



CLIENT INFORMATION

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admin@welove2cleanhomes.co.uk

russy@welove2cleanhomes.co.uk

01508 490 808

0782 444 1016

Website: www.welove2cleanhomes.co.uk

AN INTRODUCTION TO WE LOVE 2 CLEAN HOMES

We Love 2 Clean Homes is a business which specialises in introducing carefully vetted, self-employed, police checked cleaners to domestic homes. The self-employed cleaner is responsible for the actual cleaning and the quality thereof; whereas We Love 2 Clean Homes is responsible for the quality of the cleaners introduced to the householders.

The benefits to the cleaner of being self-employed are that they (denotes either female or male) have the flexibility to work when, where and for whom they wish. Essentially, the cleaner is running their own mini business, giving them a vested interest in doing a good job as they are ultimately responsible for the clean.

The benefits to the householder of using We Love 2 Clean Homes is the peace of mind of knowing that the cleaner has been through our rigorous selection process in order to be given work in our name. There is also insurance in place and We Love 2 Clean Homes is available to give help and advice based on 21 years of experience, should a problem arise.

IF THE CLEANER IS SELF-EMPLOYED AND DOES THE CLEANING, WHAT DOES WE LOVE 2 CLEAN HOMES DO?

Most householders are unaware that their private cleaner may be considered as being directly employed by them. Should HMRC decide to investigate these householders and/or cleaners, the householder could then be liable for payment of PAYE, NICS and penalties which could be backdated 6 years. The householder would then also have to pay holiday, sickness, maternity and pension payments.

Our major function, however, is to recruit and screen cleaners for our database to ensure that we have the best cleaners available for you who are police checked and have given us their Unique Reference Number for self-employment, after registering with the government as a self-employed person. We reject probably about 85% of all applicants.

WE LOVE 2 CLEAN HOMES' VERY THOROUGH 5 STEP SELECTION PROCESS INVOLVES:

- A telephone interview

- Face to face interview at the owners' home when cleaning is completed as a part of the interview procedure

- Photo ID and cleaners' address and name are verified

- References obtained

- Checking that the cleaner has an up-to-date DBS or police check

The final decision whether we would happily have that cleaner cleaning in our own home for us. If the answer is yes and all the above checks are fine, then we will add the cleaner to our database to be offered work.

As we never know when a cleaner may stop cleaning due to perhaps health or personal circumstances, this screening process is on-going so that we can do our best to ensure that you are never without a cleaner.

WHY DO I PAY WE LOVE 2 CLEAN HOMES AND THE CLEANER TO DO THE CLEANING?

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

You will pay the cleaner the vast majority 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, and/or their level of experience with cleaning.

You pay us for access to our database 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.

Our cleaners also ask for a slightly higher per hour amount than the current minimum wage. We believe that in paying a little above the current minimum wage, the householder will attract a happier cleaner, who feels rewarded and wishes to stay and clean for you.

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

We believe that We Love 2 Clean Homes is the only cleaning introducer who has a minimum of 2 ½ hours cleaning interview in their own home. Many aspects of the job are discussed and part of the interview is to clean a bathroom, the room which is usually always requested to be cleaned by our clients.

We want to ensure that the cleaner is settled, that they will be trustworthy, especially when holding some householders' keys, that their standard of cleaning is good and by giving them help and hints gained from 21 years of experience running the business. Also that they will know what questions to ask their householder, therefore doing what is asked of them well.

The interview at our own home is also good practice for when they arrive at our clients' doorsteps ready to be interviewed for the cleaning position, as well as a way of getting to know the cleaner in a non-threatening environment.

We also take great care in checking an applicant's past experiences, whether in cleaning or not. We look for cleaners who are responsible, who want to do a good job, are reliable and who have a DBS or a police check.

It is in our best interest to introduce a cleaner to our clients who is going to be suitable from the start. It could be that it takes more than one attempt to introduce the right cleaner to our client to ensure that they are completely satisfied with the cleaner and their work. This can be frustrating for both us and our clients, as it means that all of our effort, time and expense in selecting the correct cleaner will have been wasted.

