

INFORMATION PACK

How Does Having a Cleaner Work?

At the start of our service to you we'll assign a regular cleaner to your property. Your assigned cleaner will be the same for each clean and will attend on the days and times set by you. In our experience assigning the same cleaner allows you and your cleaner to gain a mutual understanding of your expectations and the requirements of your home.

Prior to your first clean, we'll discuss your cleaning requirements and agree a date and time for your regular cleaning to commence. However, we are flexible and can adjust your cleaning days and times as required throughout the life of our service to you, and this can be arranged directly with your cleaner.

Cleaning Tasks/Client Specification

Our cleaners complete a wide range of domestic cleaning services and some of the general tasks are detailed below:

- Dusting (including cobweb removal)
- Polishing
- Vacuuming
- Mopping
- Cleaning surfaces and ledges
- Cleaning kitchen sinks
- Cleaning kitchen appliances (exc. Ovens)
- Cleaning kitchen and bathroom tiles
- Cleaning bathroom sinks, baths, showers and shower screens
- Cleaning toilets
- Cleaning mirrors and picture frames
- Changing bedding
- Ad hoc cleaning tasks i.e. cleaning skirtings, doors and internal windows, cleaning and dusting blinds, and laundry.
- Ironing (Must be requested in advance)

It is preferable for the cleaner to have an accurate idea of the work you would like performed, so that there are no misunderstandings. This can either be verbally or written however, to help you get started we will provide you with a task sheet to help build your own personal specification which best meets your cleaning requirements.

Tasks the cleaner cannot undertake

The cleaner **cannot** lift heavy furniture or work at height, such as up a ladder.

Payment for Cleaning Services

Payment for our regular cleaning service is required on a monthly basis in advance, and is due on the 1st day of each month. The amount charged is comprised of the agency fee and the cleaner salary. Our cleaning operatives are paid directly by the agency. You can make payments to us by BACS, standing order, credit/debit card or cheque. Your invoice will contain all details to make payment.

Absences and Missed Cleans

There may be occasions where your regular cleaner may be absent due to annual leave or sickness. In these instances we can arrange for a temporary cleaner at your request, to attend your home during the interim period.

If cover should be required for sickness or holiday we will endeavour to provide you with a replacement cleaner however, whilst every attempt will be made, it may not always be possible for a replacement to attend on your regular cleaning day or at your usual time. If you choose not to have a cleaner when yours is away, or you are away on holiday, you can schedule a clean for another day that is suitable for you or alternatively you can have the cost of the missed clean(s) deducted from your monthly fee.

Complaints about your Cleaner

If you have minor, resolvable issues with the cleaner, we have found it is best if you speak to him/her directly, as this is more diplomatic than the issues being raised by us. However, if you are unhappy with the cleaner in general, please inform us so that we can prevent him/her from attending your home and we'll arrange for you to have a replacement cleaner.

Handing over Keys

If your cleaner is given your keys, he/she should sign the 'Client Key Form' and you will retain the original copy throughout the life of your cleaner's services to you. This document sets out the terms of cleaner responsibility for your keys.

Equipment and Products

Clients are asked to provide cleaning products you wish them to use. Please ensure that equipment such as vacuum cleaners are in good working order.

As a guide, your cleaner will require the following:

- Furniture polish spray
- Glass surface cleaning spray
- Antibacterial cleaning spray (or your preferred kitchen and bathroom cleaner)
- Disinfectant / appropriate detergent if required for mopping floors
- Household bleach for sinks and toilets
- Two pairs of rubber gloves (preferably different colours so that the cleaner can separate the ones that are used for toilet cleaning).
- Clients are also requested to supply cleaning equipment such as working vacuum cleaners, brooms, mops, dusters, and cloths.
- A soft cloth or kitchen paper is also useful for polishing glass and mirrors.
- Disposable wipes or paper for cleaning of the toilets

One-Off Deep Cleaning

In the instances of one-off deep cleaning an invoice will be issued to you on completion of work. Payment is due within 3 working days of the date of the invoice.