor with a mop, adding "Uniwersalny" Hands App cleaner to the bucket. Wipe the floor a second time with clean water.

**Important to Know:**

* + In the wardrobe section, hang clothes from left to right in the following order: blouses, shirts, jackets, trousers, dresses, outerwear.
  + Clothes will look neater if you first hang light-colored items, then dark-colored ones.
  + Basic cleaning includes wiping the floor in the wardrobe if its area is no more than 4 square meters. Add this option if the area is larger or the client asks for additional tasks besides wiping the floor.

**Ironing clothes**

**Included in the Service:**

* + Iron the laundry left by the client.
  + Arrange and hang clothes; you can fold t-shirts, towels, bed linen as per the client's preference.

**Not Included in the Service:**

* + Underwear (underpants, bras), socks.
  + Items with the label "do not iron."
  + Expensive evening wear (due to the complexity of the fabric).

**You Will Need:**

* + Client's iron, ironing board, and spray bottle.
  + Hangers for shirts, blouses, and trousers (if necessary).
  + Ironing mesh.
  + Iron cleaning pencil.
  + Disposable wiping towel.

**Ironing Procedure:**

1. Sort the laundry into piles, checking the label for the fabric type:

* + Bed linen and towels.
  + Woolen items.
  + Silk items.
  + Synthetic fabrics (polyester, polyamide, nylon, acrylic).
  + Viscose items.
  + Cotton items.
  + Jeans.

2. Prepare the iron: set the temperature to 0, turn off the steam, and fill it with water. Turn the iron to the highest temperature, check the steam (use your cloth). Lower the temperature to 60 degrees, check the soleplate of the iron. If there is buildup, remove it with the cleaning pencil: place the iron vertically on a cloth, treat the warm soleplate with the pencil, and rub it on the cloth. Repeat if necessary. If the iron does not have steam, use the client's spray bottle.

3. Start ironing with items made of thin delicate fabrics (silk, synthetics), then move to thicker ones (bed linen, towels), gradually increasing the iron's temperature.

* + **Silk items:** Iron inside out on the "Silk" setting or the lowest temperature. Do not fold silk items – hang them on the back of a chair, armchair, or sofa.
  + **Synthetic fabrics:** Iron inside out. Start with shirts, blouses, skirts, dresses. Iron thin knitwear through a damp mesh, turning it inside out first. Steam thicker knitwear without touching the iron's soleplate.
  + **Trousers:** Iron trousers without creases inside out; iron creased trousers from the front side through a mesh.
  + **Viscose:** Iron inside out at a temperature between cotton and silk.
  + **Woolen items:** Iron through a damp cloth, do not move the iron across the surface.
  + **Cotton items:** Iron inside out on the cotton setting.
  + **Jeans:** Iron inside out on the cotton setting, preferably with steam.
  + **Bed linen and towels:** Iron from the front side, neatly stack them.

4. Turn off the iron, pour out any remaining water from the reservoir, wind up the cord, and put it away in the designated place. Pay special attention to areas where children are present. Fold the ironing board and put it back.

**Important to Know:**

* + **Ironing a shirt:** Turn the shirt inside out, start with the collar, then the sleeves (without creases), front panels, and back. Turn the shirt to the right side and iron the edges of the sleeves. Hang the shirt on a hanger or the back of a chair.
  + **Ironing trousers with creases:** Iron the waistband and pockets inside out, then the creases from the front side through a mesh.
  + **Using steam:** Steam sweaters and knitwear, holding the iron 5 cm away from the item.
  + **Avoiding shiny spots:** Iron items inside out.
  + **Overdried items:** Moisten with a spray bottle and iron at a low temperature.
  + **After ironing:** Let items cool for 5 minutes to prevent wrinkling after turning them right side out.

