



## **Home Style Cleaning Guidelines, Policies and Procedures Handbook.**

Guidelines, policies and procedures are explained in this handbook for general information, applied to all contractors. Please refer to this handbook whenever you have a question. If you cant find an answer, we are available to answer Monday to Friday between 8:30 and 4:30 pm.

As a contractor of Home Style Cleaning, each of us has an important role in providing our clients with the best cleaning experience possible. Whether a contractor of one week or many years, we must renew our pledge every day to serve our clients to the best of our ability.

### **Company CORE Values**

- Be on time! Every time!
- Communicate well (to us and our clients)!
- Deliver great cleaning results! ----- **THAT IS IT !!!!**

### **Our contact details:**

This is who we are and who will be in contact during your journey