

## **Maid Services**

Maid service at Tuscany is exclusively provided by a firm called The Maids Home Services.

**Website:** <http://www.maids.com/franchise/default.aspx?id=185>

**Phone:** (310) 280-0300

### ***How to schedule a cleaning service:***

Appointments can only be scheduled by phone. Please call (310) 280-0300. Make sure to let them know that you are a Tuscany resident.

**Special:** \$ 15.00 off first time customers of Tuscany. You must mention this when calling to book your first cleaning.

## **FAQ's about Maid Service**

### ***Do I need to be home to let the maids in?***

Yes, someone from your apartment needs to be home to let the maids in.

### ***Can the front desk staff let the maid in?***

No, someone from your apartment will have to let the maid staff in.

### ***How much does this service cost?***

Please call (310) 280-0300 to get a free estimate.

### ***How do I pay for services?***

Payment is due at time of service. You may pay by cash, personal check or accepted credit cards. If you aren't home during the first visit, they will ask you for the full estimated amount, plus tax. If it takes less time than they estimated, they will refund the difference or apply it to their next visit, as you prefer. If you prefer to pay by credit card, you must arrange for this at the time you schedule your appointment over the phone.

### ***Is the quality of the service guaranteed?***

Yes. Their service is 100% guaranteed. If you are not satisfied with services received, call within 24 hours and they will re-clean at no additional charge.

### ***How far in advance do I have to book?***

Typically they require 24 hours advance notice, however sometimes they are able to accommodate same day appointments. Please call (310) 280-0300 for availability.

### ***When can I have my apartment cleaned?***

Services are provided Monday through Friday.

### ***Have more questions?***

To view additional FAQs on the maids.com website, please click the following link:

<http://www.maids.com/franchise/services7.aspx?id=185>