



# CLIENT INFORMATION

## CONTENTS

AN INTRODUCTION TO CLEANERS R US.....	2
If the Cleaner is self-employed and does the cleaning, what does CRU do?.....	2
Why do I pay CRU and the cleaner to do the cleaning?.....	2
How do I know if the cleaner will be any good? .....	2
COMMUNICATIONS .....	3
When should I contact Cleaners R Us? .....	3
When should My Cleaner contact Me? .....	3
INSURANCE COVER .....	3
Claims Procedure .....	3
FREQUENTLY ASKED QUESTIONS.....	4
EXPLANATORY NOTES AND GUIDES.....	5
Our Fee.....	5
Pointers for a Successful Cleaner Interview.....	6
SAMPLE FORMS .....	6

<b>CROYDON</b>	<b>croydon@cleanersrus.co.uk</b>	<b>020 8090 8393</b>
<b>EXETER</b>	<b>exeter@cleanersrus.co.uk</b>	<b>01392 690333</b>
<b>MIDLANDS</b>	<b>midlands@cleanersrus.co.uk</b>	<b>01902 504099</b>
<b>NORWICH</b>	<b>norwich@cleanersrus.co.uk</b>	<b>01508 490808</b>
<b>PLYMOUTH</b>	<b>plymouth@cleanersrus.co.uk</b>	<b>01752 395900</b>
<b>TORBAY</b>	<b>torbay@cleanersrus.co.uk</b>	<b>01803 500333</b>
<b>W &amp; SW LONDON</b>	<b>swlondon@cleanersrus.co.uk</b>	<b>020 8090 8393</b>

## AN INTRODUCTION TO CLEANERS R US

Cleaners R Us (CRU) is an introductory business specializing in carefully vetted self-employed domestic cleaners. The self-employed cleaner is responsible for the actual cleaning and the quality thereof; whereas CRU is responsible for the quality of the cleaners that we introduce.

The benefits to the cleaner of being self-employed are that she (denotes males and female) has the flexibility to work when she wants and for whom she wants. Essentially, she runs her own business, giving her a vested interest in doing a good job as she is ultimately responsible for the clean.

The benefits for the householder of using CRU is the cost and the peace of mind of knowing that the cleaner has been through our rigorous selection process. CRU is also available to give advice and suggestions based on over 15 years of experience should a problem arise.

### IF THE CLEANER IS SELF-EMPLOYED AND DOES THE CLEANING, WHAT DOES CRU DO?

---

Most householders are unaware their private cleaner may be considered as directly employed by the householder. Should HMRC decide to investigate these householders or cleaners, the householders could be liable for PAYE, NICS and penalties backdated six years. The householder would also have to pay holiday, sick and maternity pay.

AT CRU, the cleaners are required to register as self-employed with HMRC. We provide you with a sample contract for services to assist you in agreeing terms with your cleaner. A contract for services is an essential element of the self-employed status of the cleaner.

Our major function, however, is to recruit and screen cleaners for our register to ensure that we have the best cleaners available for you. We reject approximately 90% of all applicants.

### CRU'S VERY THOROUGH 5 STEP SELECTION PROGRAMME INVOLVES:

- Telephone interview
- Face-to-face interview in the applicant cleaner's home
- Photo ID and residence verification
- Reference checking
- Ensuring that the cleaner has a DBS or Police Check

As we never know when a cleaner is going to stop cleaning due to health or personal circumstances, the screening process is on-going to ensure that you are never without a cleaner.

### WHY DO I PAY CRU AND THE CLEANER TO DO THE CLEANING?

---

You don't. We only advertise a combined typical hourly rate so that you can compare the typical total cost against that of other cleaning providers.

You pay the cleaner the major portion of the advertised typical rate for doing the actual cleaning. Some cleaners may charge more than the advertised rate dependent on such factors as the nature of the job, whether you are situated in a rural area or their level of experience.

You pay us for access to our register of quality cleaners. Without quality cleaners we can't attract or retain quality clients and without quality clients, we can't attract or retain quality cleaners. It's a chicken-and-egg situation.

### HOW DO I KNOW IF THE CLEANER WILL BE ANY GOOD?

---

CRU is the only company where applicants have an inspection of their own home. We want to ensure that the cleaner is settled in the area, that their home is secure when holding clients' keys and they live in clean and hygienic conditions.

We also take great care in checking an applicant's previous experience. We look for cleaners who are responsible, who want to do a good job, are settled in the community and who have a DBS or Police Check.

