
Top 10 things to consider when choosing a window cleaning company

1. Are they reliable and dependable?

Most companies will say they're reliable, but until you speak with the owner or previous customers you have no idea. Window cleaning companies are relatively easy to start and many just operate independently without any recourse for not showing up. Ask for testimonials, talk to the owner, and be sure they have a strategic direction.

2. How much do they charge and where do they service?

Most window companies charge relatively the same. Be weary of companies that charge too little or too much, as they may be a fly-by-night operation you want to steer clear of. Where they service is important because the likelihood of them showing up on time is increased if they are familiar with your area.

3. Do they have proper insurance, bonding, and licensing?

All though not all states / cities require window cleaning companies to be bonded and licensed; ALL companies need commercial liability insurance. Be sure to ask if they have at least a \$1m commercial general liability insurance policy. If they have employees as well they typically need to be bonded.

4. Is there any evidence of unethical activity?

Check the web for any websites or blogs regarding unethical activity. You can also ask for customers who have had work done and ask how their experience was, or check with the better business bureau for any information regarding unethical business practices.

5. Can they provide testimonials?

Most, if not all window cleaning companies should be able to provide testimonials. If not, either they're a brand new company or they're not confident in their work! If they can't provide any be sure to get some sort of guarantee.

6. Is the work guaranteed? What if I'm not happy?

Ask if they offer any type of guarantee and what happens if I find something I don't like when they're done. Some companies just do their work, and some will do what it takes to make you happy (within reason). Most important is for the company to set proper expectations before beginning the job so you're both on the same page. Be sure to communicate the condition of your windows to the company.

7. How long have they been in business?

Typically, one would think the longer the company has been in business the better, HOWEVER, this isn't always a guarantee of good service. There are a lot of companies that have been around for a while bogged down by the industry or just plain not excited anymore. Many new companies are excited to have fresh customers and provide high levels of quality and service. It's best to do your homework and speak with an owner or manager responsible for your particular home's cleaning.

8. Who ACTUALLY does the cleaning?

This is important; as many company salespeople boast about the quality of the company but fail to point out the fact they're in a time crunch and are sending their brand new employee to clean your windows. Just because *the company* is good doesn't mean your work will be good! Probe and try to find out who is going to be sent to clean your windows.

9. How many people work for the company and how many jobs do they do per year?

This should give you an indication as to how busy the company is and how much time they have to do a quality job. Larger organizations tend to have more work that **may** result in less time spent at your home so be sure to do your research. Bigger isn't always better.

10. What safety precautions do they put in place?

The fewer problems that occur on your property, the better. Although the company may have the proper insurance you want to be sure they're doing everything possible to avoid any mishaps. Things could include ladder safety straps, no-slip footwear, etc.