



# Maid<sup>2</sup> Clean

Getting the best from our services

## Client 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.

# Welcome to Maid2Clean

Thanks for choosing us!

We know there's a lot of choice out there and we are very grateful that you have chosen us. We promise to do our best to make sure our service is all you expect.

Maid2Clean has been trading for over 25 years and has independent offices throughout the country. All our business owners are local and of course cleaners are local to you. You have the security of a large organisation with the very best systems and processes combined with a local service.

We understand that the business we're in is as much about personalities as it is about cleaning. Our cleaners are the face of our business and we do a great deal of work to find and vet honest and reliable cleaners.

We care about the environment. With local cleaners and no vans or materials, our carbon footprint is as small as it can be.

Please call us if you have any concerns - we welcome all feedback.



## How we work

Now that you've asked for our services, we'll be busy matching your requirements with our database of cleaners and selecting one for you.

We'll arrange for the cleaner to come and meet you so that you can discuss what's needed, and of course to make sure that you like each other. You can also discuss and agree a regular day and time for the service to begin.

We'll talk to you after the meeting and check that you're happy with everything. If not, then we'll do all we can to fix it, including choosing a different person for you. We're very aware of the importance of choosing someone that you like and that not everyone is suited to each other, so please be open with us if you have any concerns.

Once you're happy, that person will then be your personal regular cleaner. We'll explain later in this booklet what happens with absence and holidays, or if at any time you want to change to a different cleaner.

Our high level of contact with our cleaners is designed to highlight any problems with the service, but of course we'll also stay in touch with you as well.



## Agency Services and Fees

A big part of the service we provide takes place even before you've come to us. We're constantly advertising for cleaners and going through our strict interview and vetting processes to make sure that we can meet your needs at all times.

We constantly monitor the reliability and performance of all registered cleaners. All the feedback we get goes into our rating system so that you can be assured we've considered every detail that we can, before we recommend a cleaner to you. We make sure all feedback is passed to the cleaner and is used to improve their and our standards.

We closely monitor the market rates for cleaners along with things like minimum and living wage levels. Where we find it is becoming difficult to register good quality cleaners, we may increase the minimum rate the cleaner should be paid. Should this happen we will write to you with plenty of notice.

We provide public liability insurance which covers personal injury - without this you could find yourself liable in the event of an accident. We also provide breakage insurance on an indemnity basis only. It is not meant to cover minor accidents and in common with most insurances there is a £100 excess on the policy.

The Agency Fee is payable in advance, normally by monthly standing order or direct debit. You can rest assured that part of the Maid2Clean Guarantee is that if at any time we increase the agency rates, we will never apply this to existing clients.

Please never embarrass the cleaner by asking them to work privately outside the agency. Apart from being a breach of your contract with us, it can lead to cleaners losing their livelihood, and of course they would be uninsured.

## Our Cleaners

We maintain a large database of cleaners. All the cleaners who apply to us go through a thorough process before we contemplate sending them to any Maid2Clean clients. Cleaners are all self-employed so are responsible for their own tax affairs.

The process starts with the cleaner applying to us. We have an initial screening process to determine if they are considered the right type of person for the role.

Following this, we arrange to visit them at their own home for a more in-depth interview. As well as high cleaning standards, we're also looking for honesty, reliability and the ability to work on their own.



We complete the process by checking identity and address details, right to work, taking photographs and references. Less than 1 out of 10 cleaners who apply to us are accepted.

Once cleaners are on our database we will start offering them work. Although we do our best to match the right person to your needs, our process ensures that it's you that has the final say in who you take on.

We match cleaners to you using our proprietary matching system which considers a minimum of 9 factors.

## Materials and Equipment

The cleaner will use your materials and equipment. We work this way to ensure that only the products that you choose are used in your home. It's also much more hygienic to use equipment already in the home and of course it keeps the cost of the service down.

Please ensure that you have a good supply of materials for the cleaner to use and that they know where to find the vacuum etc.

Please do not ask the cleaner to use bleach, it can be a dangerous product and can also cause a lot of damage if misused. Our insurance will not cover damage caused by bleach.

## Keys

You may consider giving your cleaner a key to your house so that they can work whilst you are out. Often cleaners prefer to work alone as there are no distractions for them. This is entirely up to you.

We'll send you a key receipt for your cleaner to sign - please note that this arrangement is between you and the cleaner. The agency is not responsible for keys, we never even see them. Keys are never passed to anyone else and you can be assured that they will not be identified in the unlikely event they are mislaid.

We recommend you fit a security box outside the property to hold the keys. These have a combination lock, they're available for around £20 and mean that your keys never leave your property. It also makes it much easier if you ever have temporary cover. These are available online or from most DIY stores.

