



When It's Time to Let Go:

Client Relationship Evaluation Tool

As a solo cleaner, it's natural to care about your clients—but not all professional relationships are meant to last forever. Use this tool to reflect on whether a client relationship is still serving your business, your energy, and your long-term goals.

Step 1: Evaluate the Current Relationship

- ☐ Does this client consistently respect your boundaries and policies?
- ☐ Do you feel safe—physically and emotionally—working in this client's home?
- ☐ Has this client repeatedly pushed back on pricing, scheduling, or service terms?
- ☐ Do you find yourself dreading their appointments more than looking forward to them?
- ☐ Are issues being resolved—or repeating?

Step 2: Reflect on Emotional Weight

- ☐ Do you feel guilty at the idea of ending the relationship, even if it's not working?
- ☐ Have you kept this client because you're emotionally attached—not because the fit is right?
- ☐ Are you worried they won't find someone else, or that they'll be upset with you?
- ☐ Is this relationship costing you more (emotionally or energetically) than it gives?

Step 3: Make a Decision Based on Alignment

If you answered YES to more than 3 questions above, it may be time to re-evaluate the relationship.

Next Steps:

- Review your policies and what you've communicated to the client.
- Consider sending a respectful notice of non-renewal or referral to another provider.
- Remind yourself: letting go of the wrong fit makes space for a better one.