

**BEST OF
BOSTON
2009**
Awarded by Boston magazine

**BEST OF
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2008**
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**BEST OF
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The Maids[®] Home Services

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Fall 2009

Dear Valued Customer,

Many experts and media outlets are predicting that we are entering one of the worst cold and flu seasons on record. For all of us here at The Maids Home Services the health and welfare of our employees, and customers is always a top priority. Our 22-Step Healthy Touch[®] Deep Cleaning System was created to provide you and your family with the healthiest living environment possible. Reducing germs and bacteria in your home takes on particular importance this year.

We would like to share with you some of the ways in which we are working each day to attain this healthy environment for you and our teams:

- All microfiber cleaning cloths, brushes, toilet brushes and scrub tools are switched out between homes, and cleaned and disinfected at our facilities before reuse.
- Our backpack vacuums with HEPA filtration capture 99% of dust, allergens, dust mites, and bacteria that are vacuumed. Our vacuums and cleaning buckets are disinfected after each use.
- Our teams are provided with and required to use antibacterial hand sanitizer between homes. Also, all interior surfaces of the team cars are disinfected each evening.
- In your home our team disinfects light switches, doorknobs, telephones, and all bathroom surfaces with our EPA registered disinfectant.
- This fall we have been holding refresher training meetings on disinfecting techniques, spread of virus and bacteria, and cold / flu prevention for all our teams and managers. Managers are on the lookout for any employees displaying flu like symptoms, and those employees are sent home.

Cleaning for health is not something new for The Maids, we have been practicing these techniques since 1995. We are however more acutely aware of its importance, and our role in helping you keep your home healthy and clean.

As always, we appreciate our relationship with you, and welcome your feedback.

Best regards,

Matt Donnelly
Franchise Owner