

RENT A MAID®

www.rentamaid.co.za

Legend Domestic Services (Pty) Ltd t/a
RENT A MAID EDENVALE

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www.rentamaid.co.za

Regist No 2013/115914/07

PO Box 8867
Edenglen 1613

CASUAL CLEANING SERVICE

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Thank you for contacting **Rent A Maid**, proudly Kzn's market leader with more than 25 years experience, now in Gauteng. The group's Head Office is situated in Hillcrest Kzn. Branches are located in Ballito, Glenwood, Hillcrest, Pietermaritzburg and Randburg with franchises in Midrand, Bramley, Centurion, Ruimsig, Roodepoort, Mount Edgecombe, New Germany, Germiston, Kempton Park, Pretoria, Ruimsig, Mondeor and **Edenvale**.

Rent A Maid handles all employee admin such as **UIF, annual leave, sick leave, maternity leave, family responsibility leave, injuries on duty, training levies** and **Government taxes**. You **avoid the risks of employment and hire with peace of mind**. You have greater **flexibility** to cut costs by stopping the service during vacations. We have job seekers knocking on our doors daily and are thus fortunate to employ those **we consider to be the best**, enabling you to choose from a **broader spectrum** of screened, reliable domestic help.

Dismissing your **own** employee is a hazardous task. **Rent A Maid's** twenty five years of labour law expertise enables us to tackle the worst scenarios. **So why even consider employing when you have Rent A Maid's legal team on your side at no extra cost?**

Perhaps the overwhelming advantage of outsourcing through **Rent A Maid** as opposed to employing or using the services of a competitor, is that **Rent A Maid will supply a replacement cleaner immediately** if you are in any way dissatisfied with your current cleaner's performance. No one gets dismissed without a fair enquiry. We register new customers daily and she/he could be reassigned to a new customer and be more productive in the new job.

Note that if you elected not to use **Rent A Maid**, as an employer you will be obliged to give three warnings for the same offence within six months before dismissing your employee. Your hands are tied as an employer and the scales of justice in SA tilt heavily in favour of your employee.

DAILY RATES

Registration Fee	R 20	Once-off charge to new customers
Domestic Maids / B&B's ^includes customers living in townhouse complexes	R200	8.00am - 4.00pm
Domestic Maids (Sundays / Pub holidays)	R310	8.00am - 4.00pm
Companies & Complexes	R210	8.00am - 3.45pm

Franchisee: Dale Nozaic

*** DOMESTIC / B & B CUSTOMER DETAILS ***

(please print clearly)

Title: _____ First Name: (or contact of B&B) _____

Surname: (or name of B&B) _____

Street / Complex Number: _____ Street Name: _____

Suburb: _____ Postal Code: _____

Postal Address: _____

Suburb: _____ Postal Code: _____

Tel Home: _____

Tel Work: _____

Cellphone: _____

Fax: _____

E-mail: _____ @ _____

Where did you hear about Rent A Maid? Google / Facebook / Newspaper / Other: _____

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

***** BODY CORPORATE / COMPANY / OTHER CUSTOMER DETAILS *****

(Pty/cc/BodyCorp/Sole Prop/Ptnr/Oth)

Title: _____ First Name: (or company contact*) _____

Surname: (or company contact*) _____

Company / CC reg. Number: (ID if Sole prop/ Ptnr) _____

Street / Building Number: _____ Street Name: _____

Suburb: _____ Postal Code: _____

Postal Address: _____

Suburb: _____ Postal Code: _____

Tel: _____

Cellphone: _____

Fax: _____

E-mail: _____ @ _____

*** ORDER ***

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

Following date(s): _____

Upfront Payment by: INTERNET TRANSFER, BANK DEPOSIT, OTHER: _____

New customers are required to pay an additional once-off **Registration Fee** of **R20**.

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 should please be paid **latest a week 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**.

Please email edenvale@rentamaid.co.za with the following:

- Page 2
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- Signed conditions of service
- Copy of ID doc
- Proof of Payment

Please liaise with **Marissa Nozaic** on **011-452 0325** or **082 853 3601**.

BANKING DETAILS

BANK / BRANCH	FNB / GREENSTONE
BRANCH CODE	254 005
ACCOUNT NUMBER	62502503726
TYPE OF ACCOUNT	CURRENT ACCOUNT
ACCOUNT NAME	RENT A MAID EDENVALE
REFERENCE	ACCOUNT NUMBER / SURNAME

Please would you sign your acceptance of the attached conditions below:

- 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.
- 4. CASH IS 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. 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 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.

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 **8.00am - 4.00pm** Saturday 8:00am – **3:45pm** (30 min lunch break)
(domestic customers are to provide a small lunch meal please)

Corporate & Complexes:

Monday - Saturday **8:00am - 3.45pm** (Total of 75 min breaks)
(corporate & complex 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 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)