

# The Bella Buzz

On May 19<sup>th</sup>, 2010, *Bella Home Harmony* will celebrate its first anniversary!

This is a wonderful occasion for me, and I'm thrilled with the progress made during my first year in business. Yet I am fully aware these numerous accomplishments are not simply attributable to my own dedication and hard work.

*Bella Home Harmony* has grown and prospered due to great friends like *you* who have given loyal support along the way.

So thank-you—

for allowing me the opportunity to prove myself, for putting up with occasional errors due to "growing pains," and just for helping to spread the word putting *Bella Home Harmony* on the map. The future looks bright, and I want to acknowledge your contribution to this rosy outlook.

I would like to take this opportunity to introduce Kanika Richardson, my first *Bella Home Harmony* team member. Kanika has over 10 years of cleaning experience, and I have known her personally for more than 20 years. We share a passion for cleaning *and* for customer satisfaction which is a win/win for me and my clients. Initially, Kanika will be cleaning for my commercial clients then will take on residential clients as well.



With the anniversary of *Bella Home Harmony* fast approaching, I have been forced to take a look over the past year through new eyes. In order to confidently maintain the high level of quality service you have come to trust, a few policy and procedure changes will be made as well as rate adjustments for several customers. Please see the following page for a list of changes which will soon affect you. It has been a pleasure to serve you this far and we look forward to continuing business with you far into the future. Thank you.

Regards,

*Tia Marie DeWick*  
*Bella Home Harmony*

Owner

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# Policy and Procedure Changes

1. Appointments cancelled with less than 36 hours notice will be charged a cancellation fee. The fee for cleaning appointments will be equal to one cleaning session. The fee for organization appointments will be equal to 3 working hours. Cancellation fees must be collected prior to the next scheduled appointment. Repeated last minute cancellations may result in the loss of your regular scheduled time slot.
2. Beginning June 1<sup>st</sup>, 2010, you must add 6% sales tax to your payment. All written quotes state sales tax is additional, however, I have been lax in follow through much to my accountants dismay. Organization clients will continue to have tax included in their quote. For your convenience I have calculated your new payment amount:

Quoted rate:

Sales tax (6%):

Total due:

3. A few clients have not signed their original price quote. If this is the case I will leave a copy at your next appointment. Please sign and return to me in the provided envelope as soon as possible.
4. If you will be experiencing a rate change it is listed below. Please be aware many factors were considered when making this decision including travel time, realistic time spent on location, supplies, flexibility, etc. You are assured this increase does not equal a profit for *Bella Home Harmony* but will allow us to continue to operate and provide you with amazing service as in the past. If you have any questions regarding your increase please contact me immediately. I would rather work with you to make my service affordable for you than lose your business to a less quality provider.

Current rate:

New rate:

Sales tax (6%):

Total due:

5. Please sign this page as proof of receipt and return a copy to me for my records.

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Print Name

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Sign Name