



Maid<sup>2</sup>  
Clean

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Working with us  
Clients' expectations

**Cleaner Handbook**



We are the UK's number one rated  
domestic cleaning agency

Over 90% of clients recommend our service

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“ Really pleased with the standard of cleaning. A joy to come home to!

“ My cleaner is excellent. It has become a pleasure to come home after work to a nice clean flat after she has been in. She works really hard and cleans thoroughly. I am very happy with the service.

“ As a pensioner I was finding combining house work with being self-employed had become a real problem but Maid2Clean solved my dilemma, it's amazing what 2 hours professional cleaning a week can achieve. I am very happy with my decision.

**We love great feedback about our cleaners! We'll share this with you as much as we can.**

# Working with us

Welcome to Maid2Clean!

We're the largest and most successful domestic cleaning agency in the area. We have thousands of clients who we place cleaners with. We're constantly advertising for new clients as well.

You'll have your own clients who you go to every week, at times that suit both you and the clients. You may have a few different clients to make up the number of hours that you've asked us for.

The job of course is domestic cleaning, so you'll be cleaning people's homes for a set number of hours each time. The actual work you do will be as agreed with the client. They may leave a checklist out for you.

Reliability as well as standard of work is as important to us as it is to the clients. So, when you start with us we'll bring you on carefully, ensuring that everyone including you is happy with the arrangement.

You'll be self-employed so responsible for your own tax and National Insurance. This is nothing to worry about, it's all quite simple.

You'll have access to some of the latest and best technology in the country. Ask your local office if they can provide access to the Cleaner Portal, this is an App for your phone that allows you to get live notifications about new work. We're always developing new and useful features to help you.



## **Starting Work**

It's important that all the cleaners we use are reliable, honest and do a good job. So, before we even consider you for work, we'll need to have confirmed your identity, eligibility to work and references.

By signing our application, you have agreed to the contents of that and this handbook.

Once we offer you the first client, we normally wait until you've started with them before giving you more work. This shows us that you're reliable and gives you a chance to confirm that the job's right for you.

We'll then build you up to the number of hours you want.

## **Regular Jobs**

Because it's house cleaning that we do and you will be working in someone's home, it's very important that we match the right people. So, when it's a regular job, we arrange for you to go and meet the client at their house.

This is so that you both get an opportunity to meet to make sure you like each other and so that you can discuss the work that needs to be done and the products that are to be used. It also gives you a chance to see round the house and to arrange a start date with the client.

First, we'll contact you. We'll ask if you would like to work for our client. We'll also tell you where the house is so that you can check it's not too far for you. Please think about this properly, as we expect you to stick with it once you accept the job.

Once you confirm you want the job, we'll talk to you about arranging a time to meet that suits both you and the client.

## Meeting the Client

- Dress casual but smart. Be on time. Always make sure you take all contact numbers with you in case you get lost. If you use the Portal these details will be available there.
- If you think you might be late, phone to explain that you're on your way and to apologise.
- The client will show you around the house and tell you what they expect. If there's anything you're unsure how to clean, ask the client how they clean it. If you think you won't be able to do everything the client wants in the time, just be honest and tell them you may need longer to do a thorough clean. Make sure you find out where the materials and equipment are and that you know how to work everything.
- Check if they will be in or out when you clean. If they're going to be out, will you have a key? Is there an alarm?
- Finally, discuss a suitable day and time to start, then contact us right away and let us know how you got on and when the client would like you to start.
- Remember that you work with Maid2Clean. You cannot work for the client privately. We take theft of clients very seriously and at the very least would stop giving you any work and, of course, you would not be insured. Even if you leave Maid2Clean you cannot continue with our clients.



# One-off Cleans and Temporary Cover

Now and again we might offer you “one-off” cleans or ask you to cover for another of our cleaners.

One-off cleans are where the client just wants one day’s cleaning. Normally these jobs are between 4 and 6 hours. Temporary cover is when one of our other cleaners is sick or on holiday and is usually just for 1 or 2 weeks.

We don’t ask you to go for an interview for one-off cleans or temporary cover, we’ll just arrange the day and time for you to go and clean.

Do a good job - often the clients will ask us if they can have you regularly!

## What about Materials and Equipment?

The client will supply the materials and the equipment for you to do the work.

One thing you must never use is bleach. It’s not safe and can cause a lot of damage. **Bleach spills are not covered by our insurance.**



## What about Payment?

You'll be paid by the client on the day that you clean for them. The rates can vary slightly depending on the area you're working in, but we will have told you this. Most of the time clients will leave the money out for you in cash. Some may wish to pay you by bank transfer. We are happy for you to discuss whatever suits you.

You're paid by the client, not by us, and for employment purposes, you're self-employed. Basically this means that you're responsible for paying any tax that might be due.

