

How To Hire a Window Cleaner

4 Crucial Things You Must Know Before Hiring a Window Cleaner (Not knowing these could cost you \$\$\$s!)



So, you've decided to hire a professional to get those dirty windows sparkling clean, but you're not sure how to choose one of the many companies offering their services online. We're glad to share our hard-earned knowledge and insights with you

Sparkly clean windows guarantee to improve the look of your home. They give your house a fresh look, a welcoming feel and allow natural sunlight to come flooding through. Doing a DIY job can be extremely time consuming and even after you've managed to clean the windows you can often find they still look streaky and patchy. This is why most people find it a worthwhile investment to have a trustworthy, reliable window cleaner who has the products, experience and equipment to do a superior job.

But with so many window cleaning companies out there, how on earth do you choose the right one? Choosing a window cleaning company can be a tricky business. There are several factors to consider, so here's our quick-fire guide to help you through that decision-making process. Asking the right questions is crucial for hiring the right window cleaner, so let's talk about what you need to know.

#1 SAFETY Risks Are High When It Comes to Windows

It's only cleaning windows right? It's important to realise that risks are high when it comes to cleaning windows. Window cleaners deal with ladders, poles, razor scrapers and other tools, so it's essential the company have public liability insurance. If the window cleaner has an accident or injury on your property, you could be looking at a hefty repair bill if the company does not have liability insurance. Finding a company that has this protection can save you time and money should the unexpected occur. Companies that charge less don't usually have these safety nets in place, putting both clients and employees at risk. Any reputable window cleaner will let you see their insurance certificate for your own peace of mind.

As mentioned, window cleaners have many potential dangers associated with their job which can affect both worker and customer, so it's good to find out if the company has a safety policy in place. Ask if the employees have taken a safety certification or simply ask about their safety policy in general. Eliminate those without to ensure your home or business will be a safe environment for both cleaner and customer.

Also, ask what system they use to clean windows? Many window cleaners now are using the water fed pole system due to health and safety regulations because the pole system is much safer than using a ladder. Also because of the money needed to be invested in equipment for the water fed pole system (can be up to thousands \$\$\$), it gives you some peace of mind that the company is more than just a kid with a bucket and squeegee.

#2 PROFESSIONALISM

A good indicator of a professional company is if employees wear a uniform and have a well-maintained, clean vehicle with a company logo and use clean well-kept equipment. This shows they take pride in what they do. A company website also points towards a reputable and established operation and often provides further information and customer testimonials.

Most people find it important that a window cleaner is reliable and turns up when they say they're going to. It might be worth asking how they get in touch to arrange appointments, or if they need to re-schedule to a different day. How flexible are they if you need to change days? A good window cleaner will have open, clear channels of communication. Remember window cleaners have access to the inside of your house if completing an interior clean, so it's important to choose trustworthy people that you can rely on. Check if they are a member of the Australian Window Cleaning Federation.

#3 EXPERIENCE & CUSTOMER REVIEWS

When seeking a window cleaning company Google and Facebook are your best friends. Always opt for a company that has a better than average rating. Four or five stars if possible is a good rule of thumb. Remember quantity matters too, so find a company with high ratings and tons of reviews. Facebook also gives you a perfect opportunity to scope out whether a company has ever worked on a building similar to yours.

#4 COST

Of course you're trying to get the best bang for your buck, but in lots of cases ultra-low pricing can indicate poor services. You don't want the bottom of the barrel but there's no reason to overpay either. Ask if they charge for quotes or call outs and make sure your window cleaner does this for free.

Find out what's included in the total cost and make sure you get stung for hidden extras. Ask upfront for the quote to include the cleaning of window frames, sills, tracks and fly screens if required. Agree a final price and have a clear understanding of what's included.