**Recommended Ironing Time:**

* + Trousers with creases: 5-8 minutes
  + Sports trousers: 5 minutes
  + Jeans: 6 minutes
  + Skirt: 5 minutes
  + Sleeveless dress: 6-10 minutes
  + Dress with sleeves: 10-15 minutes
  + Short-sleeve shirt: 5 minutes
  + Long-sleeve shirt: 7 minutes
  + Round-neck t-shirt: 2-3 minutes
  + Polo shirt: 3-4 minutes
  + Classic jacket: 15-20 minutes
  + Women's jacket: 15-20 minutes
  + Single bed linen: 20 minutes
  + Double bed linen: 30 minutes
  + Euro size bed linen: 40 minutes
  + Terry towel: 2-5 minutes
  + Kitchen towel: 1-2 minutes

**Remove anything else**

This Option is Useful When the Client Asks to Clean Something Not Listed in the Regulations, but Also Not Prohibited.

**Example:**

* + Wash dishes for more than 30 minutes.
  + Sort the client's belongings (from boxes, suitcases, or after laundry).
  + Clean inside cabinets in rooms and the hallway.
  + Clean the pantry.
  + Wipe numerous small items (figurines, books, etc.).
  + Wipe several simple ceiling lamps (chandelier - an additional option).

**If Such a Situation Arises:**

- Inform the client that they can add the "Clean Something Else" option and increase the cleaning time by 30 minutes. You can add up to 6 such options (up to 3 hours of additional time).

**Important to Know:**

* + Laundry and furniture polishing are not included in the cleaning.
  + If you are unsure whether to fulfill the client's request, check with the support service.

**§ 2**

**Inventory and Chemicals**

**1. Inventory list**

**Universal cleaner “Uniwersalny”**

Intended for removing dust, dirt, and fingerprints from furniture and interior items throughout the apartment. Suitable for cleaning any surfaces, including aluminum, stainless steel, and stone. For Dusting Furniture: Dilute the cleaner in warm water (1 ml per 1 liter). For removing tough stains, apply the cleaner directly to the cloth. Rinsing the cleaner off is not necessary. After cleaning, turn the trigger to the OFF position to prevent the cleaner from spilling in the backpack.

**Degreaser "Przeciw tłuszczowi" “Przeciw tłuszczowi”**

Used for cleaning the kitchen stove, kitchen sink, faucet, and tile. Quickly dissolves and removes grease and protein stains. Usage Instructions: Apply the cleaner to a damp sponge, foam it, and spread it on the surface. It contains alkali, so it needs to be rinsed off. Do not apply to aluminum, wooden, and stone surfaces, glass-ceramic stoves, or surfaces that come into contact with food or drinks (refrigerator, coffee machine, kettle). After cleaning, turn the trigger to the OFF position.

**Limescale remover "Przeciw kamieniowi" “Przeciw kamieniowi”**

Used for cleaning toilets, sinks, bathtubs, and the walls around them. Suitable for ceramic, tile, earthenware, and acrylic surfaces, as well as nickel and chrome surfaces. Usage Instructions: Wet the surfaces with water before application. Apply the cleaner to the rough side of a disposable sponge, foam it, and spread it on the surface with the soft side. The cleaner can be left on the surface for no more than 10 minutes, and on faucets for up to 5 minutes. Rinse only with cold water. After cleaning, turn the trigger to the OFF position.

**Napkins**

* **Blue Cloth (MicroQuick):** For removing dust and dirt in rooms and corridors. Leaves no streaks or lint on smooth surfaces. Issued for 10 cleanings.
* **Green Cloth (PVA Micro):** For damp wiping surfaces in the kitchen. Leaves no streaks on glass and mirrors. Issued for 20 cleanings.
* **Pink Cloth (PVA Micro):** For damp wiping surfaces in bathrooms. Absorbs moisture well. Issued for 20 cleanings.
* **Yellow Cloth (MicroQuick):** For cleaning glass and mirrors. Made of cellulose. Issued for 20 cleanings.
* **Green Cloth (MicroQuick):** For dry cleaning glass and mirrors to remove streaks after washing. Absorbs moisture well. Issued for 20 cleanings.
* **Disposable Wiping Towel:** For final wiping of any surfaces. Quickly absorbs moisture. Use only in a dry state. Issued 3 pieces for each cleaning. Dispose of after use!

