



CLEANER INFORMATION

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CROYDON	croydon@cleanersrus.co.uk	01392 692999
EXETER	exeter@cleanersrus.co.uk	01752 227828
MIDLANDS	midlands@cleanersrus.co.uk	01803 500599
NORWICH	norwich@cleanersrus.co.uk	020 8090 8393
PLYMOUTH	plymouth@cleanersrus.co.uk	020 8090 8393
TORBAY	torbay@cleanersrus.co.uk	01508 490808
W & SW LONDON	swlondon@cleanersrus.co.uk	01902 851669

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 (you) is responsible for the actual cleaning and the quality thereof whereas we are responsible for the quality of the cleaners that we introduce to CRU-sourced Householder(s).

The benefits to you of being self-employed are that you have the flexibility to work when you want and for whom you want. You are essentially running your own business which gives you a vested interest in doing a good job as you are ultimately responsible for the clean.

The benefits to you of being introduced to Householders by CRU is that every Householder has been visited in their own home by CRU and we do not work for people who we feel will not benefit from our service or homes which do not appear to be safe working environments.

Having our own business has made us happier than any job we have ever had as we can make our own decisions and choices. Many cleaners that we have introduced to Householders over the past ten years have also benefitted by having their own small business cleaning for selected Householders.

WHAT HAPPENS NOW?

DISCLOSURE

You will be given access to Householders' homes and may be given keys and/or alarm codes. Some Householders may be incapacitated, elderly and/or have some form of disability. In some homes, children will be present.

Consequently, practically all Householders require some form of 'police check' before taking on a cleaner. Without this, it is virtually impossible to successfully introduce you to Householders.

If you are not in possession of a current (no older than 1 year) DBS or 'Police Check' document through other work or volunteer activity, you will need to apply before we can introduce you to Householders.

DBS

BASIC DISCLOSURE

If you don't have a current DBS certificate, self-employed people can apply for a "Basic Disclosure" via Disclosure and Barring Service: <https://www.gov.uk/government/organisations/disclosure-and-barring-service>. This is valid for England & Wales and costs £25. The application is done online, though postal applications are possible.

BASIC DISCLOSURE RENEWAL

Basic Disclosures can be automatically renewed annually by signing up for the DBS Update Service. This costs £13 per year and is an option we recommend: <https://secure.crbonline.gov.uk/crsc/apply?execution=e1s1>.

Besides automatic renewal, it allows potential employers to validate your certificate online. You can also check which bodies have viewed it. For further info: <https://www.gov.uk/dbs-update-service>.

POLICE CHECK

Under Section 7 of the Data Protection Act, a person can make application for the information held on them by a body or organisation. This is known as 'Subject Access'. A common use of this right is applying for the information held by the police – the 'Police Check' or 'Police Clearance'.

This costs £10 and can be done online (https://www.acro.police.uk/subject_access.aspx) or via post. This lists all information ever recorded against your name by the police.

ENFORCED SUBJECT ACCESS

On March 10th, 2015, section 56 of the Data Protection Act came into effect. Basically, this prevents employers from forcing potential employees to apply for 'Police Checks' rather than making DBS applications.

The reason for this is that 'Police Checks' list all history recorded by the police, while the DBS application only checks relevant and pertinent information. Enforced subject access is an invasion of privacy and has caused people to be excluded from employment unfairly.

For self-employed people, the 'Basic Disclosure' through Disclosure Scotland is now the advised route. We mention the 'Police Check' so you are aware of all options available to you.

REFERENCES

Should you have a DBS or a Police Check we will verify the references that you have supplied before offering you any jobs. Safety and security are very important aspects for all parties as you will be working in private homes.

YOUR INFORMATION

The information and documents that you supply us remain private and are not shown or issued to anyone outside our company, including Householders. If a Householder wishes to see your documents, we advise them to request it from you, personally. It is your choice whether to do so, or not. When placing you with Householders, we will give the Householder(s) your contact number.

INTRODUCING YOU TO HOUSEHOLDERS

OFFERING YOU THE JOB

We will send you a text and/or an e-mail advising you of the general location of the job, the day(s)/hours required, whether weekly/fortnightly and the rate offered by the Householder.

