

Dear Neighbour,



My name is Kay. I live and work in New Malden and spend most of my days cleaning windows. I put this report together to assist local residents in making an informed choice about their window cleaner.

While there are a lot of bad window cleaners around, there are also some good ones. (Hooray!) If they measure up in the following 7 areas, you've picked a winner.

All the best in your search!

Kay



Onto the 7 problems with window cleaners.....

-ONE-



THE PROBLEM:

They only clean the glass and not the frames and window sills.

Believe it or not most window cleaners will only clean the glass of your windows. They completely leave the frames and window sills untouched. When left, dirt accumulates very quickly in the form of dust, pollution from the road and pesky spider's webs. Who wants a half-arsed job? Any window cleaner worth their salt will clean all window frames and sills, EVERYTIME they visit.

THE SOLUTION:

When receiving a quote ask whether the window frames and sills are included with every clean.

If not, choose another window cleaner. If they are included monitor the frames and sills to check your window cleaner is following through on his commitment to clean them.

-TWO-



THE PROBLEM:

They only want payment in cash.

So the job is done and you ask what type of payment they accept. They look at you as if you've asked the most stupid question in the history of mankind. Their answer.....CASH ONLY. Hang on a minute, who pays with cash anymore? Most of us are using our credit and debit cards, contactless payments, paypal and online banking on a daily basis. Whatsmore most reputable businesses accept such payment methods. And that really hits the nail on the head – If your window cleaner is only accepting cash he's at best stuck in the dark ages and at worst not a reputable tradesman.

THE SOLUTION:

Choose a window cleaner that accepts a number of payment methods.

Look for cash and cheque as a bare minimum. Top choices will offer an online banking option (where you can pay from your bank account into their bank account) and a credit/debit card option.

-THREE-



THE PROBLEM:

They don't guarantee the quality of their work.

You want a good job. You deserve to be fully satisfied and proud of your windows after they've been cleaned. But what if you're not happy? When it comes to window cleaning most of the time it's a case of TOUGH. And that's only if you can get hold of the window cleaner on the phone. It's so frustrating when you've paid for a service and then been let down with a shoddy job. In fact it's not fair. Truth be told many window cleaners aren't that bothered about whether you're happy or not. They want to do the job in the quickest possible time and move on to the next job. When this happens, quality of work naturally suffers.

THE SOLUTION:

Only ever choose a window cleaner that guarantees the quality of their work.

The guarantee should be easy to understand and without a long list of terms and conditions or ridiculous small print. As an absolute minimum the guarantee should encompass re-cleaning of any windows you are unhappy with.

-FOUR-



THE PROBLEM:

They don't have insurance.

Crash! Bang! Wallop!.....The window cleaner's ladder has fallen on your car. O well, accidents do happen and his insurance will pay for the damage. Er, no it won't, because he hasn't got any insurance. Maybe he can pay for the repairs himself though – good luck with that.

When any tradesman is at your home doing work there is a chance that an accident might occur and some damage be done to your home. You want the peace of mind that if something does go wrong then it can be put right without you being out of pocket.

THE SOLUTION:

Make sure that your window cleaner has full Public Liability Insurance that includes the windows that are being cleaned.

Also ensure that he has Employers Liability Insurance if he has staff that are involved in cleaning your windows.

-FIVE-

THE PROBLEM:

Can you trust them?



In today's world it's hard to know who to trust. You only have to mention Jimmy Saville or the recent horse meat scandal to highlight that. Unfortunately trades people have often been found to be dishonest due to Rogue Trader TV programmes like Cowboy Builders and Watchdog. So how do you choose a reputable and trusted window cleaner?

THE SOLUTION:

Make sure that the window cleaner you employ is fully traceable.

A good, trustworthy window cleaner will have a landline number as well as a mobile number and be open about their home address. Beware anyone who only has a mobile number as this is easy to change if they are being sought by unhappy customers or the tax man. Equally a favourite amongst dishonest tradesmen is hiding where they live so they can't be traced.

-SIX-



THE PROBLEM:

You don't know whether they will do a good job.

A window cleaner might talk the talk but can he walk the walk? Usually you have to take a gamble and hope for the best. For most people gambling isn't fun, particularly when your home is involved.

THE SOLUTION:

The only way to know that a window cleaner provides a good service is the fact that other people who use him are prepared to vouch for the fact that he does a good job.

Therefore save yourself disappointment by only ever selecting a window cleaner who has testimonials from existing customers.

-SEVEN-

THE PROBLEM:

They are unprofessional.

The last thing you want is someone doing work on your home that uses bad language around your children, leaves fag butts in your garden or is rude to you when you ask a question. It's the small things in life that usually make a big difference. Even if a window cleaner does a good job you don't want to dread his every visit because he is ill mannered or bad tempered.

THE SOLUTION:

A professional window cleaner will be fully uniformed as will his staff.

He will never swear. Whilst at your home he will never be rude to you, your family or any guests you have visiting. He will not smoke on your property and he will take care to respect your property at all times. He should be a friendly fellow and should be capable of actually holding a conversation with you! When picking a window cleaner the fact that he is fully uniformed will be a good indication that any other bad traits mentioned will likely also be avoided.



So there you have it - the 7 Problems People have with Window Cleaners and how to avoid them!

I hope this report was useful to you.
If you live locally, I would be happy to provide you with a free no obligation quote for window cleaning at your home.

By calling now and mentioning this report I will give you 10% off your first clean - just to prove to you that I measure up in the 7 problem areas!

Call me now on:

Tel - 020 3778 0679

Mobile - 07935 382 279 (I'll always answer this!)

or send me an email at:

info@lionsoflondon.co.uk

Thanks,
Kay - Lions of London Window Cleaning

P.S. - Be sure to visit my website at
www.lionsoflondon.co.uk

for full details of the services I provide and of course testimonials from my existing customers!

P.P.S - Don't forget to mention this report to qualify for the 10% discount off your first clean.