**Sponges**

**Disposable Sponge with Abrasive:**

* Two are provided for each order. The first is for cleaning the bathtub, shower cabin, sink, bidet, and toilet. The second is for washing dishes or additional options. The abrasive side can scratch surfaces, so use with caution. Dispose of after use!

**Gloves**

* **White Nylon Gloves:** For changing bed linen and arranging clothes.
* **Sturdy Blue Gloves:** For use in living rooms, kitchen, and hallway.
* **Sturdy Red Gloves:** For use in the bathroom. Do not use in living rooms, kitchen, or hallway!

**Plastic scraper**

Used for removing old grease stains on tiles, countertops, glass-ceramic stoves, and for cleaning ovens and microwaves. Issued for 90 cleanings. Work at a 45° angle.

**Mop**

* **Flounder:** Holder for the cleaning pad.
* **Handle**: Inserts into the flounder, suitable for the pad with a scrubber and squeegee.
* **Mop:** Fabric pad for floor cleaning. The drying mop is used dry after the main cleaning.

**Bucket**

Foldable Silicone Bucket for damp cleaning of surfaces and floors.

**Ironing net**

Protects clothing from damage, used in steam mode.

**Iron cleaning pencil**

Removes soot, stains, and limescale deposits from the iron's soleplate. Suitable for all types of iron surfaces.

**Garbage bags**

For Changing the Bag in the Trash Bin and Collecting Trash During Cleaning: Also used as a liner under cleaning products and the bucket.

**How to Use:**

Heat the iron, place it vertically on a folded cloth (preferably a disposable wiping towel, then discard it), and run the iron back and forth over the pencil. The hissing liquid will drip onto the cloth. Then flip the iron and press the cloth several times — the remaining dirt and liquid will stay on the cloth.

**2. Use of Chemicals and Equipment During an Order**

The equipment and chemicals selected by the Service ensure quality and safe service when used according to the regulations and rules of use.

You should arrive at each order with a full set of equipment and chemicals, even if something might not be needed. The client may decide to add an additional service during the cleaning, so everything necessary should be at hand.

Do not use self-purchased equipment and chemicals on the order, as this can lead to property damage or endanger the client's life and health. All equipment and chemicals provided by the Service should be used strictly for their intended purpose to avoid such negative consequences.

**Note:** Mixing different types of chemicals, pouring them into other containers, using them for unintended purposes, or diluting them in violation of the regulations and label instructions can lead to serious consequences for your life and health, as well as for the life and health of your clients and their property. Violating this point is considered a gross violation of the Service Terms of Use and Regulations, for which the Service is not responsible.

The use of the client's equipment and/or chemicals is allowed only at their direct request, under their responsibility, and with mandatory prior notification to the support service by phone or through the cleaner support channel in Telegram.

An exception is made when specialized client products are required for certain types of surfaces. If such surfaces require special care, and there is no suitable product in your set of equipment and chemicals, and the "Uniwersalny" Hands App product from your set does not work, you can ask the client for a suitable product.

According to Hands App service rules, the use of chemicals and equipment in violation of the Regulations is an event for which the Service may impose an increased commission and other consequences up to restricting the use of the Service.

**3. Equipment Issuance Norms**

After registration, you receive a starter kit of equipment and consumables for approximately 40-100 cleanings free of charge. The cost of this kit is: 1,007 PLN.

As consumables are used up, you can contact the support service in Telegram and request the replenishment of certain elements of the equipment. You can pick up everything you need at the Hands App warehouse.

You can also order home delivery of chemicals through the support chat. The delivery cost is calculated according to the "Delivery" rate in the Uber app and paid by you. Warehouse staff will hand over the replenishment to the courier you called.

