

What Sets Us Apart?

Easyway Maid Service, LLC

Competitive Pricing

When it comes to advertising homes, having a professional cleaning service can make the difference between sale and no sale.

Our pricing is about in line with the industry average, while the quality of service we offer is on-par with the most expensive cleaning companies in Austin.

In addition to fair rates, we also offer discounts to property management companies. The first month with us is full price, but starting at 5 bookings per month, we take 10% off your subtotal. If you send us 10 or more bookings per month, we up the discount to 15%. This can add up pretty quick!

We recruit the highest quality of cleaners in Austin

It is very, very difficult for cleaning teams to pass our vetting process. We have yet to find a company with a more thorough process:

- Extensive written application testing cleaner knowledge
- Phone interview
- Multiple reference check (of the cleaners' previous clientele)
- In-person interview
- Thorough criminal background check
- Test cleaning
 - Manual inspection of the cleaners work by the owner or quality inspector
- 1 month probationary period
 - Careful observation of customer ratings, quality of work, and reliability

The teams that make it through this rigorous process are paid very highly. Ultimately, this is our secret to maintaining such a high quality of service.

We are willing to sacrifice higher profit margins in the short-term to build a truly incredible service. We take pride in what we do, and our main goal is to win over customers by word-of-mouth.

There is no better motivation than good pay, so our cleaners average about \$20 per hour per person.

We end up with the absolute best Austin has to offer, and that's who you are entrusting your properties to.

Property management companies are given top priority

While we do accept bookings from laypeople as well, we only have a few property management companies that we work with. When you book with us, you're already guaranteed to be one of our top clients.

We're on a first name basis with all of our large clients. You can get lost in the pile when working with a larger company. We're large enough to cover the entire Austin-Travis County area, but small enough to know each of our business partners individually.

This means the owner is usually available at all hours. We average about a 30 minute response time with PM companies and realtors, and that's accounting for calls outside of hours!

Often you'll hear back from us within minutes if there are any issues with a cleaning, or if you need any help with your account.

Ability to customize your cleanings and account

Because we have the time to give individual partners so much attention, we are happy to work with you on pretty much any aspect of the partnership.

In the past we've adjusted our billing practices, invoices, and scheduling process to accommodate our partners. If there's something you need, just ask. Even if you suspect we'll say no, you might be surprised! We're highly flexible.

We offer free re-cleans

We understand that there's not much margin for error when selling a home or finding a tenant.

Because of this, we have one of the (if not THE most) liberal re-clean policies of any cleaning service in Austin.

If any items or your cleaning checklist are missed, or not done up to part, you have 7 whole days to notify us. Then we can schedule the re-clean to fix those items any time within 14 days of the original cleaning.

The vast majority of the time we are able to come back within a day or two, but if you don't happen to survey the property for a few days after the cleaning, we give you a lot of wiggle room with our policies.

This way, our quality of service is guaranteed. We know that some cleanings end up being more thorough than others, but we excel in our ability to quickly and efficiently handle these rare situations when they come up.