



Choose Your Cleaning Company With Confidence.

A practical guide to comparing professional care, asking useful questions and preparing your home. Start with the five questions below, then keep the appointment checklist close at hand.

FIVE QUESTIONS. CLEAR EXPECTATIONS. A BETTER PLAN.

A guide to professional floor and fabric care in Orange County.

Trust starts with a conversation.

Inviting a service company into your home is a decision built on trust. We want you to understand the work, feel comfortable asking questions and know who to contact if something needs another look. This guide is here to help you make that choice with clear information.

Jordan Waterman
Founder & Owner, OCD HOME

01 What do customers say?

Read recent reviews and look for details about communication, punctuality, care of the home and how concerns were handled. A useful review describes an experience, not simply a star rating. Look at relevant before-and-after work while remembering that material, condition, lighting and camera angle can differ.

02 Do they understand your surfaces?

Ask about the carpet fiber, upholstery code, rug construction or flooring finish involved. Share labels and installation information. A suitable provider should explain why the proposed method fits the material, and when a concern needs restoration, repair or another professional rather than routine cleaning.

Understand the work before it starts.

03 How is the team prepared?

Ask about training, experience with the material and protection of adjoining finishes. Confirm insurance information when relevant to your property. If a company describes a certification, ask what it covers and how it relates to the work you are booking instead of relying on a logo alone.

04 What exactly is included?

Request a clear scope: areas, furnishings, preparation, spot treatment, cleaning process and aftercare. Clarify furniture handling, access requirements and optional services such as pet treatment or protection. Ask how any change in scope will be discussed before work begins.

05 What happens if something needs attention?

Read the company's guarantee and ask how to raise a concern. Find out who to contact, how the issue will be assessed and which remedies are available. A clear explanation is more useful than an unlimited promise that every stain or surface can be restored.

A useful estimate explains the details.

Choose by information, not labels.

Words such as green, natural and premium can mean different things. Ask which product is proposed, why it suits the material and how it should be used. Follow product-specific drying and return-to-use instructions. Do not assume a marketing label makes every treatment suitable for every surface or household.

Make estimates comparable.

Give each provider the same surface list, room sizes, furnishings and concerns. Compare preparation, treatment, furniture handling and optional services as well as the total. Distinguish a routine clean from pet treatment, finish correction or damage repair. Current OCD HOME pricing and service options are available through online booking; specialized work may require an assessment.

Keep expectations realistic.

Soil, wear, fading, etching and physical damage are different. Ask what the recommended treatment can improve and what may remain. Cleaning cannot replace worn fibers or repair every damaged surface. A good walkthrough sets the expectation before equipment starts and reviews the outcome afterward.

Ready for the visit. Ready for what follows.

Before booking

- ☐ List the rooms, stairs, floor types and furnishings.
- ☐ Share photographs, care labels and previous treatments.
- ☐ Mention pet concerns, difficult spots and access requirements.
- ☐ Confirm included work, optional treatments and current pricing.

Before arrival

- ☐ Clear toys, loose belongings and fragile objects.
- ☐ Agree which furniture can be moved.
- ☐ Arrange access and a contact for the appointment.
- ☐ Plan a separate area for children and pets.

After the visit

- ☐ Follow the material-specific drying and curing guidance.
- ☐ Leave protective furniture tabs in place as directed.
- ☐ Contact the team if something needs another look.
- ☐ Keep the service record and maintain the surfaces as advised.

Redo it. Repair it. Refund it.

If you are not happy with our work, tell us. We will return to readdress the affected service at no additional charge. If the issue cannot reasonably be corrected, we will repair damage caused by our work or issue a complete refund.

Read the full guarantee at ocdhome.com/satisfaction-guarantee/

Plan your next clean.

Carpet · Tile & Grout · Stone · Upholstery
Area Rugs · Hardwood / LVP · Commercial

(949) 979-5799 | book@ocdhome.com

Office: Monday-Saturday, 9am-7pm; Sunday closed.

Serving Orange County. Online booking is available 24/7.

BOOK YOUR CLEANING ONLINE