**4. Equipment Care Rules**

* + **Washing Cloths and Mops:**
  + After each cleaning, be sure to wash all cloths, the mop, and the scrubber. Do this in a washing machine at a temperature not exceeding 60° or by hand.
  + Use only regular detergent, do not use bleaching agents.
  + Never wash cloths with regular soap, as it does not wash out of the fabric well, and the cloths will leave streaks on the surface.
  + **Wringing Green and Pink Cloths:**
  + Green and pink cloths are easily wrung out. Simply squeeze the cloth in your hand to remove excess moisture. Do not wring the cloth with force or with both hands, as this can cause it to tear.
  + **Cleaning the Bucket:**
  + Wash the bucket on both sides with the Universal product after each floor cleaning.
  + **Cleaning the Scraper:**
  + Wash the plastic scraper with a sponge and dishwashing detergent after each use.
  + **Cleaning Equipment:**
  + Wipe equipment as needed.
  + **Condition of Equipment:**
  + Do not use old and dirty equipment on orders. Timely replenish supplies and purchase new equipment through the cleaner support in Telegram.

**5. Vacuum Cleaner and Stepladder**

* 1. **Requesting a Vacuum Cleaner and Stepladder:**
  + Before cleaning, ask the client for a vacuum cleaner and stepladder.
  1. **Vacuum Cleaner Instructions:**
  + Find out from the client how to use the vacuum cleaner and if there are any special features. This is important as there are many vacuum cleaner models with different functions. For example, a dry cleaning vacuum cleaner cannot be used on wet floors.
  + Ask how to clean the vacuum cleaner. You will need to do this after cleaning and possibly during it if the vacuum cleaner gets clogged. For example, washing vacuum cleaners need to be thoroughly cleaned immediately after use to avoid unpleasant odors from dirty water. Some dry cleaning vacuum cleaners require the dust bag to be replaced after a few cleanings.
  + Check if there is an attachment for cleaning upholstered furniture. Such an attachment allows for convenient and hygienic dust removal from upholstered furniture.
  1. **Using the Stepladder:**
  + For your safety, it is strictly forbidden to stand on any furniture items other than the stepladder. The stepladder can be any type, as long as it is stable. If there is no stepladder, inform the client that the cleaning will be done at arm's length in accessible areas.
  1. **After Use:**
  + After use, carefully fold the vacuum cleaner and stepladder, and do not leave them in the way.

**6. Cost of Equipment and Consumables**

In case of restricted access to the service, you are required to return the shirt, starter cleaning equipment, and remaining replenishments. Or compensate for their cost according to the price list below:

1. Backpack/bag for transporting equipment for orders – 200 PLN / each
2. Telescopic pole for mop – 28 PLN / each
3. Mop holder – 36 PLN / each
4. Nylon gloves – 22 PLN / pair
5. Branded apron – 180 PLN / each
6. 500 ml bottle – 10 PLN / each
7. 250 ml bottle – 6 PLN / each
8. Ironing mesh – 15 PLN / each
9. Iron surface cleaning pencil – 9 PLN / each
10. Foldable bucket – 21 PLN / each
11. Iron brush – 6 PLN / each
12. Checklist and gift container – 12 PLN / each
13. 20 ml measuring cup – 8 PLN / each
14. Bag for storing and carrying clean and dirty consumables – 4 PLN / each
15. "Uniwersalny" Hands App concentrate – 16 PLN / 1 liter
16. "Przeciw tłuszczowi" Hands App concentrate – 18 PLN / 1 liter
17. "Przeciw kamieniowi" Hands App concentrate – 14 PLN / 1 liter
18. "Dishes" Hands App dishwashing detergent – 12 PLN / 1 liter
19. Blue gloves – 6 PLN / pair
20. Red gloves – 6 PLN / pair
21. Blue MicroQuick cloth – 18 PLN / each
22. Yellow MicroQuick cloth – 18 PLN / each
23. Green MicroQuick cloth – 18 PLN / each
24. Pink PVA cloth – 18 PLN / each
25. Green PVA cloth – 18 PLN / each
26. Mop – 25 PLN / each
27. Sponge – 3 PLN / pack of 10
28. Disposable cloth – 28 PLN / pack of 100
29. Trash bags – 15 PLN / pack of 80

**§ 3**

**Service of the Contractor**

The contractor's application and website consist of four main sections: "All Orders," "My Orders," "Wallet," and "Profile."

