



February 23rd, 2021

To whom it may concern,

New Life Management Services Inc. would highly recommend using the cleaning services of The Dream Clean. Our company currently has 1,000+ cooperative housing units under management with a diverse portfolio of properties around the lower mainland. Our client's buildings range from duplexes, mobile homes, apartment buildings, concrete frame, and wood frame, to multi-level town-homes. The Dream Clean is our go-to vendor when it comes to cleaning the numerous housing that units we manage.

I would like to give you an example of the type of business integrity, trust and reliability of their cleaning services. We had a move-in / move-out scenario where the member who was moving out had not done adequate cleaning of their unit. The member told New Life Management that they cleaned their unit and that it was move-in ready so there was no need for us to hire a cleaner. However, when I arrived to do the final inspection of the unit, I discovered that the unit was disgustingly dirty. The kitchen walls and ceiling were covered in hardened food and thick layers of grease splatter. All window sills and frames (upstairs and downstairs) were covered in black mold and a thick layer of dust and lint. All heater vents looked like the lint catcher of a clothes dryer. Every wall needed to be washed because of how dirty it was. Keep in mind that the new member was set to move into that unit the same day.

We called Steve from The Dream Clean and spoke to him about our predicament. Steve was already on a jobsite over an hour away; yet he still drove that distance to assess the unit in question. Steve and our inspector agreed it would take about 3 people 6-7 hours to clean the unit. It was 3pm at this time, but Steve was able to round-up a cleaning crew that didn't get to start on the unit until after 6 pm that very same day. The Dream Clean was given the Master Key to the unit and worked until midnight to get the unit clean for the new residents. Furthermore, all the walls had to be clean enough for the painters who were coming into the unit the next morning. In the end, the unit was deep cleaned and all parties were very pleased with the results, and The Dream Clean's superior customer service. We would like to note that there was no price gouging or inflated hourly rates considering our dilemma and emergency after hours cleaning job.

New Life also uses The Dream Clean to do the final cleaning after extensive full-unit renovations. This includes all new flooring installed, full bathroom and kitchen renovations and drywall repairs. These are big cleaning jobs, and we have never experienced issues of inadequate cleaning.

In closing, New Life hires The Dream Clean, because their customer service, and end-results are above industry standards. The peace of mind knowing the job will be done right is a time and resource saver; we don't rack up unnecessary employee hours or manpower policing mistakes or inadequate work.

It is an honor to recommend The Dream Clean for any and all your cleaning needs.

Best Regards,



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