

RENT A MAID®

www.rentamaid.co.za



Nelspruit Cleaning Services t/a

RENT A MAID NELSPRUIT
FRANCHISE

nelspruit@rentamaid.co.za
Chantel : 074 776 3839
: 072 232 3501
Fax : 086 724 5146

11a Joubert Street
Nelspruit
Nelspruit
1201

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, operate 20 branches and franchises in Gauteng, Kzn, the Western Cape and Mpumalanga, collectively employing over 400 staff and supporting a customer data base which exceeds 1000. Visit our website at www.rentamaid.co.za or find us on facebook at RentAMaidSouthAfrica for more detail.

What sets us apart from the rest? As the employer, Rent A Maid screens staff thoroughly and does criminal record checks with a training centre in Durban. We administer and pay their 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 Nelspruit** 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 3 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 VERY competitive quote, your home needs a SPRING CLEAN, or you wish to hire a CASUAL DOMESTIC WORKER on a once-off or permanent basis, or an OFFICE or BODY CORPORATE COMPLEX CLEANER or even a GARDENER, call **Chantel** now.

BANKING DETAILS

ACCOUNT NAME	C JANSE VAN RENSBURG t/a RENT A MAID NELSRUIT
BANK	STANDARD BANK THE GROVE RIVERSIDE NELSPRUIT
BRANCH CODE	052-852
ACCOUNT NUMBER	030-293-898
REFERENCE	PHYSICAL ADDRESS / NAME & SURNAME

NEW DAILY RATES FOR 2016

Prices increase effective from 21 August 2016

Domestic & Company Rates for Maids & B & B's		
Day	Charge per day	Hours
Monday to Friday	R199-00	7:30 – 15:30 pm (30 min lunch)
3 Days a week + Special Services	R188-00	7:30 – 15:30 pm (30 min lunch)
Saturday (no half days available)	R199-00	7:30 – 15:30 pm (30 min lunch)
Me, Myself & I Special Service	R110-00	Strictly 4 hour service, limited spaces available first come first serve (no lunch breaks)
Golden Girls Special Service (65+)	R178-00	7:30 – 15:30 pm (30 min lunch)
Sundays & Public Holidays		Closed
Companies Contract Cleaning	R199-00	8:00 – 16:00 pm (1 hour lunch)

*** 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 for statements

(Domestic customers please do not complete section below)

***** BODY CORPORATE / COMPANY / BED & BREAKFAST CUSTOMER 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

..... Street Code

Postal Address Postal Code

Tel : Fax :

E-mail address for statements



***** ORDER *****

I wish to hire a : **Domestic maid / Office cleaner / Gardener** (ring appropriate service)

initially on the following date(s).....

I shall pay upfront by: **Internet transfer / Bank deposit / Other** (ring appropriate answer)
 Please forward proof of payment prior to service date.

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.

<i>Monday</i>		<i>Tuesday</i>	
<i>Wednesday</i>		<i>Thursday</i>	
<i>Friday</i>		<i>Saturday</i>	
<i>Sunday</i>			

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 **CHANTEL** at nelspruit@rentamaid.co.za or fax 086 724 5146 in order to start processing your request soonest:

- 1) **Pages 1, 2, 3, 4 and 5 of this document** (completed and signed) **to be returned before service commences.**
- 2) **Copy of ID document**
- 3) **Proof of Payment.** (Will be required prior to initial service date)

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. Notice period for cancellation of **RENT A MAID's** contract cleaning are based on one calendar month. After expiry of contract cleaning contract it will be replaced with a month-to month contract.
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. **PAYMENT METHODS** - **Bank deposits** or **electronic transfers** with clear references are the preferred methods of payment please. 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 the cleaners **RENT A MAID** employs, 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 **PERMANENT PLACEMENT** division with non-**RENT A MAID** employees on its 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 employee** 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 7.30am - 3.30pm Saturday 7.30am - 3.30pm (30 min lunch break)	
Corporate & Complexes:	Monday - Saturday 8.00am - 4.00pm	(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. **Incase foul play suspected, the staff will undergo a polygraph test. Should the RENT A MAID staff pass the polygraph test (no deception indicated) then the customer will be liable for the payment of the polygraph test. Should the polygraph test be failed by the RENT A MAID employee, the results will be given to the customer to lay a charge at the police. RENT A MAID NELSPRUIT will pay the fee of the test in this case.**
10. **RENT A MAID** reserves the right to increase fees annually on **21 July** 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.

Please note the following:

- Before any bookings can be made this completed and signed form needs to be sent back with a copy of your ID book or passport
- 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 a ID copy please let me know to arrange a copy for you. Sometimes the gates needs to be opened via cellphone 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. Speak to us about special prices on cleaning supplies like handy andy, all purpose cleaner etc. We will use whatever is in your house though – results may vary given our tools at our disposal
- 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 Chantel immediately to report so that we can make sure your satisfaction guaranteed.
- Cleaners bring their own lunch, if you would like to supply something to “chow” or to drink on please just tell the cleaner.
- If a problem arises with a cleaner, please contact Chantel immediately. Please do not abuse our staff verbally, emotionally or physically.

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

Signed

Print name of signatory / contact person at company

Date of Acceptance/...../ 20..... Identity Number / Registration number (if company)

Kindly supply a copy of the photo page of your ID document to verify your ID number (companies to supply proof of registration)