You would reply **within 24 hours** either refusing the job or asking to be put forward for a meeting with the Householder. If you do not reply **within 24 hours**, we will introduce another cleaner to the Householder.

On receiving your acceptance, we will email the Householder with your details and advise that you will be contacting them within 24 hours to arrange a meeting. We will send your photo to the Householder so that they will know that the person on our register is the person who will be attending the meeting.

We will then send you the Householder's contact details for you to call them to arrange a meeting.

If you do not contact the Householder **within 24 hours** of our sending you the details, we will introduce another cleaner to the Householder.

NB Failure to attend a meeting with the Householder without advising them in advance could result in you being removed from our register.

THE HOUSEHOLDER INTERVIEW

The purpose of this meeting for the Householder is to discuss their cleaning requirements and standards and to assess whether you are the right person for their job. The Householder will likely show you around the house and discuss the standard of the clean that they require.

As a professional cleaner, it is your decision as to whether their requirements fit in with their budget and it is your decision as to whether you can do the job for the rate that the Householder is offering. Most Householders are on a budget and an hourly rate is a guide of what they can afford.

As a self-employed person, you have the right to negotiate your rate, the tasks that you are willing to undertake and to decline the job. The Householder has the right to decline your services.

If you and the Householder reach an agreement on the scope of the work, the rate for the job and a commencement date, you have entered into a 'Contract for Services'. This can either be verbal or written but we advise Householders that it is always best to have a written agreement as there can be no confusion as to the terms should a query arise at some time in the future.

We provide the Householder with a sample Contract for Services form to assist in the recording of your agreement. The form can be altered and amended as necessary. A copy of this form is in the 'Forms' Section

NB Failure to commence the job as agreed with the Householder without advising them in advance could result in you being removed from our register.

REGISTERING AS SELF-EMPLOYED WITH HMRC

It is a little-known fact that most private cleaners working in private households are in all likelihood employed by the Householder. Should HMRC investigate, the Householders could be liable for PAYE, National Insurance Contributions (NICs) and penalties backdated six years. The Householder would also have to pay holiday/sick/maternity pay.

If you are not already registered as self-employed, you will be required to do so as soon as you have accepted a job with a Householder. You can do so:

- Online: <https://online.hmrc.gov.uk/shortforms/form/CWF1ST?dept-name=CWF1&sub-dep>
- By post, using Form CWF1
- By phoning the Helpline – 0300 200 3504

NB Do not enter Cleaners R Us as your employer in Section 26 as we do not employ you. You are operating as a sole trader, so this section should be left blank.

INCOME TAX AND NATIONAL INSURANCE

You will only be liable for income tax when your annual profits (income less expenses) exceeds £11,850.00. This is known as the Income Tax Allowance.

From 6th April 2016, National Insurance Contributions (NICs) are included as part of your self-assessment tax return. There are 2 types of NICs for self-employed people, depending on their profits.

Class 2 NICs are charged at £2.95 per week. If your income is below £6,205.00 (Small Profit Threshold), you won't be liable for these but can make voluntary contributions to protect your benefits.

Self-employed workers also pay Class 4 NICs of 9% on annual profits above £8,164.00.

NB Figures supplied for NICs contributions, Small Profit Threshold and Income Tax Allowances are for the 2017-18 Tax Year. These figures are updated yearly and are subject to change.

WHAT IS CLASSED AS TAXABLE BUSINESS INCOME?

As you are self-employed, you are essentially operating as a Sole Trader and you are therefore entitled to claim business-related expenses against your business income. These expenses could include travel expenses, work clothes, phone/internet expenses, marketing costs, business insurance, cleaning products and materials, etc.

You would need to keep a log of your mileage, bills and cash receipts to prove this expenditure and you would also need to keep records of what you earn.

The HMRC website: <http://www.hmrc.gov.uk/selfemployed/>

The UK Government website: <https://www.gov.uk>

Your local Council can provide help and advice, including which local organisations provide free assistance.

REQUIREMENTS TO REMAIN ON OUR CLEANER REGISTER

We have spent a lot of time, money and effort in growing our business and our reputation and we cannot afford to lose customers or get a bad name because Self-employed Cleaners are not providing our mutual customers with a good service.

