

# RENT A MAID®

www.rentamaid.co.za

umhlanga@rentamaid.co.za  
Tel 031-830 5024  
Fax 031-571 0760

## UMHLANGA FRANCHISE

2 Ncondo Place  
Ridgeside  
Umhlanga Ridge

### SPRING CLEANING SERVICE

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Thank you for contacting **Rent A Maid Umhlanga**. Our spring cleans are thorough and we offer what we consider to be a value-for-money service considering that most new spring cleaning customers have been referred by previous customers.

All spring cleans are supervised. Our supervisor will guide our cleaning staff from time of arrival to departure. Cleaners are clothed in company uniforms. The company supplies cleaning equipment, chemicals and consumables and staff bring their own lunches. We deliver in the morning and collect in the afternoon.

**CLEANING HOURS**      **8.30am - 3.30pm**      *(11.00pm - 11.30pm lunch)*  
*(customer to inspect at 2.30pm please)*

Domestic cleaning : from **R1500\*** (Monday-Friday) \*Final pricing subject to quotation upon site inspection  
Corporate cleaning : from **R1800\*** (Monday-Friday) \*Final pricing subject to quotation upon site inspection

Travel charge                      **R180**                      Delivery and collection of staff.

**PAYMENT** is due in advance. Please would you arrange a **bank deposit** or **electronic transfer** into :

#### **BANKING DETAILS**

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

Fax franchisee, **ANDI** at **031-571 0760** or email **umhlanga@rentamaid.co.za** your **proof of payment** at least **two working days prior** to the clean in order that staff and delivery may be arranged timeously.

**\*\*\* ORDER \*\*\***      (Please fill in your details below)

Title ..... First Name ..... Surname .....

Company name ..... Company Contact .....  
(Domestic customers ignore)

Phone : Landline..... Cellular.....

Cleaning Address : .....

.....Area.....

Date clean required : ...../...../ 20..... Day of the week ..... Date paid .....  
(pay in advance please)

Franchisee : **Andiswa Sidwaba**

Customers should please note that the services of the team of 4 and equipment are being **HIRED for a particular length of time, viz. 6,5 hours from 8.30am to 3.30pm.**

Since the sizes of premises differ, although our staff will endeavour to complete the job according to the customer’s satisfaction, the company cannot guarantee that a thorough cleaning will be completed in the allocated time frame. 6,5 hours might be insufficient to clean a house/office which might need 8 hours of intense cleaning by our **supervised team of three**. If so, we suggest that you hire an additional cleaner.

**THE CUSTOMER MUST INSPECT PROGRESS**

It cannot be over-emphasized that the customer is required to carry out inspections **an hour prior to, and again on completion**. **Should the customer be unavailable a nominee must be arranged**. Please note that an additional **call out fee of R350** will be required in advance should the supervisor and one cleaner be required to return **for an hour** to clean areas overlooked after customer / nominee inspection.

**INDEMNITY**

Although cleaning is performed with absolute care and safety and our staff is very trustworthy, please understand that **Rent A Maid Umhlanga** accepts no liability for any damages or losses which might be incurred and the customer indemnifies the company to this effect. We reiterate that our cleaners are extremely trustworthy and we have never had a theft allegation but **please lock away valuables** to avoid temptation.

**CUSTOMER’S SPECIFICATIONS**

Please list the areas **in order of priority**, which you wish to have cleaned in the given time of **6,5 hours** (the latter points might not be possible in the time allotted):

- 1  
.....
- 2  
.....
- 3  
.....
- 4  
.....
- 5  
.....
- 6  
.....

- \* Domestic customers requiring ovens to be cleaned should supply oven cleaner and ensure that the oven is sprayed the night before the spring clean, to loosen oil and grime. Staff will clean up on arrival.
- \* We do not supply furniture polish but cleaners will wipe furniture if polish is supplied by the customer.
- \* Rent A Maid does not clean chandeliers for fear of breakages. \* Windows are cleaned to 2,5 metres.

I accept the conditions above : .....  
Print Customer Name
Signed Customer

Please email both pages and your proof of payment to franchisee **ANDI** at **umhlanga@rentamaid.co.za** or fax to **031- 571 0760**.

Confirm that we have received your email or fax by contacting our office on **031- 830 5024 or 084 471 0872**.

Thank you for using **Rent A Maid Umhlanga**.