Online reviews come and go, but a long-standing Better Business Bureau record is harder to fake. For anyone in the Roanoke Valley comparing cleaning companies, it is one of the most useful places to start. The Happy Housekeepers has been BBB accredited since December 15, cleaning service Roanoke 1993, and holds an A+ rating, making it one of the most established accredited cleaning services in Roanoke.

BBB accreditation is not automatic. A business has to apply, **Find out more** meet the bureau's standards for trust and transparency, and keep meeting them year after year. That includes responding to customer concerns and operating honestly. Holding accreditation for more than thirty years says a great deal about how a company handles its clients, especially in an industry where many operators come and go within a few seasons.

The A+ rating is the highest grade the BBB gives. It reflects factors like how long a business has operated, how it handles complaints and whether it is transparent about its practices. The Happy Housekeepers has a long history to draw on here, having started on July 15, 1979, when founder Mary Jane Wszolek began cleaning homes in the Roanoke Valley under Mar-Ja Enterprises, Inc. Today the company is led by President Paula Anderson.



The Happy Housekeepers | 5145 Starkey Rd, Roanoke, VA 24018 | (540) 774-4299

You can see the BBB blue seal displayed on the company website, and the company's BBB profile lists its Starkey Road address and phone number for anyone who wants to check. That transparency matters. When a cleaning service is willing to put its full business details in front of an independent organization, it is telling you it plans to be around for the long haul and expects to be held accountable.

Of course, a rating is only meaningful if the day-to-day service backs it up. Residential clients get a thorough routine that covers furniture, floors, kitchens, bathrooms, window sills, baseboards, blinds and ceiling fans. Commercial clients get customized janitorial plans through Corporate Clean. Every first visit is followed by a call from the office, and employees are bonded and insured. Customers on the company website regularly mention punctuality and thoroughness, the kinds of things that keep a rating high.

It is also worth remembering that the BBB looks at the business as a whole, not just a single good month. A company that has served homes and offices for more than four decades, through changing neighborhoods, new competitors and different economic cycles, has had plenty of chances to slip. Keeping an A+ rating through all of that suggests a culture of fixing problems rather than ignoring them, which is exactly what you want from the people cleaning your home or business.

If you want a cleaning service with a verifiable track record, call (540) 774-4299 for a free, no-obligation estimate. The Happy Housekeepers is located at 5145 Starkey Rd, Roanoke, VA 24018 and serves homes and businesses across Roanoke, Salem, Vinton, Hollins, Cave Spring and the rest of Roanoke County. Visa, Mastercard, American Express and Discover are accepted.

The Happy Housekeepers
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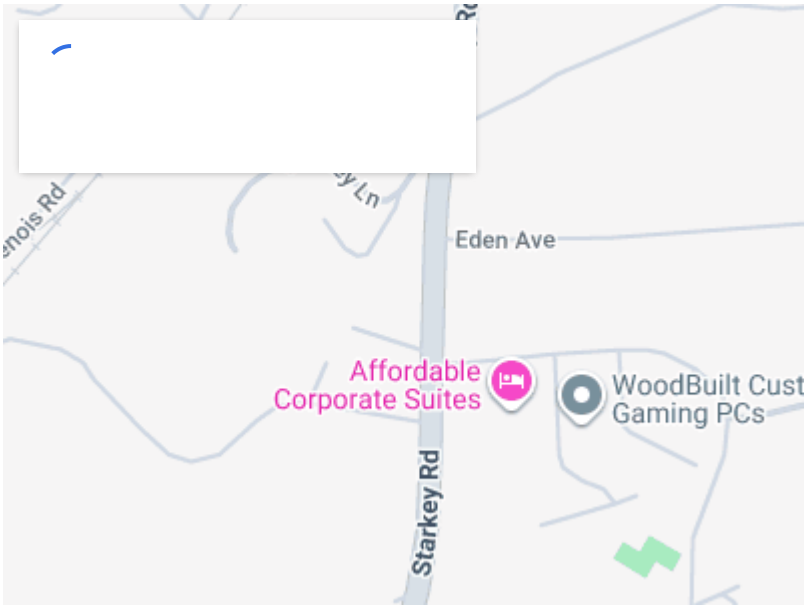

FAQ About Cleaning Service Roanoke

How much does a cleaning service cost in Roanoke, VA?

