



RENT A MAID®

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Cell 0798313373

**RENT A MAID CENTURY CITY**  
FRANCHISE

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Dear Customer

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**CASUAL CLEANING SERVICE**

Rent A Maid South Africa is considered the leading domestic maid service and supplier of office- and residential complex cleaners in the country. We have serviced customers for 25 years, operating over 27 branches and franchises in Gauteng, Kzn, Mpumalanga, North West and the Western Cape, collectively employing over 400 staff and supporting a customer data base which exceeds 1000. Visit our website at [www.rentamaid.co.za](http://www.rentamaid.co.za) for more detail. We are also on Facebook at RentAMaidSouthAfrica.

What sets us apart from the rest? As the employer, Rent A Maid screens staff thoroughly and does criminal record checks with S.A. Police. We administer and pay staff wages, UIF, skills levies, annual leave, sick leave\*, family responsibility leave\*, injuries on duty\*, attend CCMA enquiries\* and supply uniforms. Customers are asked to quantify the total cost of these employment benefits as well as the responsibility involved and to compare those when employing one's own cleaner. We are confident that you will quickly ascertain that outsourcing through Rent A Maid is not only cost-effective, you will also avoid unplanned financial outlays\* and nasty labour situations which might ensue. Our customers avoid stressful, time-consuming CCMA meetings which can be very expensive to an employer if unfair dismissal is proven. Most of the time the latter is indeed the case as laymen are unaware of the intricacies of labour law and the scales of "justice" in SA tilt heavily in favour of the employee.

By hiring a cleaner through the Rent A Maid SA group as opposed to employing yourself, the company will supply a replacement cleaner immediately if you are in any way dissatisfied with your assigned cleaner's performance, a luxury not available if you were the employer as three warnings for the same "offence" within six months are required for a fair dismissal. At Rent A Maid no one gets dismissed without a fair enquiry and our staff turnover is minimal. We register new customers daily and our employee will be reassigned and most likely be more productive in a new job.

If you are looking for a competitive quote, your home needs a SPRING CLEAN, you wish to hire a CASUAL DOMESTIC WORKER or just someone to IRON on a once-off or permanent basis, or you require an OFFICE or BODY CORPORATE COMPLEX CLEANER. call Viwe now.

**DAILY RATES**

**Prices will increase on 21 September Annually**

Domestic Maids, B&B's	(Mon - Saturday)	R215
	(Sunday / Public holidays)	R430

Companies, Contract cleaning R230

Discount offered - R10 per day if the service is used on a regular basis three or more times per week.

**\* DOMESTIC / 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 .....

Please tell us where you heard about Rent A Maid? .....

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

Tel: home (.....)..... work (.....).....

Cell..... Fax (.....).....

E-mail address .....

***(Domestic customers please do NOT complete the section below)***

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

Customer Name.....

Contact person\*..... Telephone .....

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

Cleaner's Working Address.....

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

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

Tel: (.....)..... Fax: (.....).....

E-mail address .....

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

I wish to hire a Domestic Maid / Ironer / Office Cleaner (ring applicable answer) initially on the following date(s).....

I shall pay upfront by: Internet transfer / Bank deposit / other .....

Domestic customers should you NOT wish to supply the cleaner with food you may pay R11 extra per day. (not applicable to corporate customers as they are not required to provide food)

Yes I do NOT wish to supply food and I will pay R11 extra / No I shall supply food (ring applicable answer)

Please indicate the preferred day(s) on which you require the service, this assists us in keeping the same cleaner available for you should you wish to repeat the service in future.

MONDAY	TUESDAY	WEDNESDAY	
THURSDAY	FRIDAY	SATURDAY	SUNDAY

New customers please pay in full in advance for all days booked up until the 20th. Before paying please contact our office to ensure that staff is available for your area. Regular customers are invoiced on the 21st of each month for the next month (our sales period runs from the 21st - 20th of foll month).

Regular customers, settle the amount between the 21 and 07<sup>th</sup> of the following month the latest).

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.

Please E-mail the following documents to Viwe at [centurycity@rentamaid.co.za](mailto:centurycity@rentamaid.co.za) in order to start processing your request soonest:

- 1) Pages 1, 2, 3 and 4 of this document (completed and signed)
- 2) Copy of ID document if private customer / Company registration document if corporate
- 3) Proof of Payment. (Will be required prior to initial service date)

**BANKING DETAILS**

BANK / BRANCH	<b>FNB V&amp;A WATERFRONT</b>
BRANCH CODE	<b>250655</b>
ACCOUNT NUMBER	<b>62583073128</b>
ACCOUNT NAME	<b>VIWE GUZANA t/a RENT A MAID CENTURY CITY</b>
REFERENCE	<b>SURNAME or COMPANY NAME (if company)</b>

Please liaise with Viwe on 0798313373 or 021 5563361

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 to the 20th 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. A customer's account 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. Bank deposits or electronic transfers with clear references are the required methods of payment. Please fax or e-mail your proof of payment to our offices.
  
4. **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 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. The group acts harshly against previous and current customers who adopt this unethical practice and instruct our attorneys to sue with costs 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.

  
5. **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 our attorneys.

**6. WORK HOURS**

Domestic :	Monday- Friday	8.30am - 4.30pm	Saturday 8.30am-3.30pm (30 min lunch)
Corporate & Complexes:	Monday- Friday	8.00am - 4.00pm	(total of 75 min breaks including tea break)

7. **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.
  
8. **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.
  
9. 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.

Please note the following:

- Cleaners work for 7 hours 30 minutes with a 30 minutes lunch break, should they have to work over the 8 hours there will be a penalty fee of R30-00 (thirty Rand) per hour or any part thereof.
- If it is not possible to open for the cleaner within the 8 hours please make arrangements for us to leave your keys in a pre-arranged safe area (e.g throw it back inside the house etc)
- If you stay in a security complex please register our cleaner at the gates (some require fingerprints) to gain entry and exit. If you need an ID copy please let me know to arrange a copy for you. Sometimes the gates needs to be opened via cell phone please give our cleaner your telephone number to send a “please call me” when they are outside the gates. If there is a numeric keypad please be so kind to give them the code if possible to make sure you are not inconvenienced unnecessarily.
- If your furry little friends are not very “dirt-attacker” friendly please make sure that they are safely locked away
- We would like to make your nest smelling as fresh as a daisy however that depends on the cleaning supplies in your house.
- A maximum of no more than 5 garments can be hand washed.
- Unfortunately for Health and Safety reasons we do not hand wash any “bodily fluid” spills e.g blood, excrement.
- If you are not happy with something that broke, or we missed cleaning some places please take pictures and send it still the same day to our email or sms so that we can sort it out immediately.
- If you are not greeted with a friendly smile or unhappy with our service please call Viwe immediately to report so that we can make sure your satisfaction guaranteed.
- Sometimes there are spare goodies lying around that you would like to throw away, please let me know beforehand, just to make sure that there is no confusion about any “long finger” issue.

I accept RENT A MAID’s Terms and Conditions of service above : Signed .....

Print name of signatory .....

Date of Acceptance ..... / ..... / 20..... Identity (Co registration) Number.....

Kindly supply a copy of the photo page of your ID document to verify your ID number (companies are required to supply a copy of the registration certificate).