



# Angela's Cleaning Services Contract

Name..... (the "Client")

Address.....

.....

Number.....

**Angela's cleaning Services**

**33 Rokesley road Dover**

**CT16 2EH**

**07871503660**

## **Terms and conditions.**

1.1 Subject to the terms of this Terms of Service, Angela's Cleaning services agrees to provide Domestic Regular Cleaning, End of Tenancy Cleaning, Move In/Move out Cleaning, After Builders Cleaning or Ironing services to the Customer at an address specified by the Customer (the "Premises").

1.2 The Service will be for such cleaning tasks/types as agreed with the Customer at the time of booking.

1.3 Angela's Cleaning services will provide one or more cleaners (the "Cleaner") to attend the Premises to provide the Service at a time and date mutually agreed between the cleaners and the Customer (the "Service Time").

1.4 Angela's Cleaning services endeavours to provide the Service faithfully, diligently and in a timely and professional manner.

1.5 Angela's Cleaning services will ensure that Cleaners introduced will hold the legal right to live and work in the United Kingdom. All cleaners introduced will have a current DBS and insurance.

1.6 For Services such as End of Tenancy or Pre-Tenancy cleaning, After Builders, Move In, Move out Cleaning, One-Off Deep cleaning, Angela's Cleaning services will provide cleaning materials and all types of equipment. All cleaning types of equipment are safe and in full working order. Specialised surfaces that require specific treatments/ chemicals will have to be communicated to the cleaners and provided by the customer if the product is not within our standard cleaning kit.

1.7 If an estimate is given on how long it will take our cleaners to do the job, this is only an estimate based on the average time it takes to clean a home of similar size, so any additional cost will be discussed with you if necessary.

1.8 It is difficult to estimate precisely how long the job may take, and a degree of flexibility

may be required.

1.9 each of our cleaners are provided with a work uniform and appropriate personal protective equipment for specific tasks.

2.0 We do provide our services to clients who are not home. A key can be either given to the cleaners or kept in a lock box at the property, all codes must be presented prior to the cleaning contract commencing.

2.1 CCTV must be declared to Angela and the cleaners be made aware of the camera locations and if they will be active during the cleaning service.

2.2 If the client works from home please make sure Angela and the cleaners are made aware of all restrictions and requirements to ensure there is minimal disturbance to your work time.

2.3 client is required to keep the property to an acceptable level of cleanliness between booked appointments to maintain agreed working times for cleaners. Failure to keep the level of cleanliness may result in additional charges (deep clean ) to bring back the property to a manageable standard of cleanliness.

2.4 Use of medical equipment such as specialised and controlled medication and equipment such as needles and sharp boxes must be kept in a designated area during the clean to prevent any damages or harm to the cleaners and or the medication/ equipment,. This must be declared to Angela if you the client have these items on the property.

2.5 Removal of curtains, drapes, table/chair coverings must be removed by yourself prior to cleaning and arranged with the cleaners at the start of there shift.

Any complaints regarding any damages to your property or appliances in your property must be reported within 24 hours written by email (Angelascleaningservices99@gmail.com), including photos or proofs. We will not consider any complaints about damages reported after 24 hours or if someone else has been on the property except for you - the Customer. We will not be held liable for work not completed or not achieved to a good standard if third parties are present on the property when our cleaners/team are working and carrying out the job or if third parties have been on the property before the Customers' checks.

Regular domestic cleaning is an hourly service calculated based on the property layout. If, for any reason, you select lower hours than hour software-recommendation calculated time, none of the complaints will be accepted. If you choose the recommended time or even more hours, then we will be responsible to come back and redo the cleaning to the maximum possible standard that can be achieved for free.

## Customer expectations and requirements

The Customer is required to:

Provide a safe working environment at the Premises for the Cleaner to perform the Service.

The Cleaner will have unencumbered and unobstructed access to those areas of the Premises requiring the Service.

Provide the Cleaner with access to all services and utilities (including hot and cold water, electricity, and rubbish bins) as required for the Cleaner to for fill service requirements.

The client agrees to behave nicely to the Cleaner and treat her/him with respect and in a

professional manner. Any inappropriate language or advances will result in immediate suspension of the contract following a investigation.

If the Customer requires the Cleaner to clean behind or under any heavy items (e.g. a fridge, bookshelf, or other furniture), the customer will be required to move those items before the commencement of the Service. and it will secure or remove any fragile, delicate, breakable or valuable items, works of art, antiques, or items of sentimental value before the commencement of the Service.

Fridges and Freezers must be thoroughly defrosted before cleaning can start. Kitchen cupboards must be emptied before cleaning can start. They will not be covered by the terms if this is not the case. Ovens must be in a condition that will enable thorough cleaning with standard professional chemical products.

We will do our best to ensure your electrical appliances, microwave, oven, fridge/freezer, are cleaned to a high standard. However, if they have not been cleaned since they were purchased, we won't be held liable for ingrained dirt that cannot be shifted using standard professional chemicals.

The Customer agrees to inform Angela's cleaning services of any change of house/flat alarm code or key changes.

The Customer agrees to inform us at least 7 days' notice should they be taking a holiday/do not require the Cleaner to work over this period.

**A minimum of 48h is required if the client wants to cancel a clean other wise, they will still be charged.**

## **Outlay of regular cleaning tasks**

### **Hallway**

\*Clean all easily reachable surfaces.

\*Clean all mirrors and glass fixtures.

\*Clean all floors (hoover and mop)

\*Empty bins.

## **Whole House**

- Dusting
- Remove cobwebs
- Vacuum all carpets
- Clean mirrors and glass surfaces
- Wipe window sills
- Clean glass doors
- Clean prints on windows/doors
- Wash all floors
- Clean skirting boards

## **In The Bathrooms**

- Clean/sanitize sinks
- Clean/sanitize baths, shower, toilet
- Clean mirrors
- Tidy shampoo bottles, etc.
- Wash Floors
- Clean/dust radiators
- Remove hair from shower drains.
- Clean shower screens

## **In The Kitchen**

- Clean all counter tops
- Clean outside/inside microwave (subject to satisfactory standard of hygiene)

- Wipe down cabinet facings (dry wipe as not to leave water marks)
- Clean all appliances outside
- Polish stainless steel appliances
- Clean glass doors
- Clean/sanitize/polish sinks
- Wash floors

## Payment terms

We accept the following payment methods from The Customer:

- Cash, Bank transfer; weekly/fortnightly or monthly standing orders, cheques  
Made payable to Angela's cleaning services
- The Customer agrees to pay for every hour of service carried by the Cleaner and as initially agreed in the confirmation meeting.
- Preferred payment should be made on the day of the clean.
- Payment should be no later than 7 days after a clean. Angela's cleaning services reserves the right to charge the Customer a late payment fee of 20% for any overdue Payments.

We reserves the right to stop the cleaning services provided to the Customer in case of missing payments for any recurring service.

**1hr clean per team is £34**

**1hr/half clean per team is £51**

**2hr per team is £68**

All costs for non-regular services such as:

Oven clean, Removal of rubbish or jobs outside of standard cleaning will be charged as an extra cost and are subject to price quotation carried out by Angela.

Angela's cleaning services agrees not to share any information provided by the Customer with any third party not directly involved in the provision of the Service.

Payments can be made to:

**Angela's Cleaning Services**

Account number      50145459

Sort code              20-54-25

By signing this you agree to our terms and conditions

Signature .....

Print name .....

Date.....