It is in our best interest to introduce a cleaner who is going to be suitable right from the start. Rarely, it may take more than one attempt to introduce a cleaner with whom you are satisfied. We do understand that if this happens it can be hugely frustrating. It is equally so for us as it means that all our effort, time and expense in selecting the cleaner will have been wasted.

## COMMUNICATIONS

We typically communicate electronically, by email and SMS, where possible. It is cost-effective, reliable and usually more convenient for our clients.

After we have successfully introduced a cleaner to you, we will communicate after a few weeks to enquire whether you are happy with our service.

After that, we will assume that you and your cleaner are happy and we will not usually make contact unless there is a matter of which we feel you should be made aware.

### WHEN SHOULD I CONTACT CLEANERS R US?

Please contact us immediately you have a concern. Doing nothing in the hope that the issue will go away is not advisable – in our experience, it won't. We can't help if we're not aware of the problem.

### WHEN SHOULD MY CLEANER CONTACT ME?

As your cleaner is not employed by us, we can have no knowledge of when she is sick or going on holiday. She will tell you directly and arrange alternative cleans with you, if possible. Should this not be possible, you would contact us for a substitute cleaner.

## INSURANCE COVER

Although your cleaner is not employed by CRU, we realise that some self-employed cleaners may not have public liability insurance in place. We, therefore, provide insurance for public liability and accidental damage. It is important to note the following points:

- Claims for damage under £100 as well as claims where the cleaner was not at fault will be covered by the HH's own insurance policies. Claims over £100 where the cleaner was negligent will be covered by the CRU Public Liability policy which has a limit of £2 million.
- Neither CRU nor its insurers shall be liable for the first £100 of any claim or for any claim of £100 or less in value.
- You will not be covered by CRU's insurance policy if the cleaner provides her own products and/or equipment and/or you supply products containing bleach.
- The cover excludes new for old and wear and tear will be taken into consideration.

### CLAIMS PROCEDURE

Please contact us immediately should you wish to lodge an insurance claim. We will forward a claim to our insurance brokers on your behalf. They will make contact and deal with you directly thereafter.

**Please note. You must ensure that your household policy or other insurance adequately protects you from any liability to the Cleaner in the case of a personal accident claim.**

## FREQUENTLY ASKED QUESTIONS

### WHEN WILL THE CLEANER CONTACT ME TO ARRANGE A MEETING?

We will advise the cleaner's details, usually within 2 to 5 working days of signing the documentation. The Cleaner will normally contact you within 24 hours thereafter. Should you want a specific day or times, the process could take a week to ten days.

### HOW SOON CAN THE CLEANER START?

This is usually within a week of your meeting.

### WHAT HAPPENS IF I'M NOT HAPPY WITH THE CLEANER?

Just let us know and we will introduce another cleaner.

### WHAT HAPPENS IF I AM DISSATISFIED WITH THE QUALITY OF THE JOB DONE?

As a self-employed person, the cleaner is responsible for rectifying the job at her own cost and in her own time. We will always offer advice and/or assistance should you be uncomfortable to raise an issue with the cleaner.

### WHO PAYS THE CLEANER?

You do. Cleaners and clients are free to agree on a suitable method of payment.

### WHO DETERMINES THE CLEANER'S RATE OF PAY?

We will offer the cleaner your job at the rate you stipulated but the cleaner could decide that the tasks or distance to travel demand a higher rate. As she is self-employed, she sets her own rates. You, in turn, can decide whether to agree or whether to ask us to introduce another cleaner.

### DO I PAY YOU WHEN THE CLEANER DOESN'T ATTEND?

As the cleaner is responsible for the actual cleaning, we do not refund monies during those periods when you do not require a cleaner. Our fee is a set fee based on the contractual number of hours required and is not affected by the number of hours the cleaner attends.

### MUST I PAY THE CLEANER WHEN I'M AWAY ON HOLIDAY OR BUSINESS?

You are not required to but may do so at your own discretion.

### DO I PAY THE CLEANER WHEN SHE'S ILL OR ON HOLIDAY?

You are not required to but may do so at your own discretion.

### CAN THE CLEANER SEND A REPLACEMENT?

Yes, as a self-employed person she can. For security and insurance purposes, we recommend that you agree in the Contract for Services that Replacement Cleaners should be screened by CRU.