**All Orders:**

In this section, you can view and accept available orders.

* + Click on an order card and review its description.
  + Check for additional options and read the comments on the order.
  + If the order suits you, click "Accept Order." After that, it will appear in the "My Orders" tab.

**My Orders:**

Here is a list of orders that you have taken or that are assigned to you.

* + At the top of the screen, the days of the week and the total number of orders you need to complete are displayed.

**On an Order:**

* + Do not forget to mark the start and end of the cleaning in the app.
  + Before starting the cleaning, click "Start Order."
  + After completing the cleaning and having the client check the work, click "Finish Order."

**Cancel an Order:**

* + Go to the order card and click "Cancel Order." Indicate the reason for the cancellation.
  + Canceling less than 24 hours before the start of the cleaning may incur an increased service fee.

**Wallet:**

In this section, you can see your current balance and the history of all deductions and credits for orders.

**Profile:**

Here you will find settings and the history of your orders, as well as support contacts and answers to frequently asked questions.

**§ 4**

**Special cases**

**Damaged client/service property**

Please report all damages that occurred during the order to support, even if the client is aware. If the client is not aware, first call support, explain what happened, and then inform the client.

**Cleaning Regulation Not Violated:** If the damage occurred accidentally without violating the regulations, you must immediately inform support. We will try to settle the client's claims. Failure to report damage is considered an Event that entails an increased commission according to the Service's rules.

**Cleaning Regulation Violated:** If the damage occurred due to improper use of cleaning agents, violations of the regulations for working with delicate surfaces, using window sills, chairs, tables, and other items to access hard-to-reach places, or other violations, this is considered an Event and entails an increased Service commission. Immediately inform support. Untimely reporting or concealing damage may result in other consequences, up to and including restriction of Service use.

**Intentional Damage:** In the case of theft, robbery, or intentional damage to the client's/Service's property, measures of responsibility may be applied to you according to the current legislation of Poland.

**Arrived early for cleaning**

* + If you arrive more than 15 minutes before the start of the cleaning, do not disturb the client; wait outside the house or in the hallway.
  + If you arrive less than 15 minutes early, check with the client to see if they are ready to receive you earlier.

You can contact the client using the "Call Client" button in the order card.

**You are late or cannot arrive to order**

If you are late, be sure to inform the client (as soon as you realize you are late) and support. Being late is an exceptional case and may result in an increased service commission. Be attentive.

If you have several orders in a day and you are delayed on the first one due to an additional option or the complexity of the cleaning, being late for the next order will be justified and will not incur an increased commission. Inform support at least 1 hour before the start of the next order so we can notify the client and, if necessary, reschedule the order or find another cleaner.

If you cannot make it to the order due to force majeure, be sure to contact support — we will try to help and find a replacement for you.

**How to get to the entrance**

If there is an intercom on the door, dial the apartment number and press the call button. Example: 345B. If the intercom does not work or no one answers, call the client using the "Call" button in the order card. If the client does not answer, write to the cleaner support channel on Telegram.

**The client does not open the door**

If you arrive at the order and cannot get into the apartment, follow these steps:

* + For 10 minutes, call the client through the app at least 3 times. After 10 minutes, if the client has not responded, inform support via the chat. Wait 15 minutes from the start of the cleaning and monitor the app.
  + If the order is rescheduled or canceled, you can take another available order or take an unscheduled break.