COMMUNICATIONS

We usually communicate by email and texts, wherever possible. It is both reliable and cost-effective and more convenient for most.

After we have successfully introduced a cleaner to you, we will usually 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 both happy, and we will not usually make contact unless there is a matter that we feel you need to be made aware of.

We encourage our clients, however, to contact us to discuss any matters, no matter how small they may seem. If we know of problem, then we can do our best to put it right.

WHEN SHOULD I CONTACT WE LOVE 2 CLEAN HOMES?

Please contact us immediately if you have a concern.

We can't help you if we are not aware of a problem.

If you wish to increase or decrease the contracted number of hours cleaning,

WHEN SHOULD MY CLEANER CONTACT ME?

As your cleaner is not employed by us, we have no knowledge of when they are sick or going on holiday. They should tell you directly and arrange alternative cleans for you, perhaps before and after they are away, if possible. That will assist the self-employed cleaner to not lose any of their income.

Should this not be possible, you would contact us for a substitute cleaner during these periods.

We do try to encourage 'buddy up' cleaners, so that, if possible, the cleaners can assist each other with cleans on some occasions.

INSURANCE COVER

Although your cleaner is not employed by We Love 2 Clean Homes, 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, however, important to note the following points:

- Claims for damage under £100.00 as well as claims where the cleaner was not at fault will be covered by the householder's own insurance policies. Claims over £100.00 where the cleaner was negligent will be covered by the We Love 2 Clean Homes Public Liability policy which has a limit of £2 million.
- Neither We Love 2 Clean Homes nor its insurers shall be liable for the first £100.00 of any claim or for any claim of £100.00 or less in value.
- You will not be covered by We Love 2 Clean Homes insurance policy if the cleaner provides their own cleaning products and/or equipment and/or you allow the use of bleach or products containing bleach by the cleaner when cleaning.

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 you of the cleaner's name, usually within 3 to 5 working days of signing our documentation. The cleaner should contact you within 24 hours thereafter. Should you want a specific day or times for your clean, the process could take us a while longer.

HOW SOON CAN THE CLEANER START?

This is usually within a week of meeting each other.

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

Please let us know as soon as possible and we will endeavour to introduce another cleaner.

WHAT HAPPENS IF I AM DISSATISFIED WITH THE QUALITY OF THE CLEANING WORK DONE?

As a self-employed person, the cleaner is responsible for rectifying the work done at their own cost and in their own time. We will always offer advice and/or assistance should you be uncomfortable to raise an issue with the cleaner. Please do not suffer in silence, we can only get matters rectified if we are also aware of the situation.

WHO PAYS THE CLEANER?

You do. Cleaners and our clients agree on a rate of pay and then agree on a method of payment, although more of our cleaners nowadays prefer to have a bank transfer payment.

WHO DETERMINES THE CLEANER'S RATE OF PAY?

We will offer the cleaner your job at the rate stipulated on our website, but the cleaner could decide that the tasks or distance to travel demand a higher rate. As they are self-employed, they are free to set their own rate per hour. You, in turn, can decide whether to agree or whether to ask us to introduce another cleaner to you.

However, as a self-employed cleaner, should they so wish, it is their responsibility to negotiate a pay rise with you on an annual basis. We cannot dictate rates of pay, but can only advise on current rates.

However, we firmly believe that the slightly higher rate of pay than the current minimum rate of pay will command a happier cleaner who feels well rewarded for the work that they do for you and will want to do a good job and stay with you.

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 retainer fee is 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 do so, but may wish to do so at your own discretion.

DO I PAY THE CLEANER WHEN THEY ARE ILL OR ON HOLIDAY?

Again, you are not required to, but can do so if you wish.

CAN THE CLEANER SEND A REPLACEMENT IF THEY CANNOT ATTEND?

Yes, as a self-employed person they can. However, we do advise cleaners that for security and insurance purposes, we recommend that you both agree in the Contract For Services (which you have with the cleaner, either verbally or in writing) that any replacement cleaners should be those that have been through the screening process with We Love 2 Clean Homes.

