


# Client Guide

# Welcome to the Home Maid

We are a family business based in Glasgow, providing carefully selected Cleaners for Clients seeking a quality regular cleaning service. Our role is the recruitment and introduction of your Cleaner, supporting and overseeing the service, insuring the cleaner, and providing replacement a Cleaner when requested (subject to availability).

Being self-employed offers our Cleaners the flexibility to work hours that suit their availability and encourages a high standard of service as they are directly responsible for the cleaning they provide. Through The Home Maid, cleaners also benefit from receiving regular work and a fair rate of pay.

## The key benefits of using The Home Maid:

- All cleaners go through our rigorous selection program
- Our clients get the same cleaner each time
- We take 2 written references from every cleaner
- We check 2 forms of ID from all cleaners
- We are highly selective in our recruitment and only accept applicants who meet our strict standards.
- All cleaners are vetted and checked for legal right to work in the UK
- All cleaners speak English and are easily contactable by phone
- Cover for sickness and holiday (subject to availability)
- A replacement cleaner if you are not happy with your cleaner
- Public liability insurance (excess £100)

# The Home Maid Cleaner

You are about to take on a new cleaner. We want it to be an enjoyable experience and with the support of The Home Maid, we are sure it will be!

Our recruitment process is highly selective, and only a small percentage of applicants are accepted onto our agency. Here is what we look for:

Cleaning standards – our cleaners have the highest cleaning standards, typically gained through domestic cleaning where attention to detail, consistency and reliability are essential.

Trustworthiness – we take two written references, ID and proof of address and check the candidate's legal right to work in the UK. We also take the time to get to know each Cleaner throughout the recruitment process.

Reliability – we make various demands of cleaners during the onboarding process and get a good indication of their reliability. If we have any doubts about a candidate, we will not take them on.

Work ethic – We always look for cleaners who demonstrate a conscientious and caring attitude. The fact is many of our cleaners enjoy cleaning!

Communication – it is vital that our cleaners understand their clients' needs, are communicative and easily contactable. This is something we pay close attention to during the recruitment process. And all of our cleaners speak English!

While all Cleaning Maids undergo our strict recruitment process, occasionally things may not go as expected. We are here to resolve any issues and put things right, so please let us know if you are not entirely happy with your cleaner.

# Meeting Your New Cleaner

Your details such as name, address, phone number and relevant job details will be passed to your cleaner who will then contact you to arrange a start date.

## Right to work and identity check

When we assign a cleaner, we will send you information needed to confirm their identity (e.g. photo, right-to-work check). When you meet the cleaner, you must check they are the person shown in the information provided. If their right to work check was completed using a birth certificate, please check their certificate and photo ID to ensure they are the person who was checked. If they do not match, please do not allow them to start work and contact us immediately. **Any documents or personal information provided about a cleaner are confidential. You must keep them secure and must not share them with anyone else.**

## Other things to do when first meeting a new cleaner

- Discuss your requirements, priorities and standards for the work
- Exchange phone numbers.
- Explain which products to use and how you want things to be cleaned, including sensitive surfaces such as floors, wood, leather, antiques etc.
- Discuss any safety concerns and important information (eg delicate items, surfaces, pets, the home itself, cleaning equipment etc.).
- Show where the first aid kit, stopcock, fire extinguisher, emergency exits etc. are and discuss anything else the cleaner should be aware of.
- Agree on the method of payment.
- Hand over keys and alarm codes where necessary.
- Agree how any unsatisfactory work will be rectified.

Please let us know your agreed start date or if there are any issues arranging one.

You are welcome to ask any questions you may have about your cleaner and carry out your own checks as necessary. We are happy to share client feedback and references on request. Remember, you have the final say on any cleaner you take on so if you do not feel completely happy with your cleaner, just let us know and we will be happy to assign someone more suitable.

We recommend using the task sheet provided, if you don't have your own written instructions. It is also advisable to commit the arrangements to paper - we have a sample 'Contract for Services' available on request.

Finally, we suggest giving a new cleaner a few weeks to settle in and become familiar with your requirements. If you have any questions, please get in touch.