TO REMAIN ON OUR REGISTER, YOU WILL BE REQUIRED TO:

- Deal courteously and considerately with Householders
- Keep to arrangements agreed with Householders
- Advise Householders if you are unable to meet your commitments
- Maintain a good work standard
- Be registered with HMRC as self-employed
- Hold a current DBS or 'Police Check'.

We look forward to a long and mutually rewarding relationship with you and wish you well in growing your business.

FREQUENTLY ASKED QUESTIONS

WHO PAYS ME?

The Householder does as you work for them on a contract for services basis. Payment is normally due upon satisfactory completion of the job.

WHO DETERMINES MY RATE OF PAY?

We will have offered you the job at the rate instructed by the Householder, but you may decide that the tasks or distance to travel demand a higher rate. As you are self-employed, you set your rates. The Householder, in turn, can decide whether to accept your rate or whether to ask us to introduce another cleaner.

DO I GET PAID IF I DON'T WORK?

No. You are paid for completing an agreed job to the Householder's satisfaction.

WHAT HAPPENS IF THE HOUSEHOLDER IS DISSATISFIED WITH THE QUALITY OF THE JOB?

As a self-employed person, you are responsible for rectifying the job at your own cost.

WHAT HAPPENS IF I HAVE AN ACCIDENT AND BREAK SOMETHING?

Any damage under £100 is for your account.

DO I SUPPLY ANY PRODUCTS OR EQUIPMENT?

Most Householders prefer to supply the products and equipment of their choice, but others may prefer you to provide them.

Please note: The CRU insurance does not cover products or equipment supplied by the Cleaner and you should have your own insurance in place for this.

WHAT WILL THE HOUSEHOLDER EXPECT ME TO DO?

You will have been introduced to the Householder purely for the purposes of domestic cleaning and/or ironing. You can decide whether you will do the tasks that the Householder requires. Some cleaners don't clean windows; others may not clean ovens or inside fridges. As a self-employed cleaner, it's your choice.

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

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

CAN I SEND A SUBSTITUTE IF I AM NOT AVAILABLE TO CLEAN?

Yes, as a self-employed person you can. Your Householder is likely to want you to send a substitute who is on our Register as this person will have been through the same process as you. To arrange a substitute, the following notice applies:

1. Planned absences such as holidays - 10 working days' notice.
2. Absences of one clean - 48 hours' notice (substitute not guaranteed).
3. Absences in excess of one clean (first week excluded) - 48 hours' notice.

Please note: The CRU insurance does not cover substitute cleaners who have not been screened by CRU and you should have your own insurance in place for this eventuality.

SUPPLEMENTARY DOCUMENTS

The following are copies of documents we give to new Householders. They are not obliged to make use of them, but may choose to do so. These copies are for your records, to familiarise yourself with them.

KEY RELEASE FORM

Should the Householder(s) give you keys to their house, they may use the supplied form to get you to sign for them. The form is for their records, but you can ask them to supply you a copy, too.

JOB SHEET GUIDE

We give it to new Householder(s), in case they would find it of use. They don't have to make use of it, or may choose to make up their own. It can be useful to householders for estimating time required.

CONTRACT FOR SERVICES

As a self-employed cleaner, you provide services to the Householder(s) under a 'Contract for Services'. A written contract is not required, but you and/or the Householder(s) may choose to contract in writing, at your discretion. You and/or the Householder(s) are free to use the attached version as is, to modify it or create your own.

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:

JOB SHEET GUIDE

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			
LIVING ROOM				OTHER ROOMS	
Dust picture frames					
Clean mirrors					
Dust / polish tables					
Dust / polish chairs					
Dust / clean fireplace		W.C. & BATHROOM(S)			
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			
				COMMENTS	
DINING ROOM					
Dust picture frames					
Clean mirrors					
Dust / polish tables					
Dust / polish chairs		STAIRS/COMMON PARTS			
Dust / clean fireplace		Dust picture frames			
Dust all surfaces		Clean mirrors			
Clean window sills / ledges		Dust / polish handrails		CLEANING PRODUCTS	
Clean skirting		Clean skirting		<u>Cleaning products are located:</u>	
Vacuum floor incl edges		Vacuum floor incl edges			
Mop floor		Mop floor			
HEALTH & SAFETY – PLEASE DO NOT USE BLEACH					

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.