

## Memorandum of Understanding

May 2017

The following policy sets out an understanding between us (Heart Cleaning) and you (The Client).

References to "we", "us" and "our" are deemed to be references to Heart Cleaning. References to "you" and "your" are deemed to be references to you, The Client. References to the "Clean" are deemed to be references to the service we provide to you, The Client, as agreed before engagement.

It is our belief that by discussing these points ahead of engagement, we can remove any potential misunderstanding, providing both parties with a mutually respectable relationship.

- ♥ Primarily, the security of your property is our number one priority. We are aware that you have allowed us access into your personal home, entrusting us with the task of keeping it clean. If you have provided us with keys to your property, your individual cleaner will keep these secured in their own property at night. Your address is not stored with these keys so cannot be identified by anyone else.
- ♥ All staff are full time employees of Heart Cleaning. National Insurance contributions, PAYE and Employers' Liability Insurance are all taken care of under our in-house administration practices.
- ♥ Our staff are fully insured with a public liability of £1,000,000. Should you wish to view our policy details, please visit our website [www.heartcleaning.co.uk](http://www.heartcleaning.co.uk). If you do not have internet access, please advise us and we will be happy to provide you with a hard copy.
- ♥ Our ongoing training and working practices are designed to ensure that we comply with all applicable Health and Safety regulations/legislation.
- ♥ Our Clean will be based around a discussion with you to ascertain your requirements – however unless otherwise agreed, our cleaning involves a thorough top to bottom dusting, wiping, vacuuming and mopping of all rooms. Bathrooms and Kitchens will be thoroughly cleansed.
- ♥ We are happy to dynamically change your service to undertake specific tasks for example heavy cleaning, washing-up or linen change, general tidying or an

added 'helping hand'. Simply leave a note for your Cleaner in your Handover File.

- ♥ We know that some tasks can be particularly labour intensive and that you may not require them every time we visit. For example pulling out of beds and sofas (where appropriate), the wiping down of walls, cleaning of interior windows. We are happy to schedule these to ensure they are completed as regularly as you require. Please let us know your requirements.
- ♥ At Heart Cleaning we also offer an Ironing Service. Should you require the Ironing Service during your booked Clean, simply leave a message in your Handover File for your Cleaner. Furthermore, we offer an alternative Ironing Service where your ironing will be collected and dropped off during agreed time slots. For further information and prices, please contact us.
- ♥ To ensure you get the maximum benefit and results from our time and services, we are happy to work with you in prioritising areas of focus. This will then be documented in your Handover File with specific instructions for your Cleaner.
- ♥ Should you have any specific items that you do not wish to have cleaned, or require cleaning in a specific way, please advise us at the start of engagement. Conversely, we also reserve the right (with prior notice) to advise you of items that we are not willing to clean, for example due to high financial or sentimental value.
- ♥ In all cases we use your appliances and cleaning products, but our own cloths for your Clean. However, we do carry an emergency pack of products in case you have run out. Please note, in this instance it is your responsibility to advise us if we must not use our own products due to allergy/personal wishes.
- ♥ We will arrive on a specified day/date and time (within half an hour, allowing for traffic delays etc.) as agreed.
- ♥ Our staff will not eat, drink or smoke in your home.
- ♥ For safety reasons, we ask that you keep all cleaning products in their original bottles.
- ♥ We will invoice you on the 1<sup>st</sup> of every month. Payments may be made by cheque, direct debit, bank transfer or BGC. Please ensure that all invoices are paid within 14 days of issue.
- ♥ If invoices are still outstanding after 14 days of issue, we reserve the right to charge a late payment fee of £25.

- ♥ If your scheduled service day falls on a public holiday, we will generally not clean for you that day unless by prior arrangement.
  
- ♥ We would like to keep in regular contact with you in order to ensure that you get the best possible service from Heart Cleaning. Please feel free to contact us by telephone, text or using the website [www.heartcleaning.co.uk](http://www.heartcleaning.co.uk) with any issues or feedback, good or bad. Please give us the opportunity to correct or improve on anything, however insignificant you may feel it is.
  
- ♥ Your Obligations:
  - To pay promptly for all cleaning hours provided.
  - To provide a safe working environment for our staff, e.g. safe electrical appliances, securely fixed wardrobes, cupboards, shelves etc.
  - During the period of this agreement and for a period of 12 months after the termination of this agreement, the client will not employ any staff that has been employed by Heart Cleaning.
  - Please ensure that access is provided.
  
- ♥ Although we will do our best to accommodate your requirements, we reserve the right to charge you the following rates for cancellations:
  - More than five days – no charge
  - Less than five days – charge one hour
  - Less than one day or if our Cleaner cannot gain access to your house – full charge
  - We asked that you give us at least 2 weeks notice if you wish to terminate our services.
  
- ♥ Please note that we will store your personal information for private internal use and marketing fulfilment. However, we guarantee we will at no time trade, sell or otherwise distribute these details outside of Heart Cleaning. We also declare that all details are held on our fully password protected and encrypted computers. All staff have been specifically instructed to respect our customers' privacy.
  
- ♥ At Heart Cleaning we appreciate that you and your Cleaner will get to know each other and we encourage this. If however your Cleaner is not available due to illness or holiday we will do our best to provide another Cleaner with no notice as we believe it is important that your home is cleaned by us when we say it will be. If, however, you do not want another Cleaner and would prefer to accommodate unavoidable and scheduled absences of your personal cleaner please advise us.

- ♥ From time to time we may update this Memorandum of Understanding by posting a new version on our website. You should check [www.heartcleaning.co.uk](http://www.heartcleaning.co.uk) occasionally to ensure you are fully aware of any changes. You will be deemed to have accepted a variation if you continue to use our services after any update has been posted.
- ♥ By paying your first invoice means you agree to this Memorandum of Understanding.
- ♥ The date of the current Memorandum is shown clearly at the top of this page and will be reviewed no later than January 2014.