# Your Cleaner

The Home Maid service is designed to make sure that you get the highest level of service and cleaning. In order to get the best from your cleaner, we recommend following these simple guidelines:

Please take the time to explain your cleaning requirements, your products and equipment, and any relevant safety information. Explain what you would like to be done along with any routines or methods you prefer. If you don't have your own instructions, please use our Task Sheet provided. Remember it can take a few weeks for a new cleaner to 'bed in' so feedback during the settling in period is usually helpful.

If you are unhappy with your cleaner for any reason, please discuss the issue directly with them in the first instance, if you feel comfortable to do so. We are here to help so just let us know if there is anything we can assist with or if you are unable to resolve the matter with your cleaner.

Please pay your cleaner regularly and on time by whichever arrangement you have agreed with them (most clients pay weekly). We recommend you keep a record of payments using the Payment Record Sheet provided.

Please ensure the cleaner uses only your products and equipment and that these are fit for purpose and safe for use.

Explain any alarm and security systems to your cleaner.

Please do not ask your cleaner to clean the building exterior or outside windows.

Stick as closely as possible to your agreed cleaning day and time and if you need to cancel or reschedule, please notify your cleaner as early as possible.

If you cancel your clean within 48 hours, or if your cleaner cannot gain access to your property through no fault of their own (e.g. a key was not left, missed appointment), we ask that you please pay the cleaner for their scheduled time

If you have a good Cleaner, you will want to keep them! We recommend that you consider reviewing the rate you pay your Cleaner each year in line with inflation and current rates. It is entirely at your discretion (and not an expectation), but some Clients choose to continue paying their Cleaner during holiday periods when cleaning is not carried out.

Please do not ask your cleaner to work more than the hours agreed between yourself and The Home Maid as this could mean the cleaner is not insured. If you

wish to change the scheduled hours – just let us know. Please remember our minimum agency fee is based on 2 hours per week.

Please remember we are here to help – if there are any issues you would like us to help with, please get in touch.

## Home Safety Guidelines

Please ensure your property is safe for the Cleaner to carry out their duties and free from any hazards or obstructions that could cause injury. If there is anything the Cleaner should be aware of, please let them know.

Any equipment used by the Cleaner must be safe and in good working order (e.g. no frayed wires or other faults). Please show your Cleaner how to use any equipment they will use, pointing out anything they should be aware of.

All cleaning products and equipment must be provided by the Client. Products must be stored in their correct containers, clearly labelled, and not mixed.

Please ensure the safety of your cleaner where pets are concerned. If there is anything the cleaner should be made aware of, please inform them.

Identify to the cleaner any surfaces that are fragile or require special attention and keep floors in safe condition and clear of trip and slip hazards.

For health and safety reasons, Cleaners can carry out work at height only where it is safe to do so. Ladders or step stools may be used if they are safe and suitable for the task. Cleaners may refuse work at height if they consider it unsafe.

Please show your Cleaner where safety items such as fire extinguishers, fire blankets, stopcocks etc. are located. Please also make your cleaner aware of the best routes of escape from your premises in case of emergency.

Please show your cleaner where you keep your first aid kit / provisions.

Please note, Cleaners may refuse any other work they consider unsafe.

For further details on Health and Safety please visit http://www.hse.gov.uk

# Cleaning Products and Equipment

We recommend products and solutions specific to the task (e.g. kitchen cleaner, toilet cleaner etc.) rather than multi-purpose solutions.

As the cleaner will use your cleaning products and equipment, please ensure all equipment is fit for purpose, in good working order and safe to use (e.g. no frayed wires, faults etc.). Products must be safe and suitable for the surface being cleaned, stored in original containers, clearly labelled and never mixed.

You may require polish and glass / window cleaner for windows and mirrors.

You will need kitchen towel and a range of non-abrasive cloths / sponges, dusters and long reach dusters for ceilings/high corners etc.

Depending on your floor type, you will need have a vacuum, indoor brush, dry/dust mop, wet mop and bucket. Cotton wet mops may shed lint and loop-ended mops perform better than cut-end mops.

