



Frequently Asked Questions

Below you will find the answer to our most asked questions. If you can't find the answers to your questions here don't hesitate to [contact us](#).

How long will it take you to find me a Cleaner?

5-10 days usually, but this could be affected by where you live, the day/time you want, the number of hours and the type of tasks you want your Cleaner to do.

Will it be the same Cleaner every week?

Yes – unless she's ill or on holiday. We offer a substitute cleaner service in these instances.

What jobs are the Cleaners prepared to do?

Cleaners are generally happy to do anything that is reasonable and/or safe and tasks can be changed each visit should you wish. You are in control of what you ask the cleaner to do, with their agreement.

Can I specify the cleaning day or the specific times my Cleaner cleans?

We will endeavour to introduce a cleaner on the day and time that you specify, if at all possible. If you want a fortnightly or monthly clean, you may not be able to specify the day as Cleaners tend to slot these jobs into existing schedules. But this would be agreed between you and the cleaner. We suggest you tell us, at the start, if there are any days that you cannot have a cleaner attend to clean for you.

Who provides the equipment and cleaning materials?

Normally the Cleaner will use your cleaning materials and equipment as this is specified in our insurance. However, should you ask the Cleaner to supply products, she will expect to give you a receipt and to be repaid for these and this is then covered by our insurance.

Can I have a Cleaner once a fortnight or once a month?

The Cleaners we introduce are mainly looking for regular weekly work, we do, however, provide a fortnightly and monthly service. Spring, occasional and one-off cleans are also available but we do not offer end of tenancy cleans.

Will the Cleaner come to clean for me for only an hour?

Unfortunately, It's not economical for the cleaner to travel to and from your property just to earn an hour's rate of pay which is why we offer fortnightly cleans. The minimum work session is two hours.

Do I need to be at home when the Cleaner comes to perform her cleaning duties?

No, most people are working or use the time to do shopping, go to the gym etc. However, our elderly and/or disabled clients tend to be at home when their Cleaner attends to clean.

Am I expected to give the cleaner my house keys?

As you are responsible for providing access to your property, you may choose to give a spare key to the Cleaner. Or you may like to consider having a key safe discreetly placed on the property to which you can give the cleaner an access code. As all cleaners are police checked, we do have a high number of cleaners who are keyholders.

Who pays the Cleaner?

You do. You pay the rate agreed between you and your Cleaner when the work is completed to your satisfaction.

What happens if I don't want the Cleaner to call because I am ill or on holiday?

Please notify your cleaner NOT to attend. There is NO OBLIGATION to pay your Cleaner if their services are not required BUT it is usual, if at all possible, for this to be known in advance. The Management Fee, however, is not refundable if this occurs, as we still make our service available if at all possible.

What if I am not happy with the quality of the cleaning or ironing?

As the Cleaner is self-employed, (s)he is responsible for correcting any inferior work and you can withhold payment should you feel this is necessary. Please DO let us know if you are not happy. Sometimes the cleaning standard of the Cleaner does not meet the expectations of the client – everyone is different. Please don't wait and see if your Cleaner improves – let us know immediately if you are unhappy. We can't do anything about it if we don't know there's a problem.

Do you have insurance?

Yes – for both accidental damage to your property and public liability.

How do you vet the Cleaners?

The simple answer is very thoroughly! Each Cleaner is interviewed initially by telephone and then in our own home – there is no exception to this. By doing this we can establish rules and expectations, working safely and also there is cleaning done at this time, to assess the cleaners' cleaning ability. We also require proof of identity from 4 pieces of identification, 2 preferably with photograph evidence. By doing this we can establish:

- The Cleaner's own standard of cleaning – after all, their cleaning in our home will say more about their cleaning standard than perhaps any reference can say.
- The Cleaner is who she says she is and she lives where she says she lives! We insist on two forms of proof of identity and proof of residence.
- We take a photograph of the cleaner for our records and can email you a copy before you meet, should you wish.

Our motto is that we only introduce cleaners to our clients that we would happily have cleaning in our own home.

Should the Cleaner not already have a recent 'Police Check' or be registered with HMRC, we will provide information and help for them to apply. We then follow up to ensure that the application has been successful. This eliminates applicants with criminal records and those not legally entitled to work in the UK.

We also ensure that we receive the cleaners Unique Tax Reference number from the government, to ensure that they are registered for self-employment, to ensure that our clients don't suddenly find themselves being asked to pay everything to the government for their cleaner!

We also have to ensure that every cleaner applicant has the correct papers to be allowed to work in the UK, even students.

As you can see, we do a lot of work before you even speak to a potential Cleaner.

How much do you charge?

Enter your postcode for current pricing.

What is the minimum length of time I am committed to take your service?

Two months initially and one month's written notice applies thereafter.

Why do I pay a Management Fee to you?

Most of our clients come to us, having had bad experiences in finding Cleaners themselves or because they are vulnerable and want to work with an ethical, caring company providing 'Police Checked' Cleaners.

Clients who have tried to source their own Cleaners frequently tell us of the problems they have had, eg: Cleaners not turning up for interview, not knowing WHO was turning up, reliability problems, quality of work, the Cleaner starting off well and then her work deteriorating, inability to contact Cleaners if they do not show up for work, Cleaners leaving the clients without informing the client, the list goes on and on.

We do our best to solve all of these problems through our rigorous vetting programme and having quality cleaners on hand to fill breaches caused by illness, holidays or the cleaner leaving. We also do not take anyone on board whom we feel that we would not have to clean in our own home.

We do our best to shield you from any stress and hassle allowing you to have more free time, especially in the evening and/or weekends. It takes an incredible amount of time and effort to find good Cleaners.

Of course our fee has other uses, our office needs to operate and our office staff need to be paid and we also provide a special insurance for self-employed cleaners, cover in the unlikely event that any of the Cleaners we introduce cause damage to you or your property (full terms available upon request).

Can I request a substitute cleaner when my cleaner is absent?

We will do our best to provide a substitute cleaner for planned absences provided that we have had 10 working days' notice.

We will undertake to cover absences of one clean provided that we have 48 hours' notice.

We will undertake to cover absences in excess of one clean (first week excluded) provided that we have 48 hours' notice.

We will refund our fees pro-rate for any guaranteed period during which we are unable to introduce a substitute cleaner.

Enter your postcode to arrange a cleaner