## Getting the best from your cleaner

We have a lot of experience in this business and have come across most situations so please don't hesitate to ask us if anything crops up that's not in this guide!

Please take the time when you meet the cleaner to explain clearly what you expect to be done and to discuss the time that will be needed. One of the most common problems we face is when not enough time is allocated for the work required.

The cleaner will do any tasks within reason that you want, but please ensure that all tasks are safe to do. If you prefer, you can leave a list, or we can supply you with a task sheet to complete. You can of course change the jobs you want done on each visit.

If at any time you're not happy with the standard of work, the first step is to go through this with your cleaner. Often these are simple misunderstandings which can be cleared up very quickly. If this doesn't help just call us, we'll be more than happy to send you a new cleaner. But please remember that it may take several weeks to establish a good cleaning routine.

You'll know already that you pay the cleaner separately to the agency. Please bear in mind that the cleaner depends on this as their income, so please ensure the money is left out on the day (unless you have made arrangements to pay by bank transfer).

If there's ever a time that, through no fault of the cleaner, they can't get in to your home to work or you have to cancel at very short notice, please compensate the cleaner for this. At very short notice it's unlikely we can find alternative work to make up the cleaner's earnings.

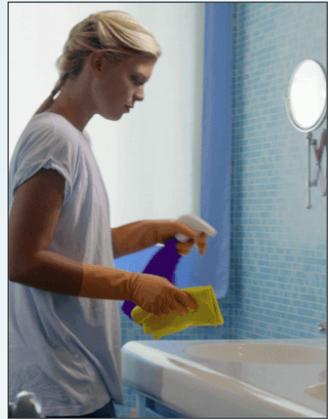
Finally, the rate that we suggest for the cleaner is a minimum guide - if you do find that the cleaner you have is a perfect match, you may want to consider a small pay rise after a few months.

## Absences and problems with your cleaner

All cleaners are instructed to call you if at any time they won't be able to make the regular appointment. If the problem is just with that one day or time, the cleaner will try to arrange a different time with you. If this isn't possible, or if they are likely to be off for a while, then we can offer you a temporary cleaner. Please note we don't do this automatically as we'd never send someone new to your home without your knowledge, so any time you need cover please call us and we'll arrange it for you.

Your cleaner should give you plenty of notice when they're going on holiday. If you need a temporary cleaner just give us a call and we'll arrange it for you.

If your cleaning visit falls on a bank holiday, we expect your cleaner to liaise directly with you to reschedule. If this is not possible, please contact the office.



Unfortunately, sometimes things just don't work out and there may come a time where you have problems with your cleaner's reliability or standards. All you need to do is call us! We will either resolve the problem for you, or change the cleaner, whichever you prefer.



# Frequently asked questions

These are some of the more common questions we're asked:

## **Why is the Agency Fee more than 4 weeks?**

The fee covers calendar months, which is slightly more than 4 weeks.

## **Can I pay by monthly invoice?**

No. We keep our costs, and therefore our fees, to a minimum by streamlining as many areas as possible, this includes payment. You can of course have a receipt for every payment and there is no charge for this.

## **What if I want to change the number of weekly hours?**

Just give us a call and we will adjust the insurance and send you out a new mandate. Hourly rates vary depending on the hours and are reduced for greater hours.

## **Do I get a refund if I don't use the cleaner?**

We allocate cleaner's time to clients and cover each client with our public liability insurance. As we can't use the cleaner for any other clients, the agency fee is still payable for any time you may choose not to have the cleaner in. However, the cleaner is only paid for hours worked.

## **What about times where my cleaner is sick?**

Unfortunately, this does sometimes happen and there will also be times when your cleaner is on holiday. Just give us a call as soon as you are aware you need a replacement cleaner. We do not do this automatically as our policy is that no-one will ever be in your home unless you have agreed to it. Many clients also prefer that their normal cleaner make up the hours at a later date. Naturally if we fail to provide a replacement after you have requested one, we will credit your account for the time missed.

## **Can I use my cleaner without going through Maid2Clean?**

Absolutely not. We spend a great deal of time and money sourcing and vetting cleaners. Our terms specifically prohibit the use of cleaners introduced by us without incurring agency fees. Cleaners are contractually bound not to work for you privately.

## Finally...

If you do ever need to cancel, you'll need to give us notice in line with our terms. As you would expect, after you cancel you are not able to use any cleaners introduced by Maid2Clean without becoming liable for agency fees.

We hope you find your time with Maid2Clean to be all that you expect it to be. We very much welcome all feedback.





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[www.maid2clean.co.uk](http://www.maid2clean.co.uk)