In order to prevent cross contamination, please ensure your cleaner has separate cloths for the bathroom and kitchen areas.

The golden rule is to have your cleaner work from the cleanest to the dirtiest areas of the house, and to clean the kitchen before bathrooms and toilets.

Insurers are often unwilling to accept claims involving the use of abrasive cleaning materials or chemical cleansers. We advise not having these products in your home as they could cause damage. Non-abrasive micro-fibre cloths and surface-friendly cleansers are widely available.

# Your Agency

Our role is to identify your needs, assign a cleaner who matches them and oversee the ongoing cleaning.

We pride ourselves on the level of customer service we offer and we will always do our best to help with any problems.

## How we support you

Once we have introduced your cleaner, we will check in to ensure everything is going well, however please let us know at any time if you have any concern or if you are unhappy with your cleaner as a key part of our service is resolving any issues that may arise.

Where possible, we suggest discussing minor issues directly with your cleaner.
If this does not resolve the matter, or you prefer not to discuss it directly, just let us know. We can liaise with your cleaner regarding any performance concerns and can often help resolve problems. If you prefer not to continue with a cleaner, we will be happy to arrange a suitable replacement.

Please remember it can take a few weeks for a cleaner to settle into a routine and become familiar with your home. As long as requirements are clearly communicated, things should settle quickly.

## Replacement Cleaners

*Temporary replacement* – As your cleaner is self-employed, they will notify you directly of any absence (such as illness or holidays) and you can arrange make up cleans directly with your cleaner. If you require temporary cover from our agency, please get in touch as cover can only be arranged on request. We will always make every effort to provide a replacement cleaner when requested, however cover is subject to availability. If we are unable to find a replacement cleaner within 72 hours, we will issue a pro-rata refund of your agency fee. Unfortunately, we cannot offer backdated refunds where cover was not requested. We recommend meeting any replacement cleaner to ensure you are happy to take them on and to discuss your specific cleaning requirements.

*Permanent replacement* – If you decide you do not want a particular cleaner any more, please let us know right away and we will be happy to reallocate your job to a more suitable cleaner. And of course, if your cleaner moves on, we will be happy to reallocate your job to another matching cleaner.

## Insurance

Our cleaners are insured through our public liability insurance. Please note the following points:

In order to maintain your service, your agency fee we must be paid in advance by direct debit. If there is any change in the working hours, please let us know as failure to do so could invalidate insurance cover.

Your cleaner must use only your cleaning products, equipment and materials. The Home Maid does not accept liability for any damage caused by products or materials not supplied by the client, and such claims will not be covered by our insurance.

Neither The Home Maid nor its insurers shall be liable for the first £100 of any claim or for any claim of £100 or less in value.

You must ensure that your household policy or other insurance adequately protects you from liability in case of a personal accident claim by the cleaner.

We do not accept liability for theft of belongings.

Any damage caused by inappropriate materials (e.g. abrasive cloths or cleansers) as 'contributory negligence' will not be met by our insurers. We recommend using non-abrasive cloths, cleansers etc. instead.

Neither The Home Maid nor our insurers accept liability for keys. We recommend you get your cleaner to sign the Key Receipt form provided.

### If something has been damaged, please follow these steps:

1. Speak with your cleaner to find out what has happened and try to resolve the matter directly. As our cleaners are self-employed they may have their own insurance.
2. If you are unable to resolve the matter directly with your cleaner, please contact your home insurance provider as you may be able to claim on your home insurance policy.
3. If the first two methods are not successful, please let us know and we will be happy to pass the matter to our insurer. However, the first two methods above must first be exhausted before a claim can be made on this policy.

Insurance cover is subject to the terms, conditions and exclusions set out in the policy. The client shall be bound by such terms, conditions, and exclusions.

## Terminating your service

If you wish to end your service, we just require one month's written notice by email to help@thehomemaid.co.uk. Please note that notice should be emailed directly to the office and our cleaners are unable to accept cancellation requests.

## Finally

Please remember that, whether you are arranging cover, a change in hours, or any other request, always contact us directly. Information passed to your cleaner may not always reach our office, and contacting us directly ensures we can assist you properly.

