



RENT A MAID®

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Cell 074 630 4058  
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Glenn Chase t/a  
**RENT A MAID EDGEHEAD**  
FRANCHISE

41 Vryburger Avenue  
Bothasig  
7441

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 Glenn now.

### DAILY RATES

**Prices will increase on 21 September Annually**

Domestic Maids, B&B's	(Mon - Saturday)	R270
	(Sunday / Public holidays)	R460
Companies, Contract cleaning		R270

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 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).

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 GLENN at edgemead@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**

<b>BANK / BRANCH</b>	<b>STANDARD / PAROW CENTRE</b>
<b>BRANCH CODE</b>	<b>031 110</b>
<b>ACCOUNT NUMBER</b>	<b>073 375 373</b>
<b>ACCOUNT NAME</b>	<b>GLENN CHASE t/a RENT A MAID EDGEMEAD</b>
<b>REFERENCE</b>	<b>SURNAME or COMPANY NAME (if company)</b>

Please liaise with Glenn on 021 558 5239 or 074 630 4058.



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 Glenn 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).