

CLEANER INFORMATION

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RESPONSIBILITIES & BENEFITS

Cleaners R Us is an introductory business specializing in carefully vetted self-employed domestic cleaners. We are responsible for the quality of the cleaners we introduce to householders.

You, as a self-employed cleaner, are responsible for the actual cleaning and the quality thereof.

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 Cleaners R Us are:

- We continually source householders and carefully assess their circumstances and requirements
- We provide insurance cover for accidental damage
- We can arrange substitute cleaners when you are unable to attend (illness, holiday)
- We are contactable for help, advice, and support.

DISCLOSURE & REFERENCES

'POLICE CHECKS'

You may work in homes where householders are elderly and/or disabled and/or where children are present. Householders may provide you with means to access their property when they are not in attendance.

Consequently, most householders require some form of 'police check' to be in place before taking on a cleaner. We are finding it increasingly difficult to introduce cleaners who do not have a DBS certificate or Police Check.

DBS

If you don't have a current DBS certificate (issued within the last year), you can apply for a "Basic Disclosure": <https://www.gov.uk/government/organisations/disclosure-and-barring-service>. This costs £23.

SUBJECT ACCESS

Under Section 7 of the Data Protection Act, a person can make application for the information held on them by a public body or authority. 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 can be done online (https://www.acro.police.uk/subject_access.aspx), is free of charge and requests are processed within one calendar month. This lists all information ever recorded against your name by the police.

REFERENCES

Should you not have a current DBS Certificate or a Police Check (issued within the last year), we require 2 x contactable references (not family/friends) in order to register you.

YOUR INFORMATION

The information and documents you supply us remain private and are not displayed/issued to anyone outside our company, including householders, unless legally required to do so. If a householder wishes to see your documents, we advise them to request these from you directly. It is your choice whether to do so, or not.

INTRODUCING YOU TO HOUSEHOLDERS

OFFERING YOU THE JOB

We will send a text/e-mail advising you of:

- Property details – location, number of rooms, parking, access
- Schedule - hours required, day(s) preferred and frequency (weekly/fortnightly/monthly)
- Occupants – householder(s), children, tenants, pets
- The rate offered by the householder and their additional requests (ironing, laundry, bedmaking, etc.)

You would reply either refusing the job, requesting further info, or asking to be introduced to the householder. If you do not reply **within 24 hours**, we will introduce another cleaner.

On receiving your acceptance, we will email the householder with your details and advise that you will be contacting them **within 24 hours** to make arrangements with them.

We will message you the householder's details for you to contact them. If you do not contact the householder **within 24 hours** of our sending you their details, we will introduce another cleaner.

THE HOUSEHOLDER INTERVIEW

Most householders will be satisfied with an initial phone interview, with a view to discussing and agreeing details of the job with you on the day of the first clean.

Some householders may request you attend an interview at their home before commencing.

We strongly recommend you discuss and agree with the householder the tasks to be completed, products to be used and the standards required **before** agreeing to take on the job.

Most householders set the hours requested according to their budget. As a professional cleaner, it is your decision as to whether you can do the job within the hours provided. We advise householders of recommended hours, based on the Hours Calculator on our website: <https://cleanersrus.co.uk/cleaning-calculator/>.

Being self-employed, you have the right to negotiate the scope of the job (tasks, hours, days, frequency, etc.) with the householder and to decline the job. Likewise, the householder has the right to decline your services.

You also have the right to negotiate your rate. Should you want a higher starting rate than offered, Cleaners R Us must be advised of this **before** you are introduced to the client.

Should you and the householder reach an agreement on the scope of the work, the rate for the job and a start date, you have entered into a 'Contract for Services'. This can be verbal but, to avoid confusion, we recommend you do so in writing (see Contract for Services form in the Supplementary Documents below).

NB Failure to either attend a meeting with or 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

If you are not registered as self-employed, you can do so online: <https://www.gov.uk/set-up-self-employed>

NB Do not enter Cleaners R Us as your employer as we do not employ you. You are operating as a sole trader.

WHERE TO FIND HELP AND ADVICE

The gov.uk website (link above) provides much useful info. Your local Council can provide help and advice, including which local organisations provide free assistance.

SELF-ASSESSMENT TAX YEAR

The current tax year runs from 6 April 2021 to 5 April 2022.

Self-employed people must submit their self-assessment tax return online by 31 January 2023.

Self-assessment tax is charged biannually and must be paid by 31 January and 31 July, respectively.