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

- We will undertake to arrange a substitute cleaner for planned absences provided we have 10 working days notice.
- We will do our best to cover absences of one clean provided we have 48 hours notice.
- We will undertake 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. It is only if it becomes something regular that we need to change your contracted hours to cover the insurance for the timescale.

Please note: Should you require extra time on a regular, more permanent basis, you are obliged to inform us under the 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 misunderstanding. Depending upon the length of time you have contracted for the clean, you may wish to give your cleaner a drink or a break during the cleaning, if for no other reason than this may make the feel more welcomed and motivated.

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

You will need to speak to your cleaner directly to arrange this. Most cleaners will try to oblige, if they are able, but some may have a busy schedule which does not allow them to do this.

DO I HAVE TO GIVE THE CLEANER A KEY?

You will need to provide access to your property for the cleaner, but how you arrange this is entirely between you and your cleaner. If the cleaner is given a key they will have been advised never to add any householders name and/or address to any such key and that they will be responsible for the key. (a sample Key Release Form is attached for your convenience). Or you may wish to use a key safe and give your cleaner the code.

Please note: We Love 2 Clean Homes 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. The cleaner knows that if they cease to work for you, they will be responsible for returning your key.

WHAT CAN I EXPECT THE CLEANER TO DO?

When you meet the cleaner, and agree your Contract For Services with them, you should explain your expectations and requirements so that the cleaner and you both understand the work required and the standard that can be achieved in the contracted hours. The work may change occasionally and this should also be agreed between you and the cleaner.

IS THERE ANYTHING THAT THE CLEANER CANNOT DO?

Each cleaner will work differently to another cleaner, and you should discover at the start if there is anything that your cleaner is not prepared to do. We only clean windows indoors, not outside, and we are not a professional oven cleaning company but your cleaner may be prepared to clean with usual oven cleaning products, if requested.

WHAT ELSE CAN I ASK THE CLEANER TO DO?

If you have requested ironing or bed making as a part of the service when signing our Business Agreement, this will be taken into account when we introduce a cleaner to you.

Some householders have separate Contracts For Services with their cleaners for shopping, gardening, dog walking etc. We do not accept responsibility or any liability whatsoever for these activities as we have introduced the cleaner only for cleaning and/or ironing and bed making. Our insurance will only cover the cleaner on your property for cleaning and/or ironing and bed making.

DOES THE CLEANER SUPPLY ANY PRODUCTS OR EQUIPMENT?

Our insurance states that the cleaner should use the products and equipment that you have in your own home. Most householders prefer to supply the products as they know what they like and using your equipment means that it is only used in your home. Should you ask the cleaner to supply cleaning products, they should supply you with a receipt in order that you make payment to them and they are then your cleaning products.

Please note: Our insurance does not cover products or equipment supplied by the cleaner and they should have their own insurance in place for this, except as given above about the cleaning products.

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 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 us contacting you.

If you choose to pay us by setting up a bank transfer yourself, please ensure that you use the reference number we give you and that the amount and correct date for payment are maintained.

ADDITIONAL CHARGES

Should a collection or invoice be necessary, we will levy an administration fee of £5.00. Should we need to issue a reminder for payment, we will levy an administration fee of £10.00 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 holiday and absences as well as any of the cleaner's absences when you don't require a substitute cleaner.

We will refund pro rata amounts for any period when you request a replacement cleaner under the 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 month's notice in writing to us.

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, VAT or our administration costs.

POINTERS FOR A SUCCESSFUL INTERVIEW WITH YOUR CLEANER

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 applicable;
- Agree how any 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' for your use

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 them. As they are self-employed, they have 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 with you.

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 a key or keys

- **Job Sheet Guide**

For clients who wish to create a list of tasks for the cleaner. *Please note that should you require a laminated Job Sheet Guide, these are available on request.*

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 key(s) to the property situated at:

.....

Key(s) - (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)	JUST A REMINDER THAT OUR INSURERS DO NOT ALLOW THE USE OF BLEACH	Are located:
Put in bin provided		
Put in washing machine		
Put in linen basket		
Put outside on the line		
Throw away		
Other		