



July 2015  
Issue 7

## CITY OWNER NEWSLETTER

### *Happy 4<sup>th</sup> of July*

We hope each of you have a happy and safe 4<sup>th</sup> of July. We are thankful for the freedoms that we enjoy in our lives, and the sacrifices of others that have been made so we can enjoy these freedoms.

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### *Power Sprayer*

All of our power sprayers have an 18" extension wand which extends past the shut off valve. Once you release the valve, the sprayer will pressurize up and shut off. The ¼" by 18" wand is full of solution and gravity will allow it to drip out the bottom of the wand. The very simple remedy for this is to shut the sprayer off with the on and off switch. Then pull the trigger valve and keep it open until the solution in the extension wand has drained onto the floor that you will be cleaning, or you can let the clean solution dribble back into the solution tank. This quick procedure will ensure that you are not dripping cleaning solution on newly cleaned carpet, tile and grout floors or nice wood floors.

### *Stair Buffer*

Our stair buffer is a great tool, but it does have limitations. It is not designed to run for long periods of time under a heavy load. The stair buffer oscillates, rather than spinning like the large buffer. You should let it glide over the area. Do not apply downward pressure when you are using it, or you can burn the motor up. Also the thicker white pads are very tough on the motors as well. Using the proper pad without applying pressure can give you a very good clean without damage to the motor.

### *New Services*

We have been getting some good feedback on the new duct and dryer vent cleaning system. One operator has been using the system for about a month and has already generated about \$1,000 in revenue. Another operator

has only had his set up for about 2 weeks and has completed a \$500 commercial job, and he has 5 residential jobs lined up for next week that will bring him in a minimum of \$750.

The carpet restretching in our local area brought us in \$380 from 5 jobs over 5 weeks.

One of our operators that purchased the window washing package has already completed \$930 in revenue. Another one has only had his package for 3 weeks and has completed \$1,200 of business without any advertising other than word of mouth.

We are excited about the additional revenue that our operators can generate from the new services we are offering.

## *Service Monster Stats*

Service Monster has provided us with the following stats for the average invoice for residential cleaning in each of the 50 states. These statistics are based on the average invoice totals of U.S. based Service Monster users over the course of 2014.

<b>RI</b> \$403.07	<b>ND</b> \$352.91	<b>MA</b> \$341.91	<b>MD</b> \$324.93	<b>VT</b> \$320.28
<b>IA</b> \$299.14	<b>CO</b> \$293.05	<b>NY</b> \$291.97	<b>NJ</b> \$289.56	<b>ME</b> \$284.46
<b>IN</b> \$284.42	<b>VA</b> \$278.81	<b>AK</b> \$278.44	<b>ID</b> \$271.70	<b>NM</b> \$271.28
<b>IL</b> \$270.38	<b>TN</b> \$267.06	<b>WY</b> \$266.83	<b>CT</b> \$260.80	<b>NE</b> \$257.46
<b>FL</b> \$256.44	<b>NH</b> \$255.87	<b>PA</b> \$254.80	<b>WA</b> \$252.83	<b>CA</b> \$249.83
<b>AR</b> \$249.32	<b>GA</b> \$248.40	<b>TX</b> \$246.00	<b>WI</b> \$242.67	<b>KS</b> \$237.58
<b>AL</b> \$235.25	<b>MO</b> \$231.56	<b>NM</b> \$229.98	<b>MI</b> \$229.44	<b>NC</b> \$225.32
<b>KY</b> \$225.15	<b>MS</b> \$221.64	<b>MT</b> \$218.38	<b>OR</b> \$215.76	<b>AZ</b> \$215.63
<b>OH</b> \$215.43	<b>OK</b> \$214.67	<b>NV</b> \$207.09	<b>WV</b> \$203.38	<b>UT</b> \$200.15
<b>SC</b> \$199.42	<b>LA</b> \$197.77	<b>DE</b> \$197.55	<b>HI</b> \$196.17	<b>SD</b> \$194.14

## *John's Fix-it Corner*

Hello everyone!

It really has been fun doing these seminars around the country. The most fun part is seeing all of you. During this next month or so we will see the rest of you.

Today I want to talk about our buffing pads. These pads are a major part of our cleaning process. You could liken them to a little shovel that scoops up dirt and when your shovel is worn out you don't get much dirt in it. The same is true with our pads-when they are worn out they don't pick up much dirt.

Where I'm going with this is that some of you have not ordered pads for a long time. As you go into these nice homes you should have pads that are clean, white and look nice. The money that you spend on new pads is made up in time spent cleaning. The biggest benefit is when you do a good job your customers are happy and give you good reviews and want you back.

That is what it's all about- getting back in the home time and time again and putting money in your pocket.

Note: A perfect summer day is when the sun is shining, the breeze is blowing, the birds are singing, and the lawn mower is broken.

## *Shipping Department*

This month's **SPECIAL** is: #128 Quick Boost Buy 5 get 1 Free

## *Better the Best*

*We congratulate those operators who had their best month ever during May, 2015.*

Patrick Hanford	WA
Asa Jones	TX
Bill Cleland	NV-Clark County
Bradley Schrader	TX
Greg Humphrey	NC
JL Stevens	TX
Joshua Swope	CO
Juan Valencia	OR
Patric Iach	NH
Reuben D. Rock	WI
Tony Gibbins	IA

## *New Owners and Operators*

*We welcome our newest Owners and Operators as part of the Heaven's Best Family*

Dave & Karen Post	Alpharetta, GA
Kevin St. John	Alpharetta, GA
Matt Valinotti	South East Idaho