

### Ways you can assist the cleaning service process

- Commit to tidying up around the house before the cleaners arrive.
- Stick to a regular cleaning schedule. Regular cleaning extends the life of everything from the carpets to the furniture so think of your cleaning service as an investment which will save you money in the long run and you will get far more satisfaction from a professional job done a little less often.

By following this guide you will ensure you have the right people, carrying out the right tasks in your home – offering you security and peace of mind. Please don't hand your keys and the alarm number of your home to a stranger!



## Domestic Cleaning Services Buyers Guide –

A straightforward guide to choosing the best local cleaning service for your home.

When considering a domestic cleaning service, the best place to start is by gathering and comparing quotations. Choose businesses which are well established and can provide testimonials from previously satisfied customers.

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## The Cleaning Elements

A business should discuss, in detail, which rooms will be cleaned, the method used and how frequently they recommend the cleaning be done.

## The Costing Elements

There is no standard pricing index used to determine domestic cleaning service fees. Some businesses charge by the hour while others will charge for the scope of the work, either way consideration is given to the following factors:

<b>Size:</b>	The square footage of a home.
<b>Layout:</b>	The type of home, including the number of bedrooms and bathrooms, number of floors, etc.
<b>Style of home:</b>	Homes of a minimalist style are easier to clean than ones that have lots of collectables or clutter.
<b>Residents:</b>	The number of people within the household; the more people living in a home, the more additional cleaning work is generated.
<b>Pets:</b>	Homes with pets require additional attention.
<b>Children:</b>	Homes with younger children require additional attention.
<b>Frequency of Cleaning:</b>	The longer the gap is in-between your cleaning services, the longer each cleaning service will take.
<b>Package Rates:</b>	Many cleaning services offer a reduced rate for regular cleans, while one-off cleans are generally more expensive.
<b>Location:</b>	Cleaning rates will vary in different parts of the country and will also depend on the amount of travelling required from the service's business premises to your home.

## The 'Service Elements'

These are the professional, legal and ethical obligations that a business should adhere to in order to provide a good quality service and should be considered when making your domestic cleaning service choice. They are extremely important elements that will protect you from businesses cutting corners.

- How do they find the right kind of people to work for them? What background checks are completed? Are references checked?
- How do they train their cleaners to work both efficiently and safely, to clean professionally and to a high standard? How do they monitor, motivate and supervise their cleaners while they are working in your home?
- How are Health & Safety and First Aid procedures managed? Are their cleaners fully employed by them?
- Are the products and equipment required to clean your home supplied by the business or will they use yours? All cleaners should be trained in Health & Safety regulations and procedures for the correct use of products and equipment.
- Any reputable cleaning service will have Terms & Conditions of Service in place; make sure that they are clearly explained to you and that you are given a copy to keep for your records. If you are asked to sign something, make sure that you will have a cooling off period.
- Importantly, ensure that the business has insurance cover. But, as nearly every domestic cleaning service advertises as being "Fully Insured", ask to see actual evidence of their insurance particulars. If they are genuinely "Fully Insured" you should be able to see their current insurance certificate and the particulars of how much insurance cover they have in place in each of the following categories:

Employers' Liability	Public Liability	Property Damage
Employee Dishonesty	Product Liability	Loss of Keys
- Enquire who is responsible for breakages or damage below the policy excess - some companies will expect the customer to cover the policy excess.