

10 Questions to ask a carpet cleaning business

A consumer guide | Carpet Cleaning Association of WA

1 Have you completed formal carpet cleaning training?

Formal training ensures technicians understand how to handle different carpet types, chemicals and processes correctly. Experience alone is not a measure of expertise. Ask what qualifications they hold and who issued them.

2 Are you a member of a trade association?

Membership of a body such as the Carpet Cleaning Association of WA shows a commitment to industry standards, ongoing education and professional conduct.

3 Do you hold current public liability insurance?

This is a check that should never be skipped. Make sure any technician coming into your home or business holds current public liability insurance.

4 Do you hold a current national police clearance?

Any reputable technician entering your home or business should be able to provide one.

5 Do you have a current ABN?

A legitimate business should hold a current ABN. Verify any ABN at abr.business.gov.au.

6 Do you have a WHS policy and carry chemical safety data sheets?

A professional business should have a current Work Health and Safety document and carry Safety Data Sheets for all chemicals used on site. Both are legal requirements.

7 Do you carry fragrance-free and low-VOC products?

Important if anyone in your home has asthma, allergies or chemical sensitivities.

8 Do you pre-vacuum before cleaning?

This is one of the most critical steps in the entire process. If a technician skips this, consider it a red flag about the overall standard of their service.

9 Can you safely clean wool carpets?

Wool requires specific chemistry and care. Incorrect products or methods can cause permanent damage or colour change. Ask before they arrive.

10 Can I view your reviews or previous work?

Look for genuine reviews across more than one platform before you commit.