

From: [REDACTED] <[REDACTED]>
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>
Subject: Re: CLeaning of 10N today
Date: Wed, 27 Jun 2012 17:15:02 +0000

I had [REDACTED] give her the code so she could get in and out. The problem is if we don't babysit them we can have a repeat of what happened in 11 p where she left it filthy. I am glad we are all experiencing it now so that we can see how crazy it is. At least this one is doing the laundry. Was even worse before, having to collect the laundry myself from the doormen and make up the beds. I didn't- I just left it cleaned in the apt as I knew it was only [REDACTED] and [REDACTED].

Sent from my iPhone

On 27 Jun 2012, at 19:01, [REDACTED] <[REDACTED]> wrote:

Do we have a laundry card somewhere that the cleaners have been using?

On Jun 27, 2012, at 9:30 AM, [REDACTED] wrote:

completely agree.

[REDACTED], This is something else to add to the list when you speak to Jeffrey about cleaning company vs hiring a cleaning person full time: codes to apartments...

Also, on the list should be the cleaning company expects us to keep up with the supplies needed...so someone will always have to make sure each apt is equipped with supplies every time before a cleaning person comes in...if we had one person do it, this person could be responsible for bringing their own supplies and making sure they have what they need. Then you ([REDACTED] or [REDACTED] or whoever) would not have to keep track of it

On Jun 27, 2012, at 12:26 PM, [REDACTED] <[REDACTED]> wrote:

We're going to have to give all the cleaners the codes if this is the route we're taking. We can't always have someone around baby sitting them.. it's a waste of time

On Jun 27, 2012, at 9:24 AM, [REDACTED] wrote:

Good question! [REDACTED], How did Lenore get in and out of the apt on Monday when she had to take care of the laundry?? Was the code given to her? I don't know how else she can take care of the laundry without it?...

On Jun 27, 2012, at 12:22 PM, [REDACTED] <[REDACTED]> wrote:

Great, thanks.. so I will just meet her to make sure she has everything she needs at 5:30pm, and check in on her before I go to dinner if she hasn't already finished by then

I won't worry about payment.

To confirm, she is meant to do the laundry in the building? I will need to give her the code then to get in and out?

On Jun 27, 2012, at 9:09 AM, [REDACTED] wrote:

I have confirmed with Mary that Lenore will come at 5:30 today to clean 10N. [REDACTED], I have given Mary/Lenore your cell phone number ..when Lenore is 10 steps away from approaching the apt, either Mary or Lenore will call you so you can meet her in the lobby.

From here on out we will be billed for all cleaning. I am going to send Mary an email so she has our address and your info Bella! The name of the cleaning company is Best Home Services. The minimum for cleaning is 2.5 hours so regardless if it takes the gal less time, Mary says she bills for 2.5 hours. The rate for 2.5 hours is \$75.

On Jun 27, 2012, at 11:44 AM, [REDACTED] wrote:

I can check in on her and make sure she gets in, has what she needs, etc.. I have a dinner at 7pm/7:30pm tonight, so probably wouldn't be there when she leaves, but can pay her before I leave. They will still only take cash?

On Jun 27, 2012, at 8:14 AM, [REDACTED] wrote:

Mary can have the same gal that cleaned on Monday clean today at 5:30. Her name is Lenore. Will this be an ok time for you, [REDACTED], to meet her and make sure she gets in to 10N, has a laundry card, has laundry detergent and possibly a vacuum from another apt that works? We would also need you to check out her work before she leaves and pay her.

On Jun 27, 2012, at 10:27 AM, [REDACTED] wrote:

Yes it is Mary I speak with

Sent from my iPhone

On 27 Jun 2012, at 16:21, [REDACTED] wrote:

[REDACTED], who do you speak with at Best Home Services so I can talk with the same person...was it Mary?

On Jun 27, 2012, at 10:19 AM, [REDACTED] wrote:

I can help with whatever. Just let me know what I need to do.

On Jun 27, 2012, at 10:11 AM, [REDACTED] wrote:

I can call them and organize, but I need to know who will help out on the other end... [REDACTED], are you available to help with this or do I need to contact [REDACTED]?

On Jun 27, 2012, at 10:01 AM, [REDACTED] wrote:

I haven't organized them yet, maybe it is better if one of you do it from there. I think the first visit he wanted in cash and may be able to organize an alternative method of payment now. Yes, someone has to check that they cleaned ok and stock the toothpaste, soap etc. Also the vacuum in 10 n [REDACTED] said had a problem so someone will need to take them a vacuum cleaner.

Sent from my iPhone

On 27 Jun 2012, at 15:48, [REDACTED] > wrote:

Hi [REDACTED]...did you organize the cleaning company to come and clean 10N today? If not, would you like me to call them? We should always have the apartments cleaned as soon as possible after a guest leaves so it is available for someone on the fly!

Also, did you ever ask if this cleaning company could bill us instead of handing over cash at the time of cleaning? It would make it easier...however I do still think that someone will need to check on their work prior to them departing. [REDACTED], will you be at the apartments some today? I know this person will need a laundry card, right?

Mary Cavanaugh

Best Home Services

[REDACTED]
[REDACTED]

[New York, NY 10044](#)

Office [REDACTED]