



Willamette View, Inc.

Housekeeping Services Reference Guide for Residents in Independent Living

The following guide has been prepared for you to give a brief overview of house cleaning services provided by the Environmental Services (EVS) staff as part of your residential agreement. A more specific and thorough list is available upon request. We invite you to call us at 503-652-6228 if you have any questions about any of the information included in this guide.

Cleaning Schedule

The homes and apartments in the Independent Living areas (Manor, Court, River Ridge, Heron Heights, North Pointe, Patio Homes, and Balcony Homes) are cleaned every other week on a regular schedule. A specific schedule will be provided to you by the EVS Manager shortly after your arrival at Willamette View.

Cleaning Services Provided

The following list is intended to provide you with a general guideline as to what is included as part of your regular housekeeping services.

Kitchen

- Disinfect exposed areas of cabinets and countertops
- Clean and dry kitchen sink
- Clean exposed areas of all appliances – refrigerator, dishwasher, and stove
- Microwave cleaned inside and out
- Mop floors

Bath

- Mirrors cleaned
- Toilet cleaned inside and out
- Tub and/or shower cleaned and dried
- Disinfect exposed areas of cabinets and countertops
- Clean and dry bathroom sink
- Clean exhaust vent covering
- Mop floors



All Rooms

- High dusting, including overhead lighting
- Mini blinds cleaned monthly
- Vacuum carpets where applicable
- Window glass and sills cleaned as needed
- Closets vacuumed and/or mopped, if loose items are removed from the floors in closets.
- Wipe down telephones, door knobs, light switches

Excluded Services

The following services are not included as part of regular housekeeping services.

- Dusting, except for high dusting
- Cleaning dirty dishes
- Taking out garbage and/or recycling
- Cleaning of outdoor patios (if applicable)

Other General Information

Canceling Service

You may cancel your regularly-scheduled housekeeping service by contacting us at 6228. If possible, please try to let us know at least one day in advance if you would not like to be cleaned on your regular day. Administration allows no more than two consecutive cancellations. If a third cancellation is attempted, arrangements will be made to verify the health and safety of your home.

Personal Items

To ensure safety of your personal and/or valuable items, it is helpful if you remove these items from the window sills and countertops before your housekeeper arrives. Note that housekeeping staff will not move your personal items when cleaning countertops.

Additional Cleaning Services

Additional cleaning services may be available for an extra fee. Please contact us at 6228 for a list of available services and fees. Please remember that due to scheduling, housekeepers are unable to complete special work beyond the regular services unless prior arrangements are made.