**The client is not at home during cleaning**

Look around, make a cleaning plan, change clothes, and start the cleaning. Remember what not to do:

* + Touch the client's personal belongings unnecessarily.
  + Bring food with you and eat during cleaning if the total order time is less than 4 hours.
  + Smoke in the apartment, on the balcony, or in the client's stairwell.
  + Bring anyone into the apartment.
  + Move the client's personal belongings.

At the end of the cleaning, make sure all electrical appliances and lights are turned off, and the windows and taps are closed. When leaving, check that the door is locked. The client should provide clear instructions on where to leave the keys. If there are no such instructions, contact support.

**Note:** The client should not lock you in the apartment. If the client refuses to leave free access, inform support and you have the right to refuse the order.

**Key delivery: customer cannot be contacted**

While you have the client's apartment keys, you are responsible for their safekeeping and for the property in the apartment. If you cannot contact the client to deliver the keys, call support, and we will help resolve the situation.

**Taking the client's keys home is strictly prohibited.**

**Providing personal contact information to the client**

Exchanging personal contact information with the client is prohibited. All communication must go through the Service. If the client asks for your phone number to book directly, politely refuse, citing Service rules. Violating these rules is considered an Event with consequences up to and including restricting the use of the Service.

If the client insists on paying you directly, contact support. Providing additional services without notifying the Service also has consequences, as the Service cannot guarantee payment or protect your interests in case of claims.

**There is an animal in the apartment**

The client's pet safety is the client's responsibility. Ask the client to restrict the pet's access to the cleaning area. For example:

* + Large dog: ask the client to put a muzzle on it and remove it from the room. Cat or small dog: be careful not to push it.
  + If the pet interferes with the cleaning, ask the client to take it to another room.

Make sure that windows and doors are closed, especially if there are no mosquito nets on the windows. At the end of the cleaning, check that you have not accidentally locked the pet in one of the rooms.

**Very dirty apartment**

Assess the level of dirt before starting the cleaning. Inspect all rooms, especially the kitchen and bathroom. If you find severe dirt or signs of renovation, do not press the "Start Order" button. Immediately report to support and provide a detailed description of the level of dirt or take a photo with the client's permission. Do not leave without permission from support.

**Emergencies**

In case of an emergency:

* + **Notify the client if they are at home.**
  + **Call support.**
  + **Wait for further instructions.**
  + **Stay calm.**

A guide on actions in emergency situations is available at the link [LINK].

**Broken mercury thermometer**

If you break a mercury thermometer:

1. Inform the client and ask everyone to leave the room, including pets.
2. Open a window and close the door to avoid creating a draft.
3. Wear a mask, gloves, and plastic bags over your shoes.
4. Using a sheet of paper, syringe, bulb syringe, or sticky tape, collect the mercury and place it in a jar with cold water or a bag. **Do not use a broom or vacuum cleaner!**
5. Clean the area with chlorine-containing products or a potassium permanganate solution.

Report this to support before closing the order.

**Involvement of a third party in cleaning**

Do not involve other people in the cleaning. If you cannot come, let us know and we will try to help. Involving another person without registration in the Service is considered a gross violation with consequences up to restriction of Service usage.

**Reasons for temporary disconnection from the platform**

**1. Illness:** If you have symptoms of illness, we will disable access to the platform until recovery.

**2. Vacation:** Inform the support service about your absence. A specialist will guide you on how to return the inventory and temporarily disable your access to the service.

**3. Inactivity for 30 or more days:** If you are inactive for more than 30 days, access will be disabled. To restore access, contact the support service.

**4. Problems with the bank/smartphone:** Report temporary difficulties to the support service. You will be disconnected until the issue is resolved.

**5. Low rating:** If your rating is 4 or below, access will be automatically disabled. Contact the support service for restoration.

**6. Order refusals/not answering calls:** If you do not answer calls for an extended period or refuse orders, access will be disabled.

