

Before You Promise a Recurring Slot

A quick check before you agree to a new recurring customer or move an existing one. Your own hours and visit lengths.

Check these first

- ☐ **The exact start and cycle.** Which date is the first visit, and is it Weekly or Every 2, 3 or 4 weeks? The first date's weekday is the visit day, and the cycle counts from that date.
- ☐ **A realistic visit length.** The crew's cleaning time at this property per visit, as elapsed time (two people for 2 hours = 2 hours).
- ☐ **Every future visit in the 12 weeks.** Look at each date the new pattern lands on, not just the first one. Cycles of 1, 2, 3 and 4 weeks line up on different weeks.
- ☐ **The workload already on those days.** Add the new hours to what's planned on each of those dates and compare with your available hours.
- ☐ **Driving and breaks.** Your available hours should already leave them out. If this stop adds real driving, lower that day's hours or allow a longer visit.
- ☐ **Incomplete records first.** A customer marked Check details isn't in the planned hours, and a day with no hours set can't be checked, so a fit isn't real until both are fixed.
- ☐ **Beyond the window.** Patterns that start or end after these 12 weeks can change later weeks. Check again before a new pattern starts.
- ☐ **Tell people yourself.** If you change anyone's pattern to make room, confirm it with each affected customer. The planner doesn't notify anyone or move anyone.

A quiet first week can hide a later overload

Made-up example. E is booked weekly on Tuesdays from Oct 27, 2026 (2 h) and F every 2 weeks from Nov 3 (2 h). A new customer D asks for every 3 weeks from Tue Oct 27 (3 h). These are D's four visits in the 12 weeks from Oct 26, 2026 to Jan 17, 2027:

Tuesday (6 h available)	Already booked	New: D, 3 h every 3 weeks	Planned	Result
Oct 27, 2026	E 2 h	3	5 h	Room: 1 h free
Nov 17	E 2 h + F 2 h	3	7 h	OVER: 1 h over
Dec 8	E 2 h	3	5 h	Room: 1 h free
Dec 29	E 2 h + F 2 h	3	7 h	OVER: 1 h over

Checking only Oct 27 says yes. Two of D's four visits put Tuesday 1 hour over, because D's 3-week cycle meets F's 2-week cycle every 6 weeks.

If it doesn't fit

Try a different first date or weekday for the new customer, a shorter visit if that's realistic, or more available hours on that day, and check all 12 weeks again. Moving an existing customer is a change to their whole pattern; agree it with them before you save it.