STAG

· Window Cleaning Services ·

YOUR NEW
CUSTOMER GUIDE

Welcome to Stag Window Cleaning Services Ltd

Thank you for choosing us to care for your property. Whether it’s a regular clean or a one-off service, we’re pleased to welcome you.



LOCAL. RELIABLE. FAMILY RUN.

Based in Paulton. Serving our local community and surrounding villages since 2019.

WINDOWS | GUTTERS, FASCIAS & SOFFITS
CONSERVATORY ROOFS | SOLAR PANELS

Equipped to care.

We use the latest tools and equipment, including our five-stage water filtration system, water-fed poles and specialist gutter vacuum equipment.

How our water-fed pole cleaning works



1 Brush

The pole-mounted brush loosens dirt from the glass and frames.

2 Rinse

Purified water rinses away the loosened dirt, without detergents.

3 Leave to dry

The glass dries naturally. Wet windows when we leave are normal.

Why purified water?

Our five-stage filtration system removes impurities and minerals from the water. We use purified water for window and solar panel cleaning, helping surfaces dry naturally without the usual mineral water marks.

External cleaning only. Routine cleaning may not remove staining, paint or limescale, or remedy damage to glass and seals.

Know your gutter service.

Your quote confirms which service and areas are included. Clearing and exterior cleaning do different jobs.



Gutter clearing

Our gutter vacuum is the main way we remove leaves, moss, silt and debris from gutters and accessible downpipes. We rarely need ladders, but carry them on every van and use them when needed and safe to do so.

Exterior gutter, fascia & soffit cleaning

We wash the agreed accessible outside surfaces to remove dirt and build-up. This freshens the roofline: fascias are the boards behind the gutters; soffits are the underside of the roof edge.

Booked both?

Your visit includes debris removal inside the gutters and cleaning of the agreed exterior gutter, fascia and soffit surfaces.

A few useful details

Gutter waste is left neatly on site or in your garden waste bin where available. Please let us know a suitable place. Underground drains and inaccessible internal downpipe blockages are outside the service. Clearing can reveal existing leaks or worn joints; repairs are not included. Permanent staining or fading may remain after exterior cleaning.

Roof & panel care.

These services are booked separately, with the areas and price agreed before your visit.

Conservatory roof cleaning

We clean the accessible exterior roof panels and framework included in your quote, loosening and rinsing away dirt, algae and surface build-up. We work from a safe position using suitable pole equipment.

Roof or windows?

Conservatory windows are separate from the roof. Adding conservatory windows to a regular window clean does not include roof cleaning.

Solar panel cleaning

We clean the accessible external panel surfaces using purified water and suitable brushes to remove surface dirt and deposits. The panels are rinsed and left to dry naturally.

This is a cleaning service. Electrical testing, system maintenance and repairs are not included, and we do not promise a particular increase in energy generation.

Before either service

Please close nearby windows and roof vents, clear access and secure pets. Tell us about fragile panels, existing damage or leaks before we arrive.

Easy from the first visit.

Regular or one-off care

Regular window cleaning runs around every 8 weeks. Gutter, conservatory roof and solar panel cleans are booked separately, as agreed with you.

A reminder the day before

We send a text or email the day before your visit. Please unlock gates and move obstacles and secure pets so we can reach the agreed areas without going through your home.

Payment after your clean

You'll receive a completion notification and bank transfer details. Payment is due within 7 days unless otherwise agreed.

Cleaning in the rain

We work in rain when safe. Severe weather or icy conditions may affect your visit; dates can also vary with workload and staffing.

A little preparation helps

Let us know about access difficulties before we visit. As we follow a scheduled round, we can't promise an exact arrival time.

Any concerns? Please tell us promptly, ideally within 48 hours, so we can help. This does not affect your statutory rights.

Good to know.

Need to change a regular clean?

Please get in touch before your visit so we can discuss it. If you request a skipped window clean, a £10 catch-up charge may apply at the next scheduled clean for the extra build-up.

Let’s plan access together

Reply to your reminder if access will be a problem. Front-only window cleans are charged at the agreed full price unless arranged in advance. If access prevents the work, a reasonable charge reflecting our actual loss may apply, capped at the booked clean price.

READ FULL TERMS >

Stag Window Cleaning Services Ltd

See us in action: tap a video or scan its QR code.



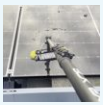
Window cleaning

WATCH VIDEO >



Gutter clearing

WATCH VIDEO >



Solar panel cleaning

WATCH VIDEO >

Questions? We’re happy to help.

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