Pride
THE STRONGEST CLEANER AVAILABLE

La Colectiva ORGANIZED LABOR for an ORGANIZED HOME
This booklet was given to you by

To book me for cleaning service directly, please call
Thank you for choosing La Colectiva as your home-cleaning experts.

We’re a little bit different from other cleaning services—we value the health and well-being of our clients and our workers. By choosing to work with La Colectiva, you are supporting a healthy work environment where we are treated with dignity and respect and paid a fair wage. You can be proud of a home that’s clean and shiny, and of the choices you made to get it that way. Most cleaning companies deal in sprays and scrubs—our strongest cleaning product is our pride.
Getting Started

There are three steps we need to take together before cleaning your home.

1. Discuss cleaning priorities.
2. Create an estimate.
3. Talk non-toxic cleaning supplies.

Clean shouldn’t cause side effects.

We understand that when it comes to cleaning products, some people have brand loyalties that go back generations. However, many products on the market can adversely affect the health of your family, pets and the workers who clean your home. Most cleaning agents leave behind dangerous chemical residues and come with a whole host of side effects. Children are particularly vulnerable to these effects. There is evidence that some common cleaning chemicals play a role in developmental, learning, and behavioral disabilities. For housecleaners who work with chemical cleaning agents daily, long-term risks can be severe. Since 2004, La Colectiva has collaborated with the San Francisco Department of Public Health to train our members to protect you and themselves from chemical hazards. We are skilled and confident in the use of green cleaning agents, and advocate their use in the homes we clean.

How do you say...?

If you find there is a language barrier, please feel free to call our office at (415) 252-5376. We have English-speaking interpreters available Monday through Friday from 7am to 1pm and Saturday from 7am to 12pm.
Cleaning Priorities

Maybe you just want a light cleaning? If so, let us know which rooms and features you want us to focus on. If you would like a more intensive cleaning, we're ready with the elbow grease. This visual list of tasks and translations will help us communicate about your cleaning priorities. Let's walk through them together so we know exactly which areas you want us to focus on:

**KITCHEN**

**COCINA**

- clean the refrigerator  limpiar el refrigerador
- inside only  sólo adentro
- outside only  sólo afuera
- all  todo

- counters  contadores
- dishes  trastes
- microwave  microondas
- oven  horno
- stove  estufa
LIVING ROOM
SALA DE ESTAR
wash the windows
lavar las ventanas

BEDROOMS
HABITACIONES
change the sheets
cambiar las sábanas

OFFICE
OFICINA
plants
plantas

BATHROOM
BAÑO
mirror
espejo
sink
lava manos
toilet
inodoro
bathtub
tina
CLEANING TASKS
TAREAS DE LIMPIEZA

molding
molduras

mold
moho

floor
piso

wash down walls
lavar las paredes

dust
Sacudir

sweep
barrer

mop
trapear

wax floor
pulir el piso

vacuum
aspirar

wash the laundry
lavar la ropa

take out recycling
poner fuera el reciclaje

take out trash
sacar la basura

COMMON PHRASES
FRASES COMUNES

wash
lavar

dry
secar

scrub
fregar

clean
limpiar

intensive cleaning
limpieza intensiva

light cleaning
limpieza básica

please be careful with this
por favor tenga cuidado con esto

please do not clean this
por favor no limpie esto

thank you for your work
gracias por su trabajo
Estimate

Now that we know your cleaning priorities, we will make a visual assessment, noting details like the number and size of rooms, the presence of pets, and the general state of your home. Based on this information we can determine how many hours we will need to clean your home just the way you want it and give you a cost estimate. Below is how we calculate:

**OUR PRICE STRUCTURE**

$70 **FOR 3 HOUR MINIMUM**

+$15 **FOR EACH ADDITIONAL HOUR***

-$10 **OFF YOUR TOTAL** if you provide non-toxic cleaning supplies

*State labor laws designate that all workers must receive a paid 10 minute break for every four hours of work, and an unpaid half hour break for every five hours of work (unless the work day is under six hours in which case the meal period can be waived by mutual consent).

Please pay the worker directly at the end of each job. Cash is preferred. We do not accept credit cards.

**CONSIDER YOUR TO DO LIST DONE.**

Having your home cleaned regularly enables you to focus on other things important to your life. And having the same La Colectiva member clean your home on a consistent basis means she will already know your cleaning preferences and priorities and can establish a routine with you. She can also negotiate a rate that you both agree is fair for the regularly scheduled cleaning needs of your home.