**What is not included in basic cleaning**

* + Washing walls and ceilings
  + Lifting and moving heavy objects and furniture
  + Removing tough stains using aggressive chemicals
  + Cleaning in hard-to-reach places, outside the apartment, and in common areas
  + Removing and cleaning blinds/curtains
  + Laundry and dry cleaning, hanging clothes to dry
  + Cleaning after chemical treatments (e.g., disinsection)
  + Cleaning in apartments with insects
  + Cleaning after flooding or fire
  + Cleaning in apartments after deceased people and animals
  + Cleaning while under the influence of alcohol or drugs

If you encounter such situations, contact the support service.

**Photography on orders**

Photographing on private property without the client's permission is prohibited by Polish law. If photos are necessary for cleaning approval:

* + If the client is home, request permission and explain the purpose of the photo.
  + If the client refuses, inform the support service and describe the situation in text.
  + If the client is not present, try to describe the situation in text, and if photos are necessary, capture only the local area.

**Kitchen combined with living room**

If the kitchen is combined with the living room, it is considered a separate room. For example, an apartment with one bedroom, a kitchen-living room, a hallway, and a bathroom will be considered a two-room apartment. Check the order composition before starting the cleaning and, if necessary, adjust it after agreeing with the client and support service.

**§ 5**

**Payments and Increased Service Fee**

**1. Payments**

**Definitions:**

* + **Service Fee:** The amount the Service earns for providing the Contractor with orders and the means to fulfill them, facilitating interaction between Clients and Contractors, processing cashless payments for services rendered, and participating in the resolution of disputes.
  + **Contractor Income:** The amount the Client pays the Contractor for an order, minus the Service Fee.
  + **Order Cost:** The total cost of all services to be paid by the Client to the Contractor, including additional services or options.
  + **Payout:** The total amount of all Contractor earnings for the settlement period, minus deductions.
  + **Settlement Period:** The period during which the Contractor performs client orders and for which the payout is made. There may be multiple settlement periods within a calendar month, depending on the technical capabilities of the Service.
  + **Deductions:** The total amount of all Service fees, compensations, and reimbursements as stipulated by the Service rules.

When fulfilling orders, the Contractor provides the service directly to the client, who pays its cost either in cash or cashless through the Service. Other forms of payment are not allowed.

When the Client pays the Order Cost directly to the Contractor, the payment can only be made in cash. In this case, part of this cash must be paid by the Contractor to the Service as a Service Fee.

**2. Rules for Applying Increased Service Fees**

If, during the execution of an order, an event occurs as stipulated by the rules, leading to an increase in the Service fee, the Service has the right to increase the fee. This means the Contractor receives a smaller payout for that order due to the increased fee percentage.

**Applying Increased Service Fees:**

Upon receiving information about a poorly rated order, support specialists request additional details about the cleaning performed. If the Event is confirmed, the Service applies the increased fee according to the established rules.

**Disputing the Increased Fee:**

If the Contractor disagrees with the occurrence of the Event, the application of the increased fee, or its amount, they can dispute it in the "Payouts" section. If the reasons for applying the fee are unclear, the Contractor can contact support chat. To dispute the increased fee, the reason for disagreement must be argued. The more detailed the explanation, the higher the chances of a successful dispute. The fee can be disputed within 5 days of the deduction.

These rules for applying increased fees are developed by the Service to control the compliance with standards and maintain the Service's reputation at a high level, as well as to prevent situations that threaten the reputation of the Hands App brand and the Service as a whole.

For more details about all Events for which increased fees are applied, you can read at the link [LINK].

**§ 6**

**Contacts**

**Legal Address of the Service for Correspondence:**

* + Warszawa, Ostrobramska 101A/301, 04-041

**Warehouse Address of the Service:**

* + Warszawa, Wólczyńska 133
  + Mon-Fri from 8:00 to 20:00
  + Sat-Sun closed

**Support Service:**

* + Mon-Sun from 07:30 to 23:00 in the Telegram chat