



## 3 TIPS FOR HIRING YOUR NEXT CARPET CLEANER

**With many carpet cleaners serving the Covington area, how do you know if you are hiring the *RIGHT* one for you?**

**Here are a few tips to help narrow your list of potential companies to hire\***

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Did you know that almost half (48%) of your friends and neighbors found their last carpet cleaner by referrals from people they know? If you have asked around your circle of friends, family and neighbors, you have a great start, but you shouldn't stop there.

### 1. Check Online Reviews

You can find online reviews of just about any carpet cleaner out there, which can be helpful, overwhelming and misleading all at the same time. Here are some guidelines to help you wade through the reviews to get closer to the truth:

- *Discount reviews that are overwhelmingly positive or negative; this could be a sign of a fake review.*
- *Make special note of carpet cleaners that have received a lot of reviews. A carpet cleaner with an overall rating of 4.5 out of 5.0 with 100 reviews is likely to have reached that high rating legitimately. Conversely, a carpet cleaner rated 4.5 out of 5.0 with only 3 reviews just requires a bit more diligence on your end to confirm the rating.*
- *Pay close attention to reviews that compare their experience to another carpet cleaning experience. This adds some validity to the reviewer as a local person, who has actually hired a local carpet cleaner.*

### 2. Ask for References

Once you have done some online review homework, call the company (or companies) directly and ask them for at least 2 references for clients they have completed a job for within the past month. Companies of all sizes experience change in management, change in staff, and a variety of other factors that a reference from even 6 months ago might not be privy to. Here are a few questions you should consider asking the carpet cleaners' references.

- *What kind of work did the carpet cleaner do for you? A single small room with carpet or a whole house with carpet, tile and hardwood floors, furniture? Use this question to gauge the scale of the project they completed.*

- *Did the carpet cleaner provide you a written contract with details of the cleaning?* For example, did they tell you who would be performing the work, what cleaning methods would be used, what chemicals would/would not be used and when the cleaning would start and finish?
- *Did they show up on time?* In addition, was the cleaning completed when you expected?
- *What was the staff that came to clean your carpet like?* Friendly? Clean? Professional? You should ask about the things that are important to YOU!
- *Did the cleaning come in per the agreed upon budget?*
- *Did you get the results you expected?*
- *Would you hire them again?* A customer's willingness to hire this carpet cleaner again should be incredibly valuable information to you. If their answer is no, ask them why. It may or may not be a real issue to you, but you won't know until you ask.

### 3. Ask This Important Question:

***"Where will you dump the dirty water?"*** Finding out where your carpet cleaner will be disposing of the dirty waste materials from cleaning your flooring or furniture is very important. In fact, improper disposal is ILLEGAL.

#### The Answers

Some carpet cleaners have a tank on their vehicle that collects the dirty waste materials through a hose while cleaning your home. Others do not have a tank and typically dispose of the dirty waste materials at your home. See the table below to determine the answers you should be looking for.

	<b>Carpet Cleaner HAS TANK</b>	<b>Carpet Cleaner HAS NO TANK</b>
RIGHT ANSWER	<i>"We empty the tank at an approved location that accepts the dirty waste materials, such as an RV dumpsite or the wastewater treatment plant"</i>	<i>"We empty the dirty wastewater into your toilet or other floor drain in your home, basement or garage"</i>
WRONG ANSWER	<i>We dump the tank...</i> <ul style="list-style-type: none"> <li>• <i>Into the street</i></li> <li>• <i>Into a storm drain</i></li> <li>• <i>Into a holding pond</i></li> <li>• <i>Behind our office building</i></li> <li>• <i>Anywhere except an RV dump site or wastewater treatment plant"</i></li> </ul>	<i>"We run a hose into the street, driveway or your lawn"</i>

## Why?

Carpet cleaning wastewater isn't just water. It can contain, hair, sand, dirt, small bits of plastic, carpet fibers, animal urine and feces and the chemicals used in the cleaning process. If the dirty waste materials are not disposed of properly, the pollutants could enter our local streams and ultimately Puget Sound. Even "green" or "biodegradable" cleaning products can cause harm to local water quality.

We need to stop carpet cleaning companies from illegally disposing of their dirty waste materials, together! By asking this **one question** of your carpet cleaner before you hire them, you will become an important to improved water quality in our community.

*\*The information provided on this webpage is provided for informational purposes only, and in no way, holds the City of Covington responsible for any actions resulting from hiring or the process of hiring a carpet cleaner or any other company by using these tips.*