There are benefits to an ongoing working relationship, and responsibilities too. We put together a brief work agreement for clarity about the scope of work, amount paid, state law, etc. If you’d like to have your home cleaned on a regular basis, talk to your La Colectiva member or call (415) 553-3412 to have the work agreement mailed or faxed to you, or download one from our website at [www.LaColectivaSF.com](http://www.LaColectivaSF.com)
Non-Toxic Cleaning Supplies

How we clean makes a difference in how well we can clean. The women of La Colectiva are trained in green cleaning and ergonomically-safe cleaning techniques. As an employer, you can support our healthy cleaning efforts by providing non-toxic cleaning supplies and cleaning tools that enable us to clean without injury. Providing the following items will help us be more efficient and reliable in our services to you:

The safest cleaning options are probably already in your kitchen!

baking soda & borax  bicarbonato de sodio y bórax  cleans and deodorizes, good scouring powders
plain soap without fragrance  jabón para trastes, sin fragancia  safe, easy cleaner
white vinegar & lemon juice  vinagre blanco y jugo de limón  cuts grease, smells fresh
hydrogen peroxide (3% solution)  agua oxigenada  works like a disinfectant
bon ami  bon ami

Ergonomically-safe tools mean less accidents, pulls or sprains

step ladder  banco  for reaching high shelves and walls
long handled duster  plumero de mango largo  to clean high items such as ceiling fans
long handled scrub brush  cepillo de mango largo  for areas that require bending and reaching
knee protection  rodilleras o toalla doblada  1-2 towels, kneepads, or a cushion
vacuum cleaner with extensions  aspiradora con extensiones  for hard-to-reach places
long-handled squeegee  rodillo de secado “squeegee”  for windows

We’ll also need the following items:

cleaning gloves  guantes de limpieza
empty spray bottles  botellas con rociador o spray vacías
newspaper  papel periódico
rags  trapos
cloths  paños
latex gloves  guantes desechables

Green Cleaning Tip: essential oils.

Add a few drops of essential oil to any cleaning mixture for an intoxicating (but non-toxic) fragrance. Some scents even offer extra disinfectant properties. Some great oils for cleaning include: pine, lavender, thyme, eucalyptus, lemon, grapefruit, and tea tree.
Questions about La Colectiva

What areas do you serve?
The city of San Francisco.

Do you provide all the necessary insurance?
No, La Colectiva is a non-profit that helps connect high-quality house cleaners with employers. The employment relationship is between you and the Colectiva member. Check into your homeowners’ or renters’ insurance to find out what you have covered.

How do I get an estimate?
We find it most effective to do estimates in person. See the previous page about our estimate process.

How do I pay for the cleaning services?
We ask that you pay your housecleaner with cash or personal check at the end of the job. We cannot accept credit cards (Our minimum charge is $70 regardless of how long we are in your home or $60, if you provide green cleaning products from our list).

Do all of your members speak English?
No, but many do. Most understand more than they can speak. We provide an English/Spanish list of cleaning tasks on page 5, and we have interpreters available at our office. Just give them a call if you’re having any communication challenges.

Do you provide other services such as child or elderly care? If a home cleaner is in my home anyway, can I ask her to keep an eye on my child or elderly parent?
Some of our members have experience with child and elderly care. If you would like these additional services, please call our office to make arrangements and discuss our fees. It is outside of the scope of our cleaning estimate, so we will not be able to provide that service unless specifically pre-arranged.

What if I’m not happy with a cleaner?
We value your feedback and would like to hear about it if you have an unsatisfactory experience with us. We doubt this will be the case, but if it is, please request to try another member before you choose to go somewhere else.

Do you accept gratuities?
Yes, thank you! But we do not expect them.
Viva La Colectiva!

Hear what others are saying about us:

**Best Helping Hand for Living Wage**
“Support living wage employment while getting some much needed help around the house or workplace... The program is an important voice for immigrant workers in the Bay Area... In addition to its advocacy for worker empowerment, the program organizes workplace education forums on leadership development and runs skills training and ESL classes. So next time you’re up to your elbows, don’t despair, it’s OK to ask for help.” *SF Bay Guardian Best of The Bay*

“The La Colectiva member who came to my house was so efficient. She went above and beyond. I felt cared for, she was on time, I trust her, she uses the time well and is responsible.” *Elizabeth B., Employer*

We would love to hear from you!

Please email feedback to info@lacolectivasf.org

or call *(415) 252-5376* Mon to Fri 7am–1pm and Sat 7am–12pm

www.LaColectivaSF.com

And for help moving, hauling, gardening, construction and more, ask for our brother organization, **THE DAY LABOR PROGRAM**. To reserve reliable, hard workers, call up to one hour prior *(415) 252-5375* or pick up at 3358 Cesar Chavez Street, San Francisco, CA, 94110.
A conscientious cleaning service on a mission.

La Colectiva is a worker-run collective that helps connect women with jobs. We are committed to empowering immigrant women. Each of our members is committed to providing high-quality service in a respectful and dignified environment. We meet weekly to provide support, make organizational decisions, and share work strategies. The community-centered nature of La Colectiva ensures that women have high standards for job performance and are accountable to each other and to employers. We work closely with advisory organizations such as UC Berkeley’s Labor Occupational Health Program and the San Francisco Department of Public Health to provide training to our members, and learn about better working conditions, effective and safe cleaning techniques and worker rights. La Colectiva is a part of La Raza Centro Legal, and is also a member of the following organizations: International Domestic Workers Network, National Domestic Workers Alliance, and the National Day Labor Organizing Network.