

# At Home

With The Maids® 

The Maids Home Services Customer Newsletter

Fall 2005

## It's Food Drive Time

Next month we will be doing our Fall food collection for Austin's Capital Area Food Bank. We will leave behind a yellow trash bag. Just fill it up with any **non-perishable food** such as baby food and cereal, dried beans, canned **fruits/soups/meats/veggies**, **peanut butter**, etc., you wish to donate and we will pick it up on the next visit. Let's go for 2,000 pounds this year! This is another chance to help those in need from local disasters as well as national disasters. Thanks in advance.

## Ethics in Business

Last week, we were notified that we are **one of three finalists selected for the Ethics in Business Award for Central Texas in the business category**. The winner will be announced at a gala Oct. 25 at the Hyatt Regency. You can visit [www.samaritan-center.org](http://www.samaritan-center.org) to learn more about the award. One of the best things about this process is that we get a detailed report of our practices and recommendations on how to do better. We are always looking to improve. Thanks to all of you who participated in the surveys—on-line and phone. Needless to say, **we are very humbled** by this honor.

## Referrals

Our \$100 cash referral bonus has been a **success and thank you for your referrals**. You are our best advertising source! In the next few months we will be asking for your help again so watch for our new referral package.

## Holidays Are Coming!

I hate to be the bearer of bad tidings but it is only two months until Thanksgiving and just three months until Christmas. Hard to believe, isn't it? This year we will be closed Monday, Dec. 26. Please let us know if you will be out of town so we can schedule another cleaning in your place. Our employees need all the hours they can get during the holidays and **last-minute cancellations hurt their pay**. They appreciate your help.

## No Price Increase

As you all know, things are better in Austin. We have fully recovered from the downturn and are showing solid growth. So far this growth is allowing us to absorb the higher cost of gas so there will be no near-term price increases due to gas prices. That's a blessing to us and hopefully to you, too.

## Checks Delivered

**Easter Seals of Central Texas** and **Mobile Loaves and Fishes** both received \$1,000 checks this month. **Austin Recovery** will receive their check next month at their quarterly luncheon. You remember we took \$3,000 from our advertising budget this year to do this. **Notice how it didn't hurt business?** He's good that way, isn't He?

**Please note our website change:**  
**www.TheMaidsHomeServices.org**

## Sandy Sez



## Kids and Cleaning

Kids love getting into every nook and cranny, every niche and corner of your home. Unfortunately, that's also where dust, dirt and allergens collect.

Thank goodness you use The Maids Home Services, the most thorough and healthiest cleaner in town. Our patented Back Pack Vacs extend to clean **deep under beds and other furniture**. They'll lift the dust and dirt off your **baseboards, out of your registers and vents** and up out of your carpets. In fact, our Vacs can actually capture up to 99% of all dust, allergens, bacteria, pet dander, pollen and other pollutants.

Little ones spend a lot of time on hands and knees in kitchens and bathrooms, that's why **we clean those floors—on hands and knees**. It's the best way to do it thoroughly.

In your bathrooms, we use brushes to help **remove mold, mildew and stubborn soap residue**. We use disinfectants to keep mold and mildew away.

We disinfect and remove fingerprints from your light switch plates, doorknobs and telephone receivers.

We know that "Nobody Outcleans The Maids.®" Thank you for allowing me to serve you---Sandy

**The Maids**  
Home Services

Nobody Outcleans The Maids.®

*Questions or Comments?*

Call

419-0021

[www.TheMaidsHomeServices.org](http://www.TheMaidsHomeServices.org)

## Keep Housepests Out in the Cold

They aren't exactly curling up in front of the fire, but while you're busy locking down your home for the winter, creepy-crawly "housepests" could be moving in.

The Maids® Home Services offers the following cleaning tips to help put up the "No Vacancy" sign for unwanted pests looking for room at your inn:

- To eliminate possible nesting sites for termites, mice and other rodents, elevate hay, woodpiles and garbage cans outside your home.
- Don't store woolen items, like sweaters and blankets, on open shelves. Store them in sealed plastic/rubber containers or in cedar chests.
- Don't keep boxes under your bed or paper bags under sinks. Cockroaches like to feed on the paper and the boxes offer hiding spaces for all kinds of insects.
- Remove plants, shrubbery, and wood chips from direct contact with the foundation of your home. Moist vegetation offers hydration and wood chips offer a food source for home parasites such as termites.
- Store leftover food in tightly closed containers, wipe away all crumbs, and don't leave dirty dishes sitting in the sink overnight.

## 25<sup>th</sup> Anniversary Sweepstakes Winner Announced

Unfortunately, she wasn't from Texas; however, it seems like she needed some help. Maria DelTondo from Laguna Hill, CA writes,

*"My father-in-law is in stage four of Non-Hodgkins Lymphoma. He lives approximately two hours from us in Palm Desert. Not only have I been taking care of my own home, (my husband, two teenage boys, and our mini-dachshund) but I was and still am running out to the Desert to take care of my father-in-law and mother-in-law. I could barely keep up with my own home, throwing all my energy into taking care of my in-laws. So you see, winning The Maids Home Services Sweepstakes was a real blessing to me and my family. They have been here twice so far. Both times the job they did was exemplary. What I can't get over is how clean the house stayed between visits. They have just left after their second time here and the house looks and smells so clean! They are marvelous!!!"*

Nice story, don't you think?

## Meet our Team

Team 10 was **our most improved team for the month of August!** They improved in three of seven quality measurements and maintained quality in two others. **Minerva Martinez**, the new team leader, is doing wonderful work. She has been with us almost two years, has been married for 10 years. They have two children (David and



Areli) and enjoy going to the beach with them. **Claudia Ambario**, her assistant, is our fun-loving, happy sparkplug. She has been here almost three years, and currently lives with her sister and two beautiful nieces. **Reyna Sierra Jaimes** will celebrate her 5<sup>th</sup> anniversary with us in **November after she celebrates her first childbirth in October.** She is excited! **Mirian Perez** is the newbie on the team as she has been with us for six months. She has three children (Belem, Joquebel, and Victor). They like going to church and camping. In August, Team 10 received 109 excellent comment card ratings so each member received an average of \$27 in "Excellent" bonuses. Minerva and her team also are to be congratulated for bringing their overall excellent ratings up over the last two months. We're proud of Team 10!

**The Maids®**  
Home Services

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