



ballitokzn@rentamaid.co.za
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K Bechoo t/a
RENT A MAID BALLITO
FRANCHISE

Shop 2- 1st Floor
Autozone Bldg
1 Douglas Crowe Dr
Ballito

Thank you for contacting **Rent A Maid SA**, proudly Durban's market leader with more than 25 years experience. Our Head Office is in Hillcrest, Kzn and branches are located in Glenwood, Hillcrest, Pietermaritzburg, Randburg and Cape Town. The company also supports 19 franchises in Kzn, Gauteng, Mpumalanga, North West and the Western Cape (www.rentamaid.co.za).

CASUAL CLEANING (WE EMPLOY YOU HIRE)

Since Rent A Maid is the employer our customers avoid the risks of employment and hire with peace of mind. We cover staff wages, uif, annual leave, sick leave, maternity leave, family responsibility leave and injuries on duty. Our customers have the flexibility to stop the service as required at no cost.

We criminal check staff prior to employing and will not only fund the cost of a polygraph test if a customer suspects theft and the test indicates that the cleaner is guilty, but will assist in the recovery of any missing goods.

Dismissing your own employee unfairly will result in CCMA action. She or he is Rent A Maid's employee so Rent A Maid will face the CCMA.

Rent A Maid will supply a replacement cleaner if you are in any way dissatisfied with your current cleaner's performance, a luxury you don't have as an employer.

In addition, should you decide to employ instead of contracting Rent A Maid you will be obliged to give three warnings for the same offence within six months before dismissing your employee. By using Rent A Maid you leave this to the company to discipline, warn and reassign her.

PERMANENT PLACEMENTS (WE SOURCE A CLEANER FOR YOU TO EMPLOY)

Since Rent A Maid interviews many job seekers we are in a position to register quality staff. Our screening experience enables us to select those we consider to be efficient, reliable and trustworthy giving our customers value for money and the peace of mind required. Please request/obtain online separate documentation to order the service.

SPRING CLEANING

Rent A Maid's spring cleans are supervised and we offer a competitively priced full day service with most new spring cleaning customers having been referred by current customers. Please request/obtain online separate documentation to order the service.

Website www.rentamaid.co.za

Facebook Please "like" us at <https://www.facebook.com/RentAMaidSouthAfrica> to be eligible for competitions, specials and promotions

DAILY CASUAL RATES

Prices will increase on 21 September 2016

Registration Fee	R 20	(Once-off charge to new customers) Waived if three or more days are ordered and paid in advance.
Domestic Maids / B&B's	R170	8.30-3.45 Peak period + R10 from 4Dec to 13Jan annually
Domestic Maids (Sun/Pub holidays)	R300	8.30-3.45
Companies & Body Corporates	R205	8.00-3.45
Companies & Body Corporates	R170	8.00-1.00

Discount available - R7 per day to customers using the service on a regular basis four or more times per week.

Annual vacation - Our office will close on 22 Dec 2016 and re-open 3 Jan 2017.

*** DOMESTIC / BED & BREAKFAST CUSTOMER DETAILS *** (please print clearly)

Title First Name (or contact of B&B).....

Surname (or name of B&B).....

Address at which the service is required
.....

..... Street Code

Postal Address Postal Code

Tel : home work

cell fax

E-mail address for statements

(Domestic customers please do not complete section below)

***** BODY CORPORATE / COMPANY / OTHER CUSTOMER DETAILS *****
(Pty/cc/BodyCorp/Sole Prop/Ptnr/Oth)

Customer Name

Contact person* Telephone
*contracting on customer's behalf

Company / CC reg. no (ID if Sole prop/ Ptnr)

Cleaner's Working Address
.....

..... Street Code

Postal Address Postal Code

Tel : Fax :

E-mail address for statements



*** **BALLITO ORDER** ***

I wish to hire a : **Maid / Office (Complex) cleaner** (ring appropriate service) initially on the following date(s).....

I shall pay upfront by: INTERNET TRANSFER, BANK DEPOSIT (fax us proof please) or OTHER(ring appropriate answer please)

New customers are required to pay an additional once-off **registration fee** of **R20**. (Waived if three more days are ordered and paid in advance). Should I use the service in future, I am considering the following regular days (but this could change): *Required because your cleaner must be available on those days in future.*

MONDAY	TUESDAY	WEDNESDAY	(ring future
			day(s) please)
THURSDAY	FRIDAY	SATURDAY	

Please **pay in full in advance for all days booked up until the 20th**. Regular customers are invoiced on the 21st of each month for the next month (21st - 20th).

The **statement** e-mailed/faxed at month end on about 3rd should please be paid **a few days later by the 7th (payment in advance for 8th to 20th)**. If the service is interrupted on your cleaner's regular day (for which you have already paid) you can either leave your account in our books in credit, or **request a refund**. An electronic transfer to your banking account will follow shortly thereafter.

To avoid the inconvenience to you of our cleaner getting lost, **NEW CUSTOMERS ARE REQUESTED TO COLLECT THE CLEANER** from our offices on **DAY ONE ONLY**. From **DAY TWO**, the same cleaner will find her/his own way to your home. Unless your home is within a kilometer of the taxi/bus drop-off, **please fetch and drop off our employee on that route**.

E-MAIL ballitokzn@rentamaid.co.za the 5 requirements below:
Pg 2 , Pg 3 , Signed conditions of service, Copy of ID doc Proof of Payment.

Please liaise with franchisee, **Kubashni**, on **032 - 946 2559** or **084 851 4422**.

