



RENT A MAID®

## RANDBURG

Reg No 2013/039262/07

www.rentamaid.co.za

076 0805 766 / 079 519 3289

Thank you for contacting the **RENT A MAID RANDBURG** branch. Having operated for more than 25 years, RENT A MAID SA has 5 company-owned branches and supports 25 franchises in Gauteng, Kzn, North West, Free State, Mpumalanga, Eastern and Western Cape.

### CASUAL CLEANING (WE EMPLOY YOU HIRE)

Since Rent A Maid is the employer, you avoid the risk of employing your own cleaner and hire with peace of mind. We cover staff wages, uif, annual leave, sick leave, maternity leave, family responsibility leave and injuries on duty. Considering the total cost of these benefits, we believe that our charge is value for money. Unlike our competitors, Rent A Maid won't tie you down to a contract and only ask you to complete a registration form.

You therefore have the flexibility to postpone or cancel our service when required and at no cost.

We criminal record check staff prior to employing but will reimburse you if you suspect a theft, have our cleaner polygraph tested and deception is indicated.

Dismissing your own employee unfairly will result in expensive CCMA action. By using our service, she/he is Rent A Maid's employee so Rent A Maid will conduct a disciplinary enquiry and face the CCMA if ever called upon to do so. Possibly your biggest benefit of using Rent A Maid is that we 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's services you will be obliged to give three warnings for the same offence within six months before dismissing your employee. By outsourcing through **Rent A Maid** you leave this to us to discipline, warn and legally reassign her.

### "RENT A MAID MAKES LIFE EASY" VIDEO

View the group's short video explaining the benefits of using **Rent A Maid** at this link [https://youtu.be/TLEJPMLD\\_L4](https://youtu.be/TLEJPMLD_L4)

### 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.

Website [www.rentamaid.co.za](http://www.rentamaid.co.za)

Facebook Rent A Maid South Africa

Franchising Contact the Franchisor at [headoffice@rentamaid.co.za](mailto:headoffice@rentamaid.co.za) should you wish to own a franchise

### DAILY CASUAL RATES

Prices increase in September annually

**Registration Fee** **R 20** (Once-off charge to new customers)  
Pay for three days in advance and this fee is waived

**Domestic Maids / B&B's** **R250** 8.30am - 4.30pm

**Domestic Maids (Sun / Pub hols)** **R440** 8.30am - 4.30pm

**Companies & Body Corps** **R270** 8.00am - 4.00pm

Take advantage of our **R20 discount per day** if you order the service **three** times per week regularly

# ORDER

**\* DOMESTIC / BED & BREAKFAST 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 .....

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 the corporate section below)***

**\*\*\* CORPORATE 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* .....

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

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

*E-mail address for statements* .....



RENT A MAID®

I wish to hire a : **Maid / Office (Complex) cleaner / Gardener** (ring appropriate service) initially on the following date(s).....

I shall pay upfront by: EFT 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):

*Required because your cleaner must be available on those days in future.*

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

**Take advantage of our R20 discount per day by ordering the service three times per week regularly**

Our sales month runs from the 21<sup>st</sup> of the current month to the 20<sup>th</sup> of the following month. 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 **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.

Scan and E-MAIL the following to **randburg@rentamaid.co.za**  
Pg 2, Pg 3, Signed conditions of service, Copy of ID doc, Proof of Payment.

Please liaise with **Yvonne Bower on 076 0805 766 or 079 5193 289**.  
Alternatively call Head Office on **031-765 8708**.

## **BANKING DETAILS**

BANK / BRANCH	<b>ABSA HILLCREST</b>
BRANCH CODE	<b>632 005</b>
CHEQUE ACCOUNT	<b>408 087 1504</b>
ACCT NAME	<b>RENT A MAID RANDBURG</b>
REFERENCE	<b>SURNAME / COMPANY NAME</b>

**Please sign the attached conditions**

# RENT A MAID – TERMS AND CONDITIONS OF SERVICE

**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.

**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.

**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 the service is ordered for **three days** or more **paid in advance**.

**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 (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. **DO NOT HAND CASH IN AT A BRANCH**.

**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.

**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.

## WORK HOURS

**Domestic** Monday - Saturday **8.30am - 4.30pm** (30 min lunch break)  
(domestic customers are to provide a small lunch meal please)

**Companies & Body Corps** Monday - Saturday **8.00am - 3.45pm** (total of 75 min breaks / 6,5 hour work day)  
(company and body corp customers are **not** obliged to provide a lunch meal)

**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.

**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. **RENT A MAID** will reimburse a customer for a polygraph charge if a staff member is suspected of theft, tested by a polygraphing service contracted by the customer and deception is indicated.

**RENT A MAID** reserves the right to increase fees annually in **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 RANDBURG's Terms and Conditions of service above :**

Signed ..... Print name of signatory .....

Representing (name of company) ..... Domestic customers ignore

Date of Acceptance ...../...../ 20.... Identity Number .....

**Domestic customers kindly supply a copy of the photo page of your ID document to verify your ID number. Corporates to supply copy of CIPC registration document.**