Often, particularly when you're working 16 hours or more, you'll qualify for tax credits. We can provide you with proof of earnings, just give us a call and we'll provide this for you.

Self-employment just means that you must tell the tax office each year how much you've earned, then if there's any tax to be paid they will tell you how much. Everyone has a tax allowance which is £11,000 per year (in 2017), so you can earn this without paying tax, but even if you don't earn this much you still must tell the tax office. You may also be able to pay small NI contributions (the "stamp") to guarantee your state pension.

Be aware that earnings can affect benefits so you'll need to tell the benefits office as well.

For further help please call the HMRC helpline 0300 200 3300

# Clients' Keys

Many clients will give you a key to their house.

You are responsible for these keys and you must treat them with care. If you finish with the client you **MUST** make sure the key is returned to them straight away. **Do not post them in the mail.**

You must **NEVER label the keys** with an address. Use a coding system instead.

## Working for the Client

- Always be punctual, never let the client down. If you can't go to work as agreed, ring the client and let them know. Offer to go later in the week if possible. Let us know.
- Treat our clients as you would any job. Always turn up on the agreed day at the agreed time! Never change the day without asking our client if it's convenient.
- Remember that we must provide clients with a continuous service. We can't just miss a week here and there. If you don't want the work, there's always someone else who will.
- Never use or answer the client's telephone except to check in with us if we've asked you to.
- Never take anyone with you including friends, children or pets.
- Always clean thoroughly. The client should notice you have been and be pleased with the results!
- If the client has left a list, or is using our "Client Instruction Checklist" start at the top and work through it. If you cannot finish in the time, leave a note for the client and let us know. Never rush the job.



## Star Rating System

So, how do we decide who to offer work to? We rate every cleaner with our star system. If the interview goes well and you are successful, you go onto our system with a star rating of 5.

How do you increase your rating? Simple - reliability, honesty, great standards of work, good communication and willingness to work.

Losing points is just as easy. Being unreliable, letting clients down, poor standards of work, bad communication or unwillingness to work. If your rating goes down, we'll think twice before we give you extra work. If your rating doesn't improve we may reallocate all your clients to another cleaner and no longer use you. We really can't afford to keep a cleaner that has poor standards.

We talk to clients constantly and use all their feedback in the rating system.

## Stealing Clients

On occasion, clients have approached our cleaners and asked them to work privately without the agency. Never do this. You will no longer be covered by our insurance, you will lose any clients you have and will never be offered any more work.

As you can imagine, after we have incurred the cost of getting a new client and recruitment expenses, the last thing we want is a cleaner to prove how disloyal they are by stealing our customer from us.

You have agreed on the application form not to steal clients from us. This is theft and we take this very seriously. We have no hesitation in taking legal action for loss of income.

# Insurance

Whilst you're working for our clients we provide important insurance cover in case of accidents or breakages. It's very important that you let us know any changes with the hours you work for clients so that we can adjust the cover.

## Sickness and Time Off

We all become ill from time to time but don't forget, even if you don't go, the client will still need a cleaner.

As soon as you know you won't be able to go to a client you must let them and us know about it.

First, call the client. If you know you'll be OK later in the week, ask the client if you can go on a different day. If you don't think you'll manage to go at all that week, apologise to the client and ask them if they want someone to cover that week, if so, ask them to call us directly.

So, what about holidays? Well the first thing you need to do is to give clients a week or two notice. Ask them if they would like us to arrange for a temporary cleaner during your holidays - if they want cover tell them to ask us directly.

Whether it's sickness or holidays, always give us a call and keep us up to date.

We expect you to discuss bank holidays directly with your clients. If you have a client on a bank holiday, please make arrangements to reschedule directly with the client. Do not just take the day off without discussing with the client!

## **Cleaner Development & MaidVersity**

As a registered cleaner, there are exciting development opportunities with us. We have created the world's first online training programme and qualification in the domestic cleaning sector. This initiative is called MaidVersity.

MaidVersity came about by our determination to increase the skill sets of cleaners and as the result of requests from clients. We encourage you to register and complete the programme. You can register here: [www.maidversity.co.uk](http://www.maidversity.co.uk)

We'll also call you regularly to check how you're getting on, we'll check all your clients, let you know of any feedback we've had and go through any holidays you have booked.

## **Stopping Cleaning for Maid2Clean**

We know that personal circumstances change and there may come a time you want to leave us for a new job. Whilst we will be sad to see you go, please be honest with us and let us know.

Please call us before telling any of our clients, we can then work out the best way to change over, and to arrange key return.

Finally, please remember our terms and conditions do not allow a client to continue with a cleaner for at least 18 months after terminating our contract. This also applies if it is you that leaves.

Your agreement with us prohibits you from working for any clients introduced by Maid2Clean except under a Maid2Clean contract. We may prosecute any breach of contract.

