



RENT A MAID CENTRAL

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CC Reg No ck 1995/044351/23
VAT Reg No 4120 215 951

PO Box 52551
Che Guevara Road 4083

Thank you for contacting **Rent A Maid SA**, proudly SA's domestic market leader with more than twenty five years' experience. **Rent A Maid SA** operates 5 franchisor-owned branches and supports 25 independent franchises in KwaZulu-Natal, Gauteng, Mpumalanga, North West, Free State, Eastern Cape and the Western Cape.

CASUAL CLEANING (WE EMPLOY YOU HIRE ONCE-OFF OR REGULARLY)

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, family responsibility leave and injuries on duty.

Our customers have the flexibility to stop the service as required at no cost. We don't tie our customers down with contracts, all we ask is that you complete this registration form.

We contact previous employers and do criminal record checks on new staff prior to employing.

Dismissing your own employee unfairly will result in CCMA action. She or he is **Rent A Maid's** employee so **Rent A Maid** and not you, will face the CCMA if need be.

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 able 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.*

"RENT A MAID MAKES LIFE EASY" VIDEO

View the group's short video explaining the benefits of using **Rent A Maid** at this link https://youtu.be/TLEJPMLD_L4

DAILY CASUAL RATES INCLUDING VAT

Prices will increase on 21 September annually

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	R205	8.30-3.45 Peak period +R15 from 7 Dec - 16 Jan
Domestic Maids (Sun/Pub holiday)	R390	8.30-3.45
Domestic Gardeners	R205	8.30-3.45
Companies & Body Corporates	R250	8.00-3.45 Peak period +R20 from 7 Dec - 16 Jan
Companies & Body Corporates	R220	8.00-1.00 Peak period +R20 from 7 Dec - 16 Jan

Delivery charges* (if required) **R90** within 8kms of our office **R110** greater than 8kms

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

Annual vacation - Our offices will close at 11am on **21 Dec 2017** and re-open on **3 Jan 2018** at 7am.

Take advantage of our R10 discount per day by using the service regularly three or more times per week

*** 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

.....

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.....

.....

Postal Address Postal Code

Tel : Fax :.....

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

Vat registration no



RENT A MAID®

*** DURBAN CENTRAL ORDER ***

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I wish to hire a : **Maid / Gardener / Nurse aid / Child minder / 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.

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**. 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.

INVOICING AND PAYMENT DUE DATE

Customers are **INVOICED on the 21st** of each month **for the following month (21st - 20th)**.

The **STATEMENT** e-mailed at month end should be paid **a week later by the 7th** (payment is 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 you account in our books in credit, or **request a refund** by electronic transfer to your bank account.

To avoid our cleaner getting lost and your inconvenience, new customers within 10 kms of our offices are requested to **collect** the cleaner at **201 Che Guevara (Moore) Road, Glenwood on day one** or we will deliver for a fee. 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 and e-mail 5 pages : Pg 2, Pg 3, Terms & Conditions, Copy of ID, proof of payment to branchmanager@rentamaid.co.za and copy central@rentamaid.co.za or fax to 031-201 9002.

Please liaise with **Branch Manager, Kershnee** on **084 8822 012** or call her assistant **Nonhlanhla** on **031-201 9005** to confirm receipt of your e-mail / fax.

BANKING DETAILS

BANK	ABSA
BRANCH CODE	632 005
CHEQUE ACCOUNT	405 096 0993
BENEFICIARY	RENT A MAID CENTRAL
REFERENCE	Your surname (or Company name)

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. **CASH IS STRICTLY NOT ACCEPTED** - **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**. 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 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. ***Charges exclude VAT**. 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 - Friday	8.30am – 3.45pm	Saturday	8.00am - 3.15pm	(30 min lunch break)
Corporate	Monday - Saturday	8.00am – 3.45pm	(total of 75 min breaks)		
 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. **RENT A MAID** will reimburse a customer for a polygraph charge if a staff member is suspected of theft, tested by a polygraphing service contracted by the customer and deception is indicated.
 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 CENTRAL's Terms and Conditions of service above :

Signed

Print name of signatory

Representing (name of company) Domestic customers ignore

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

Kindly supply a copy of the photo page of your ID document to verify your ID number
Companies to supply representative's copy of ID as well as company's registration documents