### CAN I ASK FOR A SUBSTITUTE CLEANER WHEN MY CLEANER IS ABSENT?

- We will guarantee to arrange a substitute cleaner for planned absences provided we have 10 working days' notice.
- We will undertake to cover absences of one clean provided we have 48 hours' notice.
- We guarantee to cover absences in excess of one clean (first week excluded) provided we have 48 hours' notice.
- We will refund our fees pro rata for any guaranteed period during which we are unable to introduce a substitute cleaner.

### WHAT IF I NEED EXTRA HOURS OCCASIONALLY?

Should you require the occasional bit of extra time, please arrange this directly with your cleaner.

***Please note: Should you require extra time on a regular, more permanent basis, you are obliged to inform us in terms of the Business Agreement.***

### AM I EXPECTED TO ALLOW THE CLEANER A BREAK?

This should be part of the contract for services with your cleaner, to avoid any misunderstandings.

### CAN I CHANGE MY CLEANING DAY OR TIME AT SHORT NOTICE?

You will need to contact your cleaner directly to arrange this. Most cleaners will oblige where possible, but some may have a busy schedule which does not allow this.

### DO I HAVE TO GIVE THE CLEANER A KEY?

You will need to provide access to the cleaner but how you arrange this is entirely up to you (a sample Key Release Form is attached for your convenience).

**Please note: CRU does not hold or take responsibility for keys. However, we will always try to offer any assistance we can with any key related issues or problems.**

### WHAT CAN I EXPECT THE CLEANER TO DO?

You should explain your expectations and requirements to the cleaner when agreeing the Contract for Services at interview with the cleaner so as to ensure you both understand the work required and the standard that can be achieved in the contracted hours.

### IS THERE ANYTHING THE CLEANER CAN'T DO?

Some cleaners will work differently to others and you should ensure you know at the start if there is anything they aren't prepared to do.

### WHAT ELSE CAN I ASK THE CLEANER TO DO?

Should you have requested ironing when signing the documentation, this will have been taken into account when introducing a cleaner to you.

Some householders have separate contracts for services with their cleaners for shopping, gardening, dog walking etc. We do not accept any liability whatsoever for these activities as we have introduced the cleaner purely for cleaning and/or ironing.

### DOES THE CLEANER SUPPLY ANY PRODUCTS OR EQUIPMENT?

Most householders prefer to supply the products and equipment of their choice. Should the cleaner provide these, they may levy an additional fee.

**Please note: Our insurance does not cover products or equipment supplied by the cleaner and she should have her own insurance in place for this.**

## EXPLANATORY NOTES AND GUIDES

### OUR FEE

---

We aim to provide you with a professional and courteous service at a very modest fee. We do this by working from a home office and using the most cost-effective methods of accounting and communications.

**Please note: We will apply reasonable costs if we have introduced a Cleaner and you decide not to proceed with the service. This includes the 14-day 'Right to Cancel' period.**

### LATE OR UNPAID FEES

We are essentially a small business and we cannot carry bad debts. Where your bank makes an error and fails to process the Standing Order Mandate correctly, we will contact you and ask you to instruct your bank to correct this. Please ensure that this payment is received within seven days of me contacting you or we will send out a reminder.

## ADDITIONAL CHARGES

Should an invoice or collection be required, we will levy an administration fee of £5. Should we need to issue a reminder for payment, we will levy an administration fee of £5 per reminder.

## REFUNDS

As the cleaner is responsible for the actual cleaning, we do not refund monies during those periods when you do not require a cleaner. These periods would include your holidays and absences as well as any of the cleaner's absences when you don't require a guaranteed substitute cleaner.

We will refund pro rata amounts for any period when you request a replacement cleaner in terms of the Business Agreement and we are unable to provide one with the exclusion of bank holidays.

Should you wish to cancel the Business Agreement after the initial two (2) months, you will need to give a calendar months' notice in writing.

**Please note: Refunds are normally paid directly into your bank account.**

The good news is that our fee to you will never increase despite rises in inflation or increases to the VAT rate.

## POINTERS FOR A SUCCESSFUL CLEANER INTERVIEW

---

WE SUGGEST THAT THE PURPOSE OF YOUR INTERVIEW WITH THE CLEANER IS TO:

- assess the cleaner's suitability for your job
- discuss products and equipment to be used for specialist surfaces
- prioritise your cleaning requirements and standards
- agree on the rate and method of payment
- hand over keys and alarm codes (if necessary)
- agree how unsatisfactory work will be rectified

**Please note: It is advisable to commit these arrangements to paper and we have attached a sample 'Contract for Services' in the 'Sample Forms' Section.**

If at any stage during the interview you feel the cleaner is not suitable, we recommend you terminate the interview.

