**📖 Blue Ocean Cleaning Services**

**Property Access & Security Policy**

**Effective Date:** June 1, 2025

**1. Purpose**

This policy outlines how **Blue Ocean Cleaning Services** manages client property access, key security, alarm codes, and privacy during service visits. We are committed to handling every client’s home and personal space with the highest level of care, confidentiality, and professionalism.

**2. Client Access Instructions**

Clients must provide clear instructions for property access before their first scheduled service. This may include:

* Key handoff
* Door code or lockbox code
* Garage access instructions
* On-site key pickup

Access details will be documented securely and used solely for scheduled services.

**3. Key & Code Security**

* All client keys and access codes are securely labeled with a coded system — **never with client names, addresses, or identifying details**
* Keys are stored in a locked, secured location when not in use
* Access codes are stored securely in password-protected digital files, accessible only to authorized staff assigned to the client’s property
* Codes are never written on work orders, paperwork, or shared unnecessarily

**4. Alarm Systems**

If an alarm system is in use:

* Clients must provide detailed instructions for deactivating and reactivating the system
* Staff will follow instructions exactly as provided and confirm reactivation before leaving the property
* Blue Ocean Cleaning Services is not liable for false alarms or related charges resulting from incorrect or incomplete alarm instructions

**5. Privacy & Confidentiality**

* Staff are required to respect client privacy at all times
* No unauthorized access to drawers, personal belongings, or private rooms unless instructed by the client
* Personal or sensitive items will be left undisturbed during cleaning unless otherwise directed

**6. Security Breaches or Concerns**

* Any lost keys, suspected unauthorized access, or security concerns will be reported to management and the client immediately
* An incident report will be completed and corrective action taken promptly

**7. Client Responsibilities**

* Notify us of any changes to access instructions, alarm codes, or entry restrictions before the next scheduled service
* Ensure safe, accessible entry points for staff at the time of service
* Secure valuables, sensitive documents, or personal items before scheduled visits if desired

**By scheduling services with Blue Ocean Cleaning Services, clients acknowledge and agree to this property access and security policy.**