# Cleaner Portal

(where available)

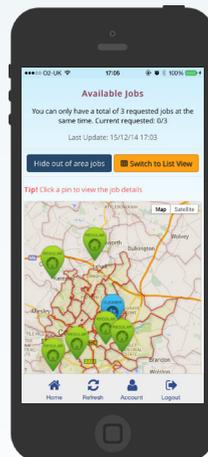
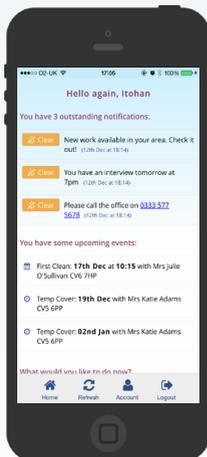
Your interviewer will have let you know if the Cleaner Portal is available in your area.

Our Cleaner Portal allows you to access many different features, in the palm of your hand:

- View, accept or reject available jobs in the area
- View your clients' details
- Manage your availability and work status
- Report any holidays or absences to us
- Contact your local office
- Receive notifications of new work available and upcoming events

If you have a smartphone you can download the App from your devices store – simply search for “Maid2Clean Cleaner Portal”. Otherwise you can access the portal directly on the internet by going to [www.cleanerportal.co.uk](http://www.cleanerportal.co.uk)

Simply register an account and you will be able to access all your details directly online!



# Sample Client Checklist

Below is a copy of a priority checklist that we make available for our clients. They may choose to leave this for you to work from, so please make sure you follow it fully.



## Client Instruction Checklist for ..... hours of Cleaning

Client: Please mark any tasks that should be completed and state their priority –  
 “A” priority (these MUST be done) or “B” priority (you would LIKE these to be done IF time allows)

POSSIBLE TASKS AND PRIORITIES, ONLY FILL IN THOSE REQUIRED	A or B	Cleaner Tick Done
<b>ENTRANCE AREA</b>		
Wipe skirting boards		
Wipe door clean		
Sweep/vacuum floors/carpets		
Mop floor (hard floors)		
Other:		
<b>LIVING ROOM</b>		
Dust picture frames		
Clean mirrors		
Wipe skirting boards		
Dust/clean fireplace (if applicable)		
Dust/wipe all surfaces		
Polish		
Sweep/vacuum floors/carpets		
Mop floor (hard floors)		
Clean window sills/ledges		
Clean under sofa cushions		
Clean windows		
Other:		
<b>DINING ROOM</b>		
Dust picture frames		
Clean mirrors		
Wipe skirting boards		
Dust/clean fireplace (if applicable)		
Dust chairs		
Dust/wipe all surfaces		
Polish		
Sweep/vacuum floors/carpets		
Mop floor (hard floors)		
Clean window sills/ledges		
Clean windows		
Other:		
<b>HALLWAY &amp; LANDING</b>		
Sweep/vacuum floors/carpets		
Mop floor (hard floors)		
Clean mirrors & picture frames		
Polish handrails		
Dust and wipe skirting boards		
Clean windows		
Other:		
<b>SPECIAL INSTRUCTIONS:</b>		

POSSIBLE TASKS AND PRIORITIES, ONLY FILL IN THOSE REQUIRED	A or B	Cleaner Tick Done
<b>KITCHEN</b>		
Clean hob		
Clean cupboard doors		
Wipe down appliances (fridge, etc)		
Clean all surfaces		
Clean sink & buff taps		
Clean windows		
Clean window sills/ledges		
Sweep/vacuum floors/carpets		
Mop floor (hard floors)		
Clean cupboard tops		
Other:		
<b>BATHROOM</b>		
Clean bath		
Clean sink		
Clean mirrors		
Clean shower inside/outside		
Clean all tiled surfaces		
Clean taps & buff up		
Clean toilets inside and out		
Sweep/vacuum floors/carpets		
Mop floor (hard floors)		
Clean windows		
Other:		
<b>BEDROOMS (state which ones to be done if not all)</b>		
Clean mirrors		
Dust picture frames		
Wipe skirting boards		
Dust / wipe all surfaces		
Polish		
Sweep/vacuum floors/carpets		
Mop floor (hard floors)		
Tidy beds		
Wipe window sills/ledges		
Clean windows		
Other:		
<b>EN-SUITES &amp; CLOAKROOM</b>		
Clean hand basin		
Clean mirrors		
Clean shower inside and out		
Clean all tiled surfaces		
Clean toilets inside and out		
Sweep/vacuum floors/carpets		
Mop floor (hard floors)		
Clean windows		

Please supply your cleaner with the relevant cleaning materials. **Health and Safety: DO NOT USE BLEACH**

# Weekly Earnings

	Hours	Paid
April		

	Hours	Paid
October		

May		

November		

June		

December		

July		

January		

August		

February		

September		

March		

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	Hours	Paid
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