The cleaner may also decide that your job is not suitable for her. As she is self-employed, she has the right to refuse. In either instance, we would ask you to advise us immediately so that we may introduce another cleaner.

Thank you for choosing us to ensure that you have the service that you want at the price you can afford. We look forward to a long and mutually rewarding association.

## SAMPLE FORMS

Please find attached 3 sample forms for your convenience, provided as examples. You are not required to use them and can modify them to suit your requirements:

- **Contract for Services**
  - Should you wish to agree terms with the cleaner in writing
- **Key Release Form**
  - for clients who give the cleaner key(s)
- **Job Sheet Guide**
  - For clients who wish to create a list of tasks for the cleaner

# CONTRACT FOR SERVICES

---

1. Self-employed Cleaner (SEC): \_\_\_\_\_

2. Householder (HH): \_\_\_\_\_

3. Dwelling where work is to be carried out: \_\_\_\_\_

4. Nature of Work: \_\_\_\_\_

5. Minimum hours to be worked: \_\_\_\_\_  Weekly  Fortnightly

6. Day(s) and/or times work to be done: \_\_\_\_\_

7. Hourly rate for job: **£** \_\_\_\_\_

8. i) Payment Method:  Cash  Cheque  Bank Transfer  Other

ii) For other, please specify: \_\_\_\_\_

iii)  On presentation of invoice  After work has been inspected and approved by the HH

9. The SEC agrees to correct any poorly executed work free of any charge to the HH.

10. Materials: the SEC undertakes to use no products containing bleach.

11. The SEC will provide an alternative insured and properly vetted police checked cleaner when necessary.

12. The SEC undertakes to keep the HH's keys in a safe place and to return these at the HH's request.

13. The parties agree to give each other a minimum of two (2) weeks' notice of proposed holidays or other planned absences.

14. The parties undertake to give each other a minimum of two (2) weeks' notice of cancellation of this agreement.

HH: \_\_\_\_\_ Date: \_\_\_\_\_

SEC: \_\_\_\_\_ Date: \_\_\_\_\_

---

**N.B.** Clauses can be amended and deleted as agreed. Any additional clauses should be recorded on a separate page and signed by both parties. A verbal contract for services is equally binding on both parties.

# KEY RELEASE FORM

---

I,

.....  
accept and take responsibility for the following keys to the property situated at:  
.....  
.....

## Keys:

1.

2.

3.

4.

## I undertake to:

1. Keep the keys in a safe place when not required for access to the property.
2. Not add any identifying marks, etc., to the keys.
3. Return them securely when requested to do so as instructed by the Householder.
4. Not allow any unauthorised person access to the keys.

Signed:

Date:



# TASK SHEET

ENTRANCE AREA		KITCHEN		IRONING	
Wipe door clean		Clean hob		Shirts	
Clean window sills / ledges		Clean outside of appliances		Trousers	
Clean skirting		Clean outside cupboards		Dresses	
Vacuum floor incl edges		Wipe down all surfaces		Skirts	
Mop floor		Clean sink & buff taps		Shorts	
		Wash up / empty dishwasher			
		Clean all window sills/ledges			
		Clean skirting / kick boards			
		Vacuum floor incl edges			
		Mop floor			
<b>LIVING ROOM</b>				<b>OTHER ROOMS</b>	
Dust picture frames					
Clean mirrors					
Dust / polish tables					
Dust / polish chairs					
Dust / clean fireplace		<b>W.C. &amp; BATHROOM(S)</b>			
Dust all surfaces		Clean bath & basin			
Clean window sills / ledges		Clean shower area in / outside			
Clean skirting		Clean toilet in / outside			
Vacuum floor incl edges		Clean & buff taps			
Mop floor		Clean all tiled surfaces			
		Clean mirrors			
		Vacuum floor incl edges			
		Mop floor			
				<b>COMMENTS</b>	
<b>DINING ROOM</b>					
Dust picture frames					
Clean mirrors					
Dust / polish tables					
Dust / polish chairs		<b>STAIRS/COMMON PARTS</b>			
Dust / clean fireplace		Dust picture frames			
Dust all surfaces		Clean mirrors			
Clean window sills / ledges		Dust / polish handrails		<b>CLEANING PRODUCTS</b>	
Clean skirting		Clean skirting		<u>Cleaning products are located:</u>	
Vacuum floor incl edges		Vacuum floor incl edges			
Mop floor		Mop floor			
<b>HEALTH &amp; SAFETY – PLEASE DO NOT USE BLEACH</b>					