

Staff Terms & Conditions

1. What are the rules of working with Love Cleaning Solutions?

As an independent cleaner working with Love Cleaners Solutions there are five simple rules that we ask you to stick to:

- Keep a close eye on your mobile phones and emails also check your schedule every day in order to inform us of your available date/times - this way we will only send you work when you are free.
- Respond to all job requests we send to you as they will be sent to multiple people, so as soon as you receive the job request reply with a 'Yes' or 'No'. (We understand if you're unable to take a job - but you need to let us know either way!)
- If you accept and win a job, you **MUST** go to that job, **NO** cancellations will be accepted.
- Communicate with your customers to build and maintain good relationships with them. If you are ever running late to a clean, you must get in touch with them to let them know as soon as possible.
- Always let **Love Cleaning Solutions** know that your job is completed once you are done, and always make sure the client is happy with the job, finally ask if there is anything else to be done before you leave.

We understand that sometimes things go wrong and you may accidentally break one of these rules. We will give you the benefit of the doubt twice if you do, but on the third time, we may remove you from **Love Cleaners Solutions** - so please try your best to stick to these simple rules.

2. How can I confirm my payments?

- Once you have confirmed with Love Cleaners Solutions that you have completed the job via text or email, then we will charge the client.
- A cleaner is **NOT** permitted to take money from the customer at any cost.

The customer pays the money directly to Love cleaners solutions and we will then pay cleaner.

- The customer needs to pay **Love Cleaners Solutions** before we pay the cleaner, therefore if the customer has not paid **Love Cleaners Solutions** we cannot pay the cleaner.

3. What happens if my customer isn't happy with my cleaning?

- We encourage you to get your customer to check that they are happy with your cleaning at the end of the clean. That way there are no surprises for you and you get feedback there and then so you can rectify any mistakes.
- If your customer isn't happy with the clean we give them 48 hours to get in touch with us and let us know. If they aren't happy with their booking we ask them how much they are willing to pay for the clean. We'll then mediate between the customer and you to negotiate a fair payment for your time. We believe in transparency, so whatever the customer pays we then pass this onto you.

4. Why have I not been paid?

- Have you confirmed the payment? Make sure that you have confirmed your payment, just like we showed you during your interview. If you haven't confirmed a booking, we will not have charged your customer, so you won't have been paid. If you were late confirming a booking, your payment will also be late.
- Your customer may have an issue with their card. If this is the case, you will receive a notification from Love Cleaners Solution informing you of the issue and late payment.

5. Do I need to take cleaning materials?

Your booking will say 'Materials Required' if you need to bring materials with you. Please make sure you check the booking in plenty of time so that you can buy materials if you need to. It is best to talk to your customer before the clean and find out what products they may need you to bring.

If you aren't able to confirm with a customer what materials to bring with you we'd recommend bringing a basic cleaning kit including:

Microfibre Cloths

Yellow / Green Sponge

Marigold / Rubber Gloves

Limescale Remover

Toilet Descaler

Cream Cleaner

General Purpose Polish

Floor Cleaner

Airwick Air Freshener

6. How much should I spend on materials if they're required for a booking?

Love Cleaners Solution will pay you back for the materials that you buy if your booking requires you to take materials. We will add it to the amount that we pay you for the clean, so don't worry you will get the money back that you spend on materials. You don't need to worry about asking the customer for payment on the day either as we handle all that for you!

For one-off cleans, if a customer requires you to provide cleaning materials, we charge the customer an extra £1.50 for every hour you will be cleaning for them. We add this amount to your payment for the booking automatically. For example for a 3 hour clean we'll add £4.50 to cover the cost of materials for your booking.

For repeated bookings where a customer requires you to provide cleaning materials, we'll pay you a flat amount of £10 to go towards all the cleaning products you'll need. You don't need to provide a receipt - the payment for the materials will be added to your booking automatically.

7. What happens if I have a personal emergency, the same day I am supposed to be at a clean?

You need to call your customer and let them know because of a "personal emergency", you are unable to clean for them. You must also call the Love Cleaners Solutions team on **07426352764** and let them know you will not be going to your clean.

8. Can I take a friend or family member with me to a clean?

Under no circumstances are you allowed to take another person to one of your bookings. This includes children and babies too! Your customer has chosen and booked you, so will only be expecting you to turn up

9. I can't do everything the customer wants in the time allotted.

Don't fret! Sometimes customers are unsure of how much time to book. If you get there and there is more to do, than what can be done in the booked time, then the best thing to do is talk to the customer.

Let them know that there is not enough time to do everything they've requested. Ask your customer if they would be happy to extend their booking duration, so that you can get everything requested done.

If the customer does not want to extend their booking, then prioritise the jobs they would like done and start those first.

The main key is communication, you just need to talk to your customer.

10. What do I do if my customer wants me to stay longer?

If you are happy to stay longer at a booking then just let the office know and we can amend the booking duration.

Do not stay longer at a clean unless you have agreed this with your customer.

Do not accept cash for any additional hour you work, when we update your booking we will charge the customer for the full time that you work.

11. My customer's house is too dirty.

Talk to your customer, do not just leave the property without saying anything to them.

If you think the clean could be done, if you had more time, then talk to your customer and see if they are happy to extend the booking.

If your customer does not want to extend the booking duration, then ask them which tasks are the most important and concentrate on those first.

12. I don't want to work for my customer anymore.

Please let your customer and Love Cleaners Solution know that you are not able to clean for them anymore.

If you do not feel comfortable talking to your customer, then call the office and we can help mediate.

13. What should I do if something goes wrong during the clean?

Accidents sometimes happen, we all know that. If something goes wrong during your clean then you must inform the customer. When you speak with the customer work with them to try to agree how to resolve the problem.

If you can't get hold of the customer or you aren't able to agree with them how to resolve the problem then please contact Love Cleaners Solution. We will work with you and the customer to try to come to a resolution you both agree with.

Love Cleaners Solution has insurance to cover big accidents but there is a £250 excess charge and the minimum claim is £3000. We encourage you to buy your own insurance to cover small accidents if you don't have this already. You can buy this online for as little as £50 per year.

14. What should I do with a customer's keys if I no longer clean for them.

It is your responsibility to return any customer keys if you no longer clean for that customer.

You must return your customer's keys as part of your final clean or speak to your customer to agree how you will return their keys if you do not have any more booking with them.

If for any reason you have an issue returning your customers keys you **MUST** call the Love Cleaners Solution office and your customer to let them know.

15. How do I update my working hours?

If your availability has changed and you need to update your working hours then you can contact Love Cleaners Solution and we will help you to update your timesheet.

16. I am going on holiday, how do I let Love Cleaners Solution know?

You can let us know about your holidays by calling Love Cleaners Solution. Then we will schedule your holidays and let your client know.

17. I have an appointment, how do I add a busy time?

If you need to add in a busy time to your calendar, please email us at lovecleanerssolution@gmail.com and we'll pop this into your schedule for you.

18. I've got new bank account details, how do I update them?

No problem, all you need to send us an updated bank statement, just like the one you brought with you to your interview. You can either email us a copy of your bank statement or pop in to the Recruitment Office with this for us to update your details.

19. I'm not getting work in areas that I want

If you're not getting work sent to you in areas that you want then we can update your working areas for you. To get these changes, please email lovecleanerssolution@gmail.com and one of the team will be happy to update the areas you serve for you.

20. Note: Please read through carefully and understand as you sign and date.

By signing this form means you agree with the terms and conditions listed above

Signature:

Date: