

RENT A MAID®

www.rentamaid.co.za

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UMHLANGA FRANCHISE

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Ridgeside
Umhlanga Ridge

Page 1 of 4

Thank you for contacting **Rent A Maid SA**, proudly Kzn's market leader with more than twenty five years' experience. The Franchising Head Office is in Hillcrest, Kzn and the company operates 4 branches and supports 25 franchises in Kzn, Gauteng, Mpumalanga, 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 if need be. **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.

Website www.rentamaid.co.za

Facebook [Rent A Maid South Africa](#)

DAILY CASUAL RATES

Prices increase on 21 September annually

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	R192	8.30-3.45 (Peak period +R10 from 4Dec-13Jan annually)
Domestic Maids (Sun/Pub holiday)	R330	8.30-3.45
Domestic Gardeners	R215	8.30-3.45
Companies & Body Corporates	R235	8.00-3.45 (Peak period +R15 from 4Dec-13Jan annually)
Companies & Body Corporates	R195	8.00-1.00 (Peak period +R15 from 4Dec-13Jan annually)
Optional future delivery fee	R90	Morning delivery only and NOT afternoon collection (day one free)
Discount available	R10	per day to domestic customers using the service regularly four or more times per week

Franchisee : Andiswa Sidwaba



*** 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

.....

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.....

.....

Postal Address Postal Code

Tel : Fax :

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

Vat registration no (if applicable)



*** **ORDER** ***

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.

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**. New customers please note that a once-off **registration fee** of R20 is applicable. This is waived if three days or more are ordered and paid in advance. Regular customers are **invoiced on the 21st** of each month for the next month (21st - 20th).

FUTURE PAYMENT DUE DATE

The **statement** e-mailed/faxed two weeks later by the 3rd of the following month should be paid **a few days later by the 7th** (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 you account in our books in credit, or **request a refund** by electronic transfer to your bank account.

WE DELIVER ON DAY ONE!

Why Rent A Maid rates head and shoulders above our competitors, is because on **day one** we will travel to your premises at **NO extra charge**, meet you and introduce your cleaner. After your cleaner has worked at your home she/he should be able to go directly in future. Unless your home is within a kilometre of the taxi/bus drop-off point, **please fetch and drop off our employee on that route**.

Scan & E-mail 5 pages to us at umhlanga@rentamaid.co.za, or

Fax 5 pages : Pg 2, Pg 3, Condit of Service Pg 4, Copy of ID, Payment proof to **031-571 0760**.

Please liaise with me, **Andi** on **031 - 830 5024** or **084 471 0872** to confirm receipt of your e-mail / fax.

BANKING DETAILS

BANK	FNB	BRANCH	UMHLANGA CRESCENT
BRANCH CODE	220 629	CHQ ACCOUNT	625 646 208 23
ACC NAME	RENT A MAID UMHLANGA		
REF	Your surname (or company name)		

RENT A MAID TERMS AND CONDITIONS OF SERVICE Page 4 of 4

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**.

REGISTRATION FEE - 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**.

PAYMENT METHODS - **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 as **they often neglect to do so**. Please fax or e-mail your **proof of payment** to our offices.

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**. 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 stops using the service and this coincides with that cleaner absconding or resigning 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 – 3.45pm	(30 min lunch)
Corporate / Body Corps:	Monday - Saturday	8.00am – 3.45pm	(75 min breaks)

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 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 UMHLANGA's Terms and Conditions of service above :

Signed

Print name of signatory

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

**Kindly supply a copy of the photo page of your ID document to verify your ID number.
Companies to supply proof of registration.**