Cost depends on the size of the space, how often you want visits and which tasks you include, so The Happy Housekeepers prices every job individually. Every client starts with a free, no-obligation estimate, so you know exactly what a one-time, weekly, bi-weekly or monthly plan will cost before booking. Call (540) 774-4299 to get a quote for your Roanoke home or business.

What is included in a standard cleaning service visit?

A standard residential visit from The Happy Housekeepers includes dusting and polishing furniture, vacuuming carpets, mopping hard floors and full kitchen and bathroom cleanups. Window sills, baseboards, blinds and ceiling fans are dusted, trash baskets are emptied and cobwebs are removed as needed. Extra tasks can be added to any plan.

Is The Happy Housekeepers licensed, bonded and insured?

Yes. The Happy Housekeepers is licensed, bonded and insured, and its employees are bonded and insured through the company itself. That is why many Roanoke clients leave a key and are not home during their cleaning. The company has also been BBB accredited since 1993 and holds an A+ rating.

Do I need to be home during my cleaning?

No. Because staff are bonded and insured by the company, most clients in Roanoke, Cave Spring and Salem simply leave a key or door code. Any access instructions, pet notes or rooms to skip are recorded during your free

estimate so each visit runs smoothly.

Does The Happy Housekeepers offer commercial and janitorial cleaning?

Yes. Its Corporate Clean division has served Roanoke businesses since 1986, cleaning executive offices, general offices and medical facilities. Service is available daily, weekly, bi-monthly or monthly, crews are trained by the company and a supervisor is always on call.

How often should I schedule a cleaning service?

It depends on how your home is used. Busy families with pets in Roanoke County often choose weekly visits, many couples find bi-weekly ideal, and smaller homes do well with a monthly reset. The Happy Housekeepers offers one-time, weekly, bi-weekly and monthly plans and can adjust the schedule as your needs change.

Do you bring your own cleaning supplies and equipment?

Generally, yes. The Happy Housekeepers supplies the products and equipment needed for each visit, and Corporate Clean supplies all chemicals for commercial clients. If you prefer a particular product, such as a hardwood floor cleaner or stainless steel polish, just ask and the crew will use it.

Do you provide move-in and move-out cleaning in Roanoke?

Yes. Move-in and move-out cleanings are part of the company's specialized services, and the team also works with apartment managers on turnovers and with builders and contractors on final cleans. Inside-oven and refrigerator cleaning, wall and woodwork washing and light fixture cleaning can be added for a thorough handover.

What areas around Roanoke does The Happy Housekeepers serve?

The company is based at 5145 Starkey Rd in the Cave Spring area of southwest Roanoke County and serves the greater Roanoke Valley. That includes Roanoke City, Cave Spring, Salem, Vinton, Hollins and the surrounding parts of Roanoke County.

How long has The Happy Housekeepers been in business?

The company has served the Roanoke Valley since 1979, when founder Mary Jane Wszolek started cleaning local homes with a promise of satisfaction guaranteed. It added commercial cleaning in 1986 and today is led by President Paula Anderson, still locally owned and operated.

What forms of payment do you accept?

The Happy Housekeepers accepts Visa, Mastercard, American Express and Discover, which makes paying for recurring or one-time service simple. Your free estimate will set out the price before any work begins, so there are no surprises on cleaning day.

What happens if I am not happy with my cleaning?

The company has worked on a satisfaction guaranteed basis since 1979. After every first cleaning, the office calls to check how it went and note any changes, and if something was missed, they will make it right. You can reach the team at (540) 774-4299.