

RENT A MAID®

www.rentamaid.co.za

MIDRAND

Tel 083 234 9901
Fax 086 568 4168
www.rentamaid.co.za

midrand@rentamaid.co.za

Unit 1808 Lake Xanadu
Cnr Mimosa/Dogplum Road
Midrand

Thank you for contacting Rent A Maid Midrand. The group operates 4 branches and supports 26 franchises in KwaZulu-Natal, Gauteng, Mpumalanga, Limpopo, North West and the Western Cape.

CASUAL CLEANING (WE EMPLOY YOU HIRE)

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, maternity leave, family responsibility leave and injuries on duty. Our customers have the flexibility to stop the service as required at no cost.

We criminal check staff prior to employing and carry out polygraph tests if a customer suspects theft. Dismissing your own employee unfairly will result in CCMA action. She or he is Rent A Maid's employee so Rent A Maid will face the CCMA and not you if there is a dispute.

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 in a position 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.

DAILY CASUAL RATES

Prices increase annually on 21 September

Domestic Maids / B&B's	R230.00	8.30am - 4.30pm
Domestic Maids (Sun / Pub hols)	R350.00	8.30am - 4.30pm
Companies & Body Corps	R245.00	8.00am - 4.00pm



*** DOMESTIC / B&B 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

.....

Please tell us where you heard about Rent A Maid ?

Postal Address Postal Code

Tel : home work

cell fax

E-mail address for statements

(Domestic customers please do not complete section below)

***** BODY CORPORATE / COMPANY DETAILS *****

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

Customer Name

Contact person* Telephone

*contracting on customer's behalf

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

Cleaner's Working Address

.....

Postal Address Code

Tel : Fax :

E-mail address for statements

***** ORDER *****

I wish to hire a : Maid / Office (Complex) cleaner / Gardener (ring appropriate service)

initially on the following date(s)

I shall pay upfront by: INTERNET TRANSFER, BANK DEPOSIT (fax us proof please) or OTHER

.....(ring appropriate answer please)

New customers are required to pay an additional once-off registration fee of R20. Pay for at least three days in advance (before you start using the service) and we will be pleased to waive this fee.

Should I use the service in future, I am considering the following regular days (but this could change):

Info 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 on about 3rd should please be paid a few days 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 kilometre of the taxi/bus drop-off, please fetch and drop off our employee on that route.

Please e-mail the following to midrand@rentamaid.co.za or fax 086 568 4168.

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Signed Terms and Conditions of Service

Copy of ID doc (or company registration certificate)

Proof of Payment

BANKING DETAILS

BANK	STANDARD
BRANCH CODE	001 155
BUSINESS CHEQUE ACCT	411 431 463
ACCOUNT NAME	MSD TRADING 440 t/a RENT A MAID MIDRAND
REFERENCE	SURNAME / COMPANY NAME

Please liaise with franchisee/owner SALINA on 083 234 9901.

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.

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. **PLACEMENTS** - Customers are requested **NOT TO OFFER EMPLOYMENT** to our staff. A placement fee of R6 000 payable 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. 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 - Friday 8.30am - 4.30pm Saturday 8.00am - 4.00pm (30 min lunch break)
(domestic customers are to provide a small lunch meal please)

Companies & Body Corps: Monday - Saturday 8.00am - 4.00pm (total of 75 min breaks)
(company and body corporate customers are not obliged to provide a lunch meal)

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.

I accept RENT A MAID's Terms and Conditions of service above :

Signed Print name of signatory
Date of Acceptance/...../ 20... ID number / Co registration number
Kindly supply a copy of the photo page of your ID document to verify your ID number (companies to supply proof of registration).