



CLEANER INFORMATION

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www.welove2cleanhomes.co.uk

russy@welove2cleanhomes.co.uk

01508 490 808

0782 444 1016

RESPONSIBILITIES AND BENEFITS

We Love 2 Cleans Homes is a business which specialises in introducing carefully vetted self-employed domestic cleaners to our clients. 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 where, when, and for whom you want to. You are essentially running your own small business, which gives you a vested interest in doing a good job, as you are ultimately responsible for the quality of that clean.

The benefits to you of being introduced to householders by We Love 2 Clean Homes are:

- We continually source householders and carefully assess their circumstances and requirements;
- We provide insurance cover for accidental damage when you are working;
- We can arrange a substitute cleaner when you are unable to attend to work (illness, holiday), so you won't lose that job;
- We are contactable for advice, help and support as required.

DISCLOSURE AND REFERENCES

'POLICE CHECKS'

You may work in homes with vulnerable householders, ie the elderly and/or disabled and/or where there are children present. Householders may provide you with access to their property when they are not at home.

Consequently, householders are pleased to know that our self-employed cleaners have some form of 'police check' in place before you start cleaning for them.

You may have already worked with vulnerable people and therefore have a fully enhanced police check, a DBS, which we would need to see a copy of, but there are other forms of police checks available, as given below.

Because you will be working on a self-employed basis, and we will not be your employers, we cannot obtain a police check, you must do this yourself.

DBS

If you have a current DBS make sure that you are signed up for the annual renewal service, where you pay a small sum and your police check is checked annually and automatically up-dated. You have a code to get onto your own page and can give this link to future employers without having to go through the procedure of paying the full sum and getting a new DBS each year for yourself.

If you don't have a current DBS certificate (issued within the last year), you can apply for a 'Basic Disclosure'.

See <https://www.gov.uk/government/organisations/disclosure-and-barring-service>. This currently costs £23.00.

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) – here you will find a downloadable form to complete, it is free of charge and requests are currently processed within one calendar month. This lists all information ever recorded against your name by the police.

REFERENCES

We also require 2 contactable references in order to register you on our database. These must not be family or friends, but can be either someone that you have worked for or with, or a person from the church, a school teacher or such like.

YOUR INFORMATION

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

PROOF OF ID

We also require to see copies of, preferably 4 methods as proof of your ID. Two of these with a photo, if possible, ie driving licence, passport, as well as perhaps a utility bill or letter addressed to you at the registered address which you supply us with.

INTRODUCING YOU TO HOUSEHOLDERS (OUR CLIENTS)

OFFERING YOU THE JOB

We will either send an e-mail or a text advising you of:

- Householders name;
- Property address;
- Details of the occupants and/or property and/or priorities with the clean;
- The rate you will have indicated to us that you charge, which will be that amount offered by the householder;
- Any additional requests by the householder, eg ironing, bedmaking.

You would reply either refusing the clean, or requesting further information or confirming that you wish to be introduced to the householder. We will have already previously spoken to you about the job we intended to offer you.

You **MUST** both 1. Advise us that you have received the information required, then you **MUST** 2. Also contact the householder **within 24 hours** or we may have to introduce another cleaner.

Once we have your acceptance of wishing to take on the job, we will message the householder with your name advising them that you have been given their details and that you will be contacting them **within the next 24 hours**. Please ensure that you **DO** contact the householder within this timescale.

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 of the first clean. Some, however, may request to meet you for interview on a different day from your first clean.

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

Most householders set the hours contracted 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 do advise our clients, your householders, of recommended hours, based on the hours calculator on our website.

Being self-employed you have the right to negotiate the scope of the job involved, having been told the tasks to be completed in the hours you have been advised. But the day and frequency will most likely have been given to you in advance, so that you could work out your own schedule.

You have the right to decline the job. Likewise, the householder has the right to decline your services.

You also have the right to negotiate your rate, although we will most likely have asked you your rate beforehand and told the householder that rate beforehand also. Should you want a higher rate than the starting rate offered on our website, We Love 2 Clean Homes **MUST** be advised of this *before* you are introduced to our client.

Once 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' with that householder. This can be verbal, but to avoid confusion, we recommend you do this in writing (we supply sample 'Contract For Services' forms for our clients and/or you to use).

NB – Failure to either attend a meeting TWICE with the householder, or to commence the job as and when agreed, without advising them in advance, could result in you being removed from the job.

