



# RENT A MAID®

Tel 076 725 5987  
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**WHITE RIVER**  
whiteriver@rentamaid.co.za

31 Daniel Joubert Street  
White River

Dear Customer

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## CASUAL CLEANING SERVICE

**Rent A Maid South Africa** is the leading supplier of casual domestic workers in the country. The group also supplies office- and residential complex cleaners. **Rent A Maid** has serviced customers for 25 years and operates 30 branches and franchises in Gauteng, KwaZulu-Natal, Western Cape, North West and Mpumalanga. We collectively employ over 400 staff and support a customer data base which exceeds 1000. Visit our website at [www.rentamaid.co.za](http://www.rentamaid.co.za) or find us on Facebook at Rent A Maid South Africa for more detail.

**What sets us apart from the rest?** As the employer, **Rent A Maid** screens staff thoroughly and performs criminal record checks. We administer and pay staff wages, UIF, 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** is not only cost-effective, you will also avoid unplanned financial outlays\* and unpleasant labour disputes 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 three 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. "Hire and you will never need to fire!"

## DAILY RATES

<b>Once off clean</b>	<b>(Mon - Friday)</b>	<b>R209</b>	7.30am - 3.30pm	(half hour lunch)
	<b>(Saturday)</b>	<b>R219</b>	7.30am - 3.30pm	(half hour lunch)
	<b>(Sun / Pub hols)</b>	<b>R418</b>	7.30am - 3.30pm	(half hour lunch)
<b>Scheduled clean – Once or Twice a week</b>		<b>R199</b>	7.30am - 3.30pm	(half hour lunch)
	<b>– Three or more a week</b>	<b>R188</b>	7.30am - 3.30pm	(half hour lunch)



R E N T A M A I D <sup>®</sup>

**\* 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 .....

.....

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 .....

.....

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

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

E-mail address for statements .....



RENT A MAID®

\*\*\* **ORDER** \*\*\*

I wish to hire a : **Domestic maid / Office/Complex 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.

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.

**MONDAY**

**TUESDAY**

**WEDNESDAY**

**THURSDAY**

**FRIDAY**

**SATURDAY**

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 **ANDRE'** at **whiteriver@rentamaid.co.za** in order to start processing your request :

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

**BANKING DETAILS**

<b>BANK</b>	<b>FIRST NATIONAL BANK</b>
<b>BRANCH CODE</b>	<b>270 552</b>
<b>ACCOUNT NUMBER</b>	<b>6256 340 1480</b>
<b>ACCOUNT NAME</b>	<b>A WHITFIELD t/a RENT A MAID WHITE RIVER</b>
<b>REFERENCE</b>	<b>YOUR SURNAME / COMPANY NAME</b>

Please liaise with Franchisee, **ANDRE'** on **076 725 5987.**



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.
- 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**. 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**  

<b>Domestic :</b>	Monday - Friday <b>8.30am - 4.30pm</b>	Saturday <b>8.00am - 4.00pm</b> (30 min lunch break)
<b>Corporate &amp; Complexes:</b>	Monday - Saturday <b>8.00am - 4.00pm</b>	(total of 75 min breaks)
- 8. **SURETY** - The owner/sole trader/ member of a close corporation/director of a company 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.

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)**