

# RENT A MAID®

www.rentamaid.co.za

bluff@rentamaid.co.za  
Cell 083 703 5577  
Landline 031 466 3905

Ganmic CC t/a  
**RENT A MAID BLUFF**  
FRANCHISE

385 Lighthouse Road  
Rawson Office  
Bluff 4052

Pg 1 of 6

Thank you for contacting **Rent A Maid**, proudly Kzn's market leader with more than twenty five years' experience. Our Head Office is in Hillcrest, Kzn. The company operates 4 company-owned branches and supports 24 franchises in KwaZulu-Natal, Gauteng, Mpumalanga, North West and the Western Cape.

## 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 our staff wages, UIF, annual leave, sick 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 arrange independent polygraph tests if a customer suspects theft. 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, not our customer.

**Rent A Maid** will supply a replacement cleaner immediately 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 on our website separate documentation to order this 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 on our website separate documentation to order the service.

Website www.rentamaid.co.za  
Facebook RentAMaidSouthAfrica

## DAILY CASUAL RATES

**Registration Fee** **R20** (Once-off charge to new customers)  
Waived if three or more days are ordered and paid in advance.

**Domestic Maids / B&B's** **R155** 8.30-3.45 Peak period **+R10** from 4Dec-13Jan annually

**Domestic Maids (Sun/Pub holiday)** **R270** 8.30-3.45

**Domestic Gardeners** **R165** 8.30-3.45

**Companies & Body Corporates** **R195** 8.00-3.45 Peak period **+R15** from 4Dec-13Jan annually

**Companies & Body Corporates** **R165** 8.00-1.00 Peak period **+R15** from 4Dec-13Jan annually

**Delivery charges\* (if required)** **R70** within 6kms of our office **R80** greater than 6kms

\* Morning delivery only and not afternoon collection. We do not deliver on Saturdays or Public Holidays

**Discount available - R7** per day to customers using the service regularly every week three or more times per week.

**Franchise owners : M Jansen G Jansen**  
**Ganmic CC registration 2007/243740/23**



**\* DOMESTIC CUSTOMER / BED & BREAKFAST 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 .....

E-mail : .....@.....(for correspondence)

**(Domestic customers please do not complete section below)**

**\*\*\* BODY CORPORATE, COMPANY, OTHER \*\*\***  
**CUSTOMER DETAILS**

(Pty/cc/BodyCorp/Sole Prop/Partnr/Other)

Customer Name .....

Contact person\* ..... Telephone (.....).....  
\*contracting on customer's behalf

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

I require the **FULL DAY / HALF DAY** service.....

Cleaner's Working Address.....

..... Street Code .....

Postal Address ..... Postal Code .....

Tel : ..... Fax :.....

E-mail : .....@.....(for correspondence)

Vat registration no .....



\*\*\* **ORDER** \*\*\*

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

Should I use the service **in future**, I am considering the following regular days :  
*Required because your cleaner must also be available on those days in the future.*

<b>MONDAY</b>	<b>TUESDAY</b>	<b>WEDNESDAY</b>	(ring future day(s) please)
<b>THURSDAY</b>	<b>FRIDAY</b>	<b>SATURDAY</b>	

Please **pay in full in advance for all days booked up until the 20th**. New customers please note that a once-off **registration fee** of R20 is applicable. This is waived if three days or more are ordered and paid in advance. Regular customers are **invoiced on the 21st** of each month for the next month (21st - 20th).

**FUTURE PAYMENT DUE DATE**

The **statement** e-mailed/faxed two weeks later by the 3rd of the following month should be paid **a few days later by the 7th** (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** by electronic transfer to your bank account.

NOTE: To avoid our cleaner getting lost and your inconvenience, new customers are requested to **collect** the cleaner at our offices at **385 Lighthouse Road, Bluff on day one**. Thereafter, customers are required to collect replacement cleaners as well. After a cleaner has worked at your home she/he should be able to go directly in future. Unless your home is within a kilometre of the taxi/bus drop-off point, **please fetch and drop off our employee on that route**.

**Scan & e-mail pages 2 to 4 to bluff@rentamaid.co.za or fax 086 2144 594**  
**Please also supply a copy of your ID and proof of payment (in total 5 pages).**

Please call us on **031- 466 3905 / 083 703 5577** to confirm receipt of your order.

**OUR BANKING DETAILS**

<b>BANK</b>	<b>NEDBANK</b>
<b>BRANCH CODE</b>	<b>198 765</b>
<b>CHEQUE ACCOUNT</b>	<b>130 814 1432</b>
<b>REFERENCE</b>	<b>Surname (or Company name)</b>

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 7<sup>th</sup>**. Note that the **service could be suspended if payment does not reach RENT A MAID by the 7<sup>th</sup>**. 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. **CASH IS STRICTLY NOT ACCEPTED** - **Bank deposits** or **electronic transfers** with clear references are the required methods of payment. Please 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 cleaners is costly, a placement fee of **R6 000** 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, the **customer is required to collect the new employee from our offices on day one** and to provide **proof of payment**. 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 on a full-time or casual basis, whether that employee is still currently employed by **RENT A MAID** or has resigned, absconded or even been dismissed, 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**. 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 stops using the service and this coincides with that cleaner absconding or resigning thereafter.

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 - Saturday **8.00am - 3.45pm** (30 min lunch break / lunch supplied)  
**Corporate / Body Corps:** Monday - Saturday **8.00am - 3.45pm** (total of 75 min breaks / no lunch supplied)

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 of signatory .....

Date of Acceptance ...../...../ 20.... Identity Number .....

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