

# RENT A MAID®

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64 Evremonde Road  
Plumstead  
7800

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, operate 30 branches and franchises in Gauteng, KwaZulu-Natal, 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 Rent A Maid South Africa.

What sets us apart from the rest? As the employer, Rent A Maid screens staff thoroughly and does criminal record checks. We administer and pay staff wages, UIF, 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 unpleasant labour disputes. 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** or even a **GARDENER**, call **BRIAN** and **SHARON** now.

## DAILY RATES

*Prices will increase on 21 September 2016*

Domestic Maids, B&B's	(Mon - Saturday)	R230	(once or twice a week)
	(Mon - Saturday)	R210	(three or more times a week)
	(Sunday / Public holidays)	R420	
Companies, Contract cleaning		R245	(once or twice a week)
		R225	(three or more times a 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 / Gardener / 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 and your cleaner's wages will be credited. ( not applicable to corporate customers as they are not required to provide food )

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

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 financial month runs from the 21st - 20th).

Regular customers, the statement e-mailed at month end should please be paid within a week by the 7th (payment in advance for 8th to 20th). Note that the service will be temporarily suspended if payment is late.

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 [constantia@rentamaid.co.za](mailto:constantia@rentamaid.co.za) or fax to **086 460 8938** in order for us to start processing your request :

- 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	<b>NEDBANK</b>
BRANCH CODE	<b>198 765</b>
ACCOUNT NUMBER	<b>110 783 295 00</b>
ACCOUNT NAME	<b>JAYSTON HOLDINGS t/a RENT A MAID CONSTANTIA</b>
REFERENCE	<b>SURNAME or COMPANY NAME (if company)</b>

Please liaise with **BRIAN** and **SHARON** on **021 762 3411** or **062 288 9902**.

# 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 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. 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-Sunday	8.30am - 4.30pm	(30 min lunch)
Corporate & Complexes:	Monday-Sunday	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. In line with government statute, 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 (Co registration) number .....

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