

Domestic Service Agency

Dear Client

Thank you for your valued enquiry

Housemaids Direct is here to provide a quality first class service for all your domestic needs. We offer a range of services i.e. regular weekly cleaning, ironing, and spring-cleaning. However, we would be more than happy to discuss any special requirements you may need.

We specialise in providing you with an honest, reliable, efficient cleaner who is both fully insured and has been vetted and reference checked.

We guarantee that if for any reason you are unhappy with the cleaner we provide, we will be happy to provide a replacement.

You decide on the hours that you feel you will need on a regular basis. There is a minimum of 2 hours per week; or if you decide fortnightly, there is a minimum of 3 hours. You pick the day/days that best suit your requirements.

If you are unsure of the hours you require we would be happy to visit you in order to ensure you only pay for the hours necessary.

Every effort is made to ensure you receive the service you require, at times convenient to you, from a cleaner you are completely satisfied with.

We offer a professional, caring service and take pride in our customers and cleaners. We are totally committed to ensuring your satisfaction. If you have any queries, please telephone us on 0207 850 0651 or 07946 457119

Yours sincerely

T. Payne

CLIENT INFORMATION

1. After receiving your completed Agreement and Bank Mandate form,(Or if you prefer to pay using internet banking) to we will then select a worker for you attempting to match the workers suitability to your requirements, and ask them to contact you for an interview (please allow a week for us to contact you with a suitable cleaner). Please let us know if you have hired your cleaner, or if you prefer, you may request another candidate for interview.
2. Our aim is to provide you with the same cleaner for each regular visit. This provides the necessary continuity of service and builds up the pride in their work that our clients benefit from. In any event should your cleaner leave, we will re-allocate a new one to you.
3. On your cleaner's first visit, please take time to go through your home and specify the duties for each room. It is very important that you instruct your cleaner in the usage and operation of
 - Cleaning equipment
 - Electrical equipment
 - Changing vacuum bags

Please note, damage and spills caused by cleaning fluids containing bleach is not covered by our insurance. Please do not ask the cleaner to clean the exterior of the building, or the outside of windows, or work above head height.

4. Please allow a few visits for your cleaner to adjust to your requirements and get used to the routine of your home. Do not forget to explain fully your security requirements and any alarm system. It may be a good idea to provide your cleaner with an emergency phone number.
5. You pick the day that best suits you and we will do our best to provide a cleaner on your preferred day, but please bear in mind that everybody prefers a Friday, and it may take slightly longer to find a suitable cleaner. If you have a second preference please let us know.
6. If your cleaner is unable to gain access to your home through no fault of their own (maybe you double locked the doors, or forgot they were coming) please pay them for their time, even if the work has not been done.
7. Your cleaner is responsible for making her own way to and from your property.
8. **What sort of jobs are the cleaners prepared to do?**

Anything that comes under general cleaning:

- Dusting, cleaning, vacuuming
- Skirting boards, inside windows and doors
- Kitchen and bathroom, toilet areas
- Ironing

Should you have other specific requirements, please contact our office and we will be happy to assist you where possible.

9. Spring-cleans/one off cleans

You may decide that you want a spring-clean; whether it be moving into a new home or moving out of an old one, or maybe for that one time special occasion, or to just generally get on top of things; This may involve more in-depth cleaning i.e. ovens, inside units and cupboards. We are happy to provide the cleaning materials for your spring clean.

Payment and Cancellation

Spring Cleans

- Payment for one-off spring-cleans is paid at £12.00 per hour direct to the cleaners on the day. (Please ensure you check work before payment). The agency fee of £45.00 must be paid to the agency in advance of your spring clean. If you require we will be pleased to supply the materials at the fee of £65.00 (inclusive). The supply of materials only applies to spring-cleans. Please let us know at the time of booking.

Regular cleaning

- Regular cleaners are charged at a total rate of £11.95 per hour. The cleaner is paid by you directly after each session at the rate of £8.50 per hour. The balance of the total is the agency fee of £3.45 per hour paid by standing order monthly in advance. There is a reduced agency fee rate on 4hrs or more per week, contact for more details. Please advise us if you prefer to set up the agency payment yourself via internet banking.
- If you wish to cancel the agreement please give one month's written notice. Please remember to cancel the mandate with your bank. No refund will be made for payments after cancellation or for payments received in advance.

Please find enclosed

- Task sheet
You employ the worker and give them a task sheet; this will ensure that the worker is doing what you require.
- Key security deposit form
To ensure safe and prompt return of keys
- Earnings receipt form
So that we can keep track of all work carried out, and for your own accounting records.

Your cleaner

All cleaners supplied by Housemaids Direct are carefully vetted for honesty, reliability and trust. We carefully check all workers I.D (Birth certificate/Passport/Photo driving license). We thoroughly check proof of address (utility bill/rent book/bank statement). We ask for 2 references: 1 work and 1 character. All potential cleaners are interviewed in their own homes.

Reliability

We spend a lot of time and money, constantly advertising and recruiting suitable and reliable cleaners for our agency clients. In most instances you will get a worker who meets with your satisfaction, and will prove to be a long-term asset to you. Unfortunately there may be times when a worker may prove to be unreliable, even after all our checks.

If any of the following problems should occur, please inform us immediately:

1. A cleaner may agree to attend interview and does not show
2. Starts well at the beginning but do not live up to expectations
3. An otherwise good worker is frequently absent or on holiday

Should your cleaner let you down, please call our office within 48 hours and let us know. Do not assume we automatically know.

It is our guarantee that we will replace another cleaner for you that week. If we are unable to do so, we will credit your account with that day's hours. Once a credit has built up to 4 week's worth of hours, we will send you a cheque for that amount.