# Frequently Asked Questions

## Why do I pay The Home Maid and the cleaner separately?

As our cleaners are self-employed, they are paid separately from the agency. We advertise a combined typical hourly rate so that clients can compare the hourly cost against other service providers. You pay your cleaner the majority of the advertised rate for carrying out the cleaning, and you pay the agency fee for our service, which includes recruitment and introduction of your cleaner, replacement cleaners when required, insurance, and ongoing service management. Please remember to contact the agency directly for any changes.

## Do you offer replacement cleaners if my cleaner is off sick or on holiday?

Of course - we will always do our best to arrange cover for you however it is subject to availability at the time. Please remember to email or call if you require cover and allow up to 72 hours for us to arrange a replacement cleaner.

## Will you refund my agency fee if my cleaner cancels or is unable to work?

If a replacement cleaner has been requested and we are unable to provide cover, we will of course refund your agency fee for any missed cleans. Unfortunately, we are unable to issue refunds if no cover was requested.

## Is there a notice period to terminate my contract?

We just require just one month's notice to end your agency agreement. Please email this to help@thehomemaid.co.uk.

## What happens if I am unhappy with the service?

Occasionally, a Cleaner may not be the right fit for a Client or an issue may arise. If you are unhappy with your Cleaner for any reason, we suggest discussing the matter with them directly in the first instance. We are always here to support you, so please let us know if we can assist. This could be by liaising with your Cleaner to help put things right or arranging a more suitable Cleaner for you.

## Do you refund the agency fee if I am not happy with the cleaning?

As cleaners are self-employed, they are responsible for the standard of cleaning they provide and for putting right any issues. While we are unable to refund the agency fee or payments made to the cleaner for completed cleans, we recommend discussing any concerns with your cleaner – and please let us know if we can assist. If we are reallocating your job to a new cleaner and there are any missed weeks between cleans, we will of course refund your agency fee for those weeks.

## How can I trust the quality of my cleaner?

Our rigorous recruitment process ensures we only accept quality cleaners with relevant experience who are reliable, responsible, and settled in the community. All candidates provide a minimum of two references, ID, and proof of address. We encourage clients to ensure they are happy to accept any cleaner introduced and invite you to view your cleaner's references and to contact us to discuss the match and ask any questions about the Cleaner assigned. It is in everyone's interest that the right match is made - if you are not happy with your cleaner, please let us know.

## Do I pay the agency when I don't require a cleaner?

The agency fee remains payable if you cancel or do not require your Cleaner. Our fee is based on the contracted hours and is not affected by the actual number of hours worked by your Cleaner.

## Can my cleaner send a replacement?

As self-employed workers, cleaners have the right to provide their own substitute, however for security and insurance purposes, we strongly recommend that replacement cleaners are requested through The Home Maid.

## Can I cancel my contract with The Home Maid and employ the cleaner directly?

We are a family business and invest significant time and expense into the recruiting and introducing quality cleaners. To protect our business, our terms and conditions stipulate that clients may not employ or engage the services of a Cleaner introduced by our agency directly for 12 months after the end of the contract. A fee equivalent to 12 months' agency fee would apply in such cases (please see our Terms and Conditions for details).

## Do I have to give notice to the Agency if my cleaner resigns or if I am unhappy with my cleaner?

If your cleaner resigns, please let us know and we will be happy to reassign your job to another Cleaner. If you are unhappy with your current Cleaner, please let us know immediately so that we can resolve the issue or offer you someone more suitable. A key part of our service is helping to ensure continuity and resolving any issues that may arise. If you choose to end your contract, the standard notice period would apply.

*Please see our website for a comprehensive FAQs list.*

# Customer Service

| | |
|---|---|
| Phone | 07376 353 243 |
| Email | help@thehomemaid.co.uk |
| Web | www.thehomemaid.co.uk/glasgow |

**Our office hours are**

Monday 8am - 4pm
Tuesday 8am - 4pm
Wednesday 8am - 4pm
Thursday 8am - 4pm
Friday 8am-2pm

We may update this booklet from time to time and will notify you of any changes in writing.