BANKING DETAILS

BANK	ABSA
BRANCH CODE	632 005
CHEQUE ACCOUNT	408 615 1178
NAME	K BECHOO (t/a Rent A Maid Ballito)

Please sign the attached conditions

RENT A MAID – TERMS AND CONDITIONS OF SERVICE

- 1. **RE-ORDERING** - Customers wishing to hire the same cleaner after day one, should place further orders with management and **NOT** with our cleaner, as she/he may already have been assigned to another customer.
- 2. **CANCELLATION** - Customers will be required to pay a fee of **half the daily tariff** if an order for a cleaner is cancelled after 2pm on the day prior to the cleaner being assigned. A cleaner already assigned might not be reachable after this time. The cleaner is reimbursed for transport and time spent. Every effort will be made to contact the cleaner to avoid this charge.
- 3. **PAYMENT TERMS** - Customers are required to pay the company and not the cleaner. Since **RENT A MAID's** sales month runs from the **21st** of the current month to the **20th** of the following month, regular customers should please ensure that payment for **the full month** reaches our banking account mid-way **by the 7th**. Note that the **service could be suspended if payment does not reach RENT A MAID by the 7th**. Effectively, customers will receive credit from the 21st to the 7th and pay in advance from the 8th to the 20th. Customers' accounts may remain in credit for days on which the service was not supplied and for which they have paid in advance, or a refund can be requested. New customers, once-offs and casual customers are required to **PAY IN FULL IN ADVANCE** for all days up to and including the **20th**. A once-off **registration fee of R20** is payable by new customers. This fee will be **waived** if a customer orders the service for **three days** or more and **pays in advance**.
- 4. **PAYMENT METHODS** - **Bank deposits** or **electronic transfers** with clear references are the required methods of payment. To ensure that **your** statement of account in our books is credited, please **remind the teller** to capture your name as reference (on the lower right hand side of the deposit slip) as **they often neglect to do so**. Should we be unable to identify the depositor, we are charged by ABSA for this information. Please fax or e-mail your **proof of payment** to our offices.
- 5. **PLACEMENTS** - Customers are requested **NOT TO OFFER EMPLOYMENT** to our staff. Since the screening process of every **RENT A MAID** cleaner is thorough and costly, a placement fee of **R6 000*** payable within a week of invoice date, will be charged. We do not promote the placement of our **RENT A MAID** cleaners, but will however **discount** this fee to **R3 500*** if our offices are given a month's notice by a customer wishing to employ our cleaner. Payment of the latter is **due two weeks before** placement and the **customer is required to collect the new employee from our offices on day one**. We have a separate placement division with its own placement register and customers are requested to follow this route to save on costs and avoid an unpleasant situation. Should a customer / previous customer purposefully conceal the fact that a **RENT A MAID** staff member has been, or is being privately employed by that customer in any capacity, whether that employee is still currently employed by **RENT A MAID** or has resigned, absconded or even been dismissed on a full-time or casual basis, or is being hired from a competitor within a period of **6 months** from the last day on which that customer hired that **RENT A MAID** employee, **RENT A MAID** will charge the **full placement fee of R6 000***. We act harshly against previous and current customers who adopt this practice and instruct our attorneys to sue if the fee is not paid. Customers are **URGED TO NOTIFY RENT A MAID** of any employment intentions, to avoid an investigation if it is **suspected** that an undisclosed placement has occurred. **RENT A MAID** reserves the right to carry out an investigation if it is suspected that a cleaner might be working privately for a customer / previous customer while in **RENT A MAID's** employ, or if a customer discontinues use of the service and this coincides with that cleaner absconding or resigning shortly thereafter. (* excluding VAT)
- 6. **OUTSTANDING PAYMENTS** - In the event that a debt / placement fee is not paid timeously, the customer will be liable for interest thereon at 2% per month from invoice date, as well as all tracing and/or legal costs incurred by **RENT A MAID** on attorney and own client basis, once the debt is handed over to its attorneys for collection.
- 7. **WORK HOURS**
 - Domestic :** Monday - Friday **8.30am – 3.45pm** Saturday **8.00am - 3.15pm** (30 min lunch break)
(customers are to provide a small lunch meal please)
 - Corporate & Body Corps:** Monday - Saturday **8.00am - 3.45pm** (total of 75 min breaks)
(customers are **not** obliged to provide a lunch meal)
- 8. **SURETY** - Should the customer be a sole trader or a close corporation, the owner/sole trader or member of the close corporation hereby binds him/herself in his/her personal capacity as surety for a Co-Principal Debtor in solidum with the customer of all his/her/its obligations under this agreement.
- 9. **INDEMNITY** - **RENT A MAID** hires its employee to a customer at that **customer's risk** and thus accepts no liability for damages or losses. Although staff is well screened prior to employment and thefts seldom occur, **RENT A MAID** will supply all necessary info if theft is suspected. Despite Rent A Maid's willingness to prosecute to maintain credibility, the SA Police insists on the "victim" (customer) laying the charge. The customer also indemnifies **RENT A MAID** against any claim which might arise.
- 10. **RENT A MAID** reserves the right to increase fees annually on **21 September** and to amend the Conditions of Service. Although Government increases domestic wages on 1 December, cleaning staff will receive their increases on 21 November. Such changes will override the fees and conditions prevailing when a customer first registered as a service user with **RENT A MAID**. Customers will be notified of any amended conditions and those conditions will always appear on the back of invoices.

I accept **RENT A MAID's** Terms and Conditions of service above : Signed

Print name Date/...../ 20.... I D Number

Kindly supply a copy of the photo page of your ID document to verify your ID number (companies to supply proof of registration)