

# RENT A MAID®

OPERATING FOR 25 YEARS

**MT- EDGECOMBE || GATEWAY || UMHLANGA RIDGE || HERRWOOD || UMDLOTI || VERULAM || TONGAAT || PHOENIX**

**Tel: 031 837 3554 Fax: 0862414891**  
**Cell : 084 949 4679**  
**mtedgecombe@rentamaid.co.za**

Pg 1 of 6

Thank you for contacting Rent A Maid, proudly Durban's market leader with more than 26 years experience. Our Head Office is in Hillcrest, Kzn and branches are located in Glenwood, Hillcrest, Pietermaritzburg and Randburg. The company also supports franchises in Ballito, New Germany, Mount Edgecombe, Amanzimtoti, Zululand, Midrand, Bramley, Centurion, Roodepoort, Ruimsig, Edenvale, Germiston, Pretoria East, Pretoria Central and Kempton Park,

## **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.

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 on our website 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 on our website separate documentation to order the service.

## **DAILY RATES**

### **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**

**R155** 8.30-3.45 Peak period **+R10** from 4Dec-13Jan annually

### **Domestic Maids (Sun/Pub holiday)**

**R270** 8.30-3.45

### **Domestic Gardeners**

**R155** 8.30-3.45

### **Companies & Body Corporates**

**R165** 8.00-3.45 Peak period **+R15** from 4Dec-13Jan annually

### **Companies & Body Corporates**

**R145** 8.00-1.00 Peak period **+R15** from 4Dec-13Jan annually

### **Delivery charges\* (if required)**

**R70** within 6kms of our office

**R80** greater than 6kms

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

\* To avoid a delivery fee the officer cleaner / Domestic Maid can be collected at points in Umhlanga, Mt Edgecombe & Surrounding serviced area's,

**Annual vacation** - Our offices close annually from **24 December to 1 January**. We reopen on 2 January.

**Discount available** - **R7** per day to customers using the service regularly every week 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 .....

..... Street Code .....

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.....

..... Street Code .....

Postal Address ..... Postal Code .....

Tel : ..... Fax : .....

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

Vat registration no .....



\*\*\* ORDER FORM \*\*\*

I wish to hire a : **Maid / Gardener / 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.*

<b>MONDAY</b>	<b>TUESDAY</b>	<b>WEDNESDAY</b>	(ring future day(s) please)
<b>THURSDAY</b>	<b>FRIDAY</b>	<b>SATURDAY</b>	

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 do not provide food)

**Yes I do not wish to supply food and will pay R11 / No I shall supply food** (ring applicable answer)

New customers are required to pay an additional once-off **Registration Fee of R20**.  
Pay for at least three days in advance and we will be pleased to **waive this fee**.

Please indicate preferred days the service, this assists us in keeping the same cleaner available to you should you wish to repeat the service in future.

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

The statement e-mailed at month end should please be paid within a week or 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 [Mtedgecombe@rentamaid.co.za](mailto:Mtedgecombe@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**
- 3) Proof of Payment.** (Will be required prior to initial service date)

Please liaise with **ROLAND / EVE** on **031837 3554** or **084 949 4679 / 074 554 4679**

**OUR BANKING DETAILS**

<b>BANK</b>	<b>FIRST NATIONAL BANK</b>
<b>BRANCH</b>	
<b>BRANCH CODE</b>	<b>220529</b>
<b>CHQ ACCOUNT</b>	<b>6252 1989 717</b>
<b>ACCOUNT NAME</b>	<b>RENT A MAID</b>

**PLEASE!!** provide your **surname (or company name)** as the **deposit reference**.

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 7<sup>th</sup>. Note that the **service could be suspended if payment does not reach RENT A MAID by the 7<sup>th</sup>**. 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**. Should we be unable to identify the depositor, we are charged by ABSA for this information. 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. 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**. We act harshly against previous and current customers who adopt this unethical practice and instruct our attorneys to sue if the fee is not paid. 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 **8.30am - 3.45pm** Saturday **8.00am - 3.15pm** (30 min lunch break)  
(customers are to provide a small lunch meal please)\*\*  
**Corporate / Complexes:** 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.

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.

11. Customers who have cleaners working on regular days will incur a nominal fee of **R35** on those days on which the cleaner would have worked had it not been a **PUBLIC HOLIDAY**. Customers can however have this fee **waived** should an additional day’s cleaning be ordered that week. For example, Mr Smith has been using Rent A Maid for a period of three weeks and booking Beauty twice a week on a regular basis on a Monday and a Thursday. Thursday is a **PUBLIC HOLIDAY** so Mr Smith books Maggie instead on the Wednesday, Friday or Saturday (or an alternative cleaner on any of those days if she is unavailable) thereby avoiding the fee.

**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)**