INCOME TAX AND NATIONAL INSURANCE

Personal Allowance: the first £12,570.00 of profits (income less expenses) is not taxed.

Self-employed people are charged 2 types of National Insurance Contributions (NICs) as part of Self-Assessment:

- Class 2 NICs (based on £3.05 per week) on profits above £6,615.00
- Class 4 NICs of 9% on profits above £9,569.00

NB **Figures supplied are for the 2021-22 Tax Year. These figures are updated yearly and are subject to change.**

WHAT IS CLASSED AS TAXABLE BUSINESS INCOME?

When self-employed, you can claim business-related expenses against your business income, such as: travel costs, work clothes, phone/internet expenses, marketing costs, business insurance, cleaning products and materials, etc.

You would need to keep records of expenditure (mileage log, invoices, cash receipts, etc.) and earnings (client payments, hours worked, etc.).

REQUIREMENTS TO REMAIN ON OUR CLEANER REGISTER

We spend a lot of time, money and effort in developing our business and reputation. We cannot afford to lose customers or get a bad name because self-employed cleaners are not providing householders 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 promptly if you are unable to meet your commitments to them
- Maintain a good work standard

We look forward to a long and mutually rewarding relationship with you.

FREQUENTLY ASKED QUESTIONS

WHO PAYS ME?

The householder does as you work for them on a Contract for Services basis. You arrange method of payment with the householder(s).

WHO DETERMINES MY RATE OF PAY?

We offer you the job at the rate instructed by the householder. You may decide that the job requirements (tasks, time, travel distance, etc.) demand a higher rate. As you are self-employed, you set your rates. The householder, in turn, can choose to accept your rate or instruct us to introduce another cleaner.

DO I GET PAID IF I DON'T WORK?

No. You are paid for completing tasks to a standard agreed between you and the householder.

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?

All claims will be put forward to our insurers. There is an excess of £100.

DO I SUPPLY ANY PRODUCTS OR EQUIPMENT?

Most householders supply cleaning products and equipment, but others may prefer you to do so.

NB **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?

We introduce you to the householder for the purposes of domestic cleaning and/or ironing.

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.

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

Yes, with householders' permission. If the substitute cleaner is not registered with us, you retain responsibility for the work performed by them.

Householders can request a substitute cleaner from Cleaners R Us, subject to advance notice:

- Planned absences of more than a day (holidays, long weekends, etc.) - 10 working days' notice
- Planned absences of one day or less (appointments) - 5 working days' notice
- Unplanned absences (accidents, emergencies, etc.) - 48 hours' notice but substitute not guaranteed

To maintain good relationships with householders and prevent loss of income, we recommend arranging an alternate cleaning day rather than a substitute cleaner when you can't keep an appointed shift.

NB **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

We make the following documents available to householders in case they may be of use. They can choose to use them at their discretion, as may you.

KEY RELEASE FORM

Should householders give you keys, 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

Should householders wish to leave a task list, they can use this form or 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 householders 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) may use/modify the attached version or create your own.

KEY RELEASE FORM

I,

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

Keys:

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.

Cleaner:

Date:

**House
holder:**

Date:

JOB SHEET GUIDE

ENTRANCE AREA		KITCHEN		IRONING	
Wipe door clean		Clean hob		Shirts	
Clean windowsills / 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 windowsills/ledges			
		Clean skirting / kick boards			
		Vacuum floor incl edges			
		Mop floor			
LIVING ROOM					
Dust picture frames				OTHER ROOMS	
Clean mirrors					
Dust / polish tables					
Dust / polish chairs					
Dust / clean fireplace		W.C. & BATHROOM(S)			
Dust all surfaces					
Clean windowsills / ledges		Clean bath & basin			
Clean skirting		Clean shower area in / outside			
Vacuum floor incl edges		Clean toilet in / outside			
Mop floor		Clean & buff taps			
		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 all surfaces		Dust picture frames			
Clean windowsills / ledges		Clean mirrors			
Clean skirting		Dust / polish handrails		CLEANING PRODUCTS	
Vacuum floor incl edges		Clean skirting		<u>Cleaning products are located:</u>	
Mop floor		Vacuum floor incl edges			
		Mop floor			
HEALTH & SAFETY – PLEASE DO NOT USE BLEACH					

CONTRACT FOR SERVICES

1. Self-employed Cleaner (SEC): _____
2. Householder (HH): _____
3. Address where work to be performed: _____
4. Nature of Work: _____
5. Minimum hours to be worked: _____ ☐ Weekly ☐ Fortnightly ☐ Monthly
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 a substitute 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.