REGISTERING AS SELF-EMPLOYED WITH HMRC

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

PLEASE NOTE: *Do NOT enter We Love 2 Clean Homes 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 information. Your local Council can provide help and advice, including which local organisations provide free assistance.

SELF ASSESSMENT TAX YEAR

The tax year runs from 6 April to the 5th April the following year.

Self-employed people **MUST** submit their self-assessment tax return by 31st January each year for the past year.

Self-assessment tax is charged biannually and must be paid by 31st January and 31st July respectively. Most of our cleaners do not pay tax though, as they do not reach the threshold, as their work is part-time.

INCOME TAX AND NATIONAL INSURANCE

Personal allowance (as at 2024): the first £12,570.00 of profits (income less your expenditure) 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 £3.45 per week 2024-2025) on profits above £6,615.00 (2024/2025 tax year rate). This allows self-employed individuals to make voluntary contributions (towards their pension upon retirement).
- Class 4 NICs – if your profits are more than £12,750.00 a year, you must pay Class 4 contributions. For 6% of profits above £12,570.00 for 2024/2025

WHAT IS CLASSED AS TAXABLE BUSINESS INCOME?

When registered as 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).

It is much easier if you buy a receipts book and always give your householder a receipt noting the payment made to you upon each clean.

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 our clients, your householders;
- Keep to arrangements agreed with your householders;
- Advise householders (and us) 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 the method payment with the householder(s).

WHO DETERMINES MY RATE OF PAY?

We give a 'from' figure on our website and advise our client, in advance, that this is the minimum that the self-employed cleaner will charge. We will ask you in advance what your current rate of pay is, so that we can advise our client before they meet you. However, when you meet the householder, you may decide that the job requirements (tasks, time, travel distance etc) may demand a higher rate.

As you are self-employed, you set your own rates. The householder, in turn, can choose to accept (or not) your rate of pay and may ask us to introduce another cleaner – so do be aware of that fact.

DO I GET PAID IF I DON'T GO TO WORK?

No. You are paid for completing tasks to a standard agreed between you and householder. In some instances, the householder may pay you for holidays, but this is entirely down to their own decision as they do not have to do so.

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?

You **MUST** advise us of anything that happens which will require an insurance claim. All claims will be put forward to our insurers. There is an excess on our policy of £100.00. Our clients are aware of this fact.

DO I SUPPLY ANY PRODUCTS OR EQUIPMENT?

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

PLEASE NOTE: The We Love 2 Clean Homes insurance does NOT cover products or equipment supplied by the cleaner and you should have your own insurance in place for this, if necessary.

This means that if you were to buy cleaning products for your householder, you **MUST** give them the receipt and receive payment for the products, in order to be covered by the We Love 2 Clean Homes insurance.

WHAT WILL THE HOUSEHOLDER EXPECT ME TO DO?

We introduce you to the householder for the purpose of domestic cleaning and/or ironing and possible bed-making.

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

You will need to contact the householder as soon as possible **DIRECTLY** to arrange this. Most householders will oblige, if at all possible.

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

Yes, with the householder's permission. However, if the substitute cleaner is **NOT** registered with us, you remain responsible for the work performed by them and they are **NOT** covered by our insurance.

We endeavour to give you a 'buddy cleaner' as then they will have been registered with us, and they will be covered by our insurance.

Householders can request a substitute cleaner from We Love 2 Clean Homes subject to advance notice:

- Planned absences of more than a day (holidays, long weekends, etc) – 10 days advance notice;
- Planned absences of one day or less (appointments, illness) – 5 working days notice required;
- Unplanned absences (accidents, emergencies etc) but a substitute is not guaranteed.

To maintain good relationships with householders and prevent loss of your income, when you cannot keep to the appointed day and/or time of the job, we recommend arranging an alternative cleaning day, or to make up the hours on other days, rather than a substitute cleaner.

PLEASE NOTE: The We Love 2 Clean Homes insurance does not cover substitute cleaners who have not been screened by We Love 2 Clean Homes 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 to them. They can choose to use them at their discretion, as may you.

KEY RELEASE FORM

Should householders need to leave you keys, they may use the form supplied and get you to sign for their keys. The form is for their records, but you can ask them to supply you with a copy also.

If you are responsible for keeping keys **NEVER** put any information on the key ring, ie name/address of your householder.

You are responsible for looking after the keys and for returning them should you finish working at that job.

