Plenty of companies promise great customer service. Fewer actually pick up the phone after the job is done to ask how it went. The Happy Housekeepers does. After a customer's first cleaning, the office follows up by phone to make sure the customer is satisfied. It is a small habit, but it says a lot about how this Roanoke house cleaning company has kept customers coming back since 1979.

Why does a follow-up call matter so much? Because the first visit is when expectations get set. Every home and every homeowner is different. One person might want the kitchen spotless above all else, while another cares most about the floors or a guest bathroom. A quick conversation after the first clean is the best chance to fine-tune the plan before small issues become frustrations.

The call is also a sign of accountability. The company describes its founder, Mary **house cleaning Roanoke** Jane Wszolek, as hard-working, reliable and honest, with satisfaction guaranteed, and the family company says it still follows her lead. Checking in after the first visit puts that commitment into practice. If something was missed, you have a direct line to someone who can make sure it is handled next time.

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

This personal touch fits with the rest of the business. The office is fully staffed, with associates who answer questions by phone or email. Customer reviews frequently mention team members by name, including people like Paula, Jessica, Rochelle and Brittany, which tells you that customers get to know the crews who clean their homes.

The first visit itself covers the full residential list. Furniture is dusted or polished, carpets vacuumed, hard floors mopped and the kitchen and bathrooms given complete clean-ups. Window sills, baseboards, blinds and ceiling fans are dusted, waste baskets emptied and cobwebs removed. Specialized services like spring and fall cleanings, oven and refrigerator interiors or basement cleaning can be added.



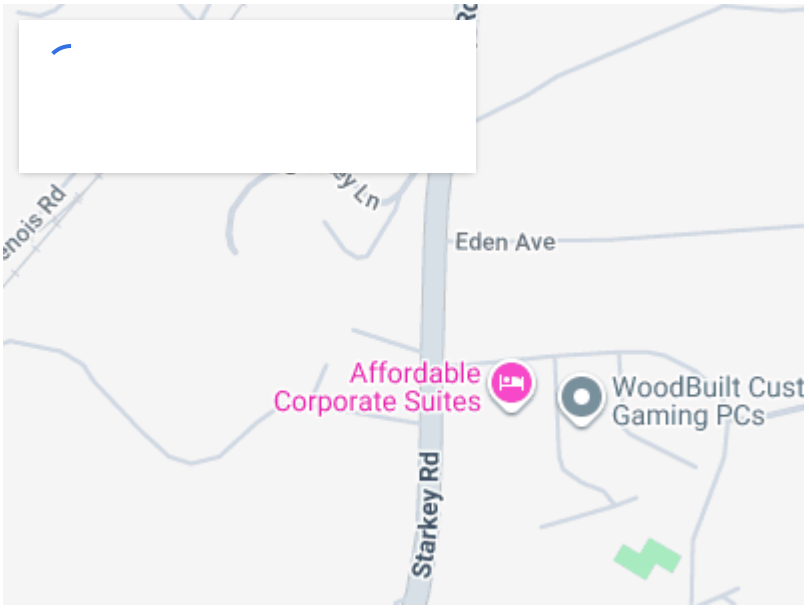
Because the company is licensed, bonded and insured, and staff are bonded and insured by the business, you do not have to be home for that first visit. The follow-up call gives you a chance to share your thoughts even **Find more information** if you were not there to see the crew at work.

The Happy Housekeepers holds a BBB blue seal, offers free, no-obligation estimates and accepts Visa, Mastercard, American Express and Discover. Plans can be one-time, weekly, bi-weekly or monthly.

Experience house cleaning with real follow-through. Call The Happy Housekeepers at (540) 774-4299 or stop by 5145 Starkey Rd, Roanoke, VA 24018. The team serves Roanoke, Cave Spring, Salem, Vinton, Hollins and Roanoke County.

The Happy Housekeepers
Address: 5145 Starkey Rd, Roanoke, VA 24018

Phone: (540) 774-4299



FAQ About House Cleaning Roanoke

How much does house cleaning cost in Roanoke, VA?

The cost depends on the size of your home, the number of bathrooms, how often you book and whether you add specialized tasks like oven or basement cleaning. The Happy Housekeepers gives every Roanoke customer a free, no-obligation estimate based on the actual home rather than a flat online price. Call (540) 774-4299 to get yours.

What is included in a standard house cleaning visit?

A standard visit from The Happy Housekeepers includes dusting or polishing furniture, vacuuming carpets, mopping hard surface floors and a complete kitchen and total bathroom clean-up. Window sills, baseboards, blinds and ceiling fans are dusted, waste baskets are emptied and cobwebs are removed where needed.

Do I need to be home during the house cleaning?

No. Employees of The Happy Housekeepers are bonded and insured by the company, so customers across Roanoke, Salem and Cave Spring do not need to be present. Entry details and any special instructions can be arranged with the office ahead of time.

How often should I schedule house cleaning?

Busy families and homes with pets often choose weekly or bi-weekly visits, while smaller households do well with monthly service. The Happy Housekeepers offers one-time, weekly, bi-weekly and monthly plans, and its residential page also mentions semi-weekly, daily and custom schedules.

Is The Happy Housekeepers licensed, bonded and insured?

Yes. The company is licensed, bonded and insured, and it displays a Better Business Bureau blue seal with a BBB profile filed under house cleaning in Roanoke. It has served the Roanoke Valley since 1979.

What is the difference between a standard clean and a deep clean?

A standard clean keeps the home in good shape, while a deep clean adds tasks that build up over months. The Happy Housekeepers offers spring and fall cleanings plus specialized work such as cleaning oven and refrigerator interiors, washing walls and woodwork, cleaning light fixtures and cleaning basements.

Do you offer move-in and move-out house cleaning in Roanoke?

Yes. Move-in and move-out cleanings are part of the company's regular services for renters, buyers and sellers in Roanoke and Roanoke County. Empty rooms allow the crew to reach every baseboard, cabinet and closet, and appliance interiors can be added.

What areas does The Happy Housekeepers serve?

The office is at 5145 Starkey Rd in the Cave Spring area of southwest Roanoke County. The team serves the City of Roanoke, Cave Spring, Salem, Vinton, Hollins and the wider Roanoke County area.

How long has The Happy Housekeepers been in business?

The company was founded in 1979 by Mary Jane Wszolek, who began providing professional cleaning across the Roanoke Valley with a focus on homes. It is still a locally owned family company and describes her hard-working, reliable and honest approach as its standard today.

What payment methods do you accept?

The Happy Housekeepers accepts Visa, Mastercard, American Express and Discover. That makes it easy for customers who are at work during the visit, or for family members arranging house cleaning for a parent in Roanoke, to pay without being on site.

What happens after my first house cleaning?

After the first cleaning, the office follows up by phone to make sure you are satisfied. Any changes you would like are noted for future visits, and associates are available by phone at (540) 774-4299 or by email whenever questions come up.

Do you clean after renovations or new construction?

Yes. The company offers builder and contractor clean-ups, and customer reviews mention cleaning after floor refinishing and painting. Fine construction dust is removed from floors, sills, baseboards, blinds and fixtures so Roanoke homeowners can enjoy the finished project.