Ensure that you have the keys in your hand before you come out of the property and close the door. Always ensure that the door is locked shut when you leave.

JOB SHEET GUIDE

Should householders wish to leave a task list, they can use this form, though some clients have their own already. It can be useful to householders for estimating the time required and work could change or remain constant, depending upon the job.

on a weekly or fortnightly basis, you may like to choose ONE ROOM to clean more thoroughly, ie edges vacuumed, all dusting, perhaps some furniture moved, on a ROTATING BASIS. That way, every few weeks the whole property will have been cleaned thoroughly.

We advise clients that we would rather the cleaners do less work but THOROUGHLY, rather than to rush the work trying to do more on each occasion.

NB - Our sheet lists normal/usual jobs to be completed BUT can change and NOT all jobs will be required on a regular basis.

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 may choose to have a contract in writing, at your discretion.

You and/or the householder may use or modify the attached version or they may create their own.

CONTRACT FOR SERVICES

Self-employed cleaner's (SEC) name:

Householder's name (HH):

Address for cleaning:

.....

Nature of work:

Minimum hours of work: Weekly Fortnightly

Days and/or times of work:

Current Hourly rate for job £.....

Payment Method

Invoice required: YES or NO After work has been completed to a satisfactory standard YES or NO.....

CONDITIONS

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

The SEC and HH agree not to use any products containing bleach

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

Both parties – SEC and HH – agree to give each other a minimum of two (2) weeks' notice of proposed holidays or other planned absence

Both parties – SEC and HH – agree to give each other a minimum of two (2) weeks' notice of cancellation of this agreement.

SIGNED:

HH Date

SEC Date

NB 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 (add specifics as necessary):

I undertake to:

Keep the keys in a safe place when not required for access to the property.

Not add any identifying marks, names, etc, to the keys.

Return them securely when requested to do so as instructed by the householder.

Not allow any unauthorised person access to the keys.

SIGNED:

DATE:

TASK SHEET

Delete or tick tasks as necessary

ENTRANCE AREA	KITCHEN	LIVING ROOM
Wipe door clean	Clean hob	Dust picture frames
Clean window sills/ledges	Clean outside of appliances	Clean mirrors
Clean skirting board	Clean outside of cupboards	Dust/polish tables
Vacuum floor and edges	Wipe down all surfaces	Dust/polish chairs
Mop floor	Clean sink(s) and buff tap(s)	Dust/clean fireplace
Dust coat rack	Wash up/empty dishwasher	Dust all surfaces
Dust shoes/shoe rack	Clean window sills/ledges	Clean window sills/ledges
	Clean skirting/kick boards	Clean skirting boards
	Vacuum or sweep floor including edges	Vacuum floor, including edges
	Mop floor	Wipe leather furniture OR
	Clean door handles	Vacuum furniture/puff cushions
DINING ROOM	STAIRS/COMMON AREAS	CONSERVATORY/GARDEN ROOM
Dust picture frames	Dust picture frames	Dust picture frames
Clean mirrors	Clean mirrors	Dust any furniture or ornaments
Dust/polish tables	Dust/polish handrails	Clean window sills/ledges
Dust/polish chairs	Vacuum floor, including edges	Clean skirting boards
Dust all surfaces	Dust all surfaces	Vacuum floor, including edges
Clean window sills/ledges	Clean window sills/ledges	Mop floor (if necessary/appropriate)
Clean skirting boards	Mop floor (if necessary/appropriate)	Vacuum cushions or chairs (if necessary/appropriate)
Vacuum floor, including edges	Vacuum stairs	
TOILET AND BATHROOM(S)	BEDROOMS	OTHER
Clean bath and basin	Dust picture frames	Vacuum any pet beds/furniture
Clean shower(s)	Clean mirrors	Clean finger prints from glass doors
Clean toilet inside and outside	Dust all surfaces	Clean finger prints from cupboards and door handles
Clean toilet handle	Clean window sills/ledges	Clean tops of all doors on a rotating basis
Clean toothbrush cup	Clean skirting boards	Clean door handles as necessary
Dust all surfaces	Vacuum floor, including edges	
Clean window sills/ledges		
Clean skirting boards		
Mop or vacuum floors as appropriate		
MISC	COMMENTS	CLEANING PRODUCTS
After use please do the following with the cleaning cloths: (indicate as necessary)		Are located:
Put in bin provided		
Put in washing machine		
Put in linen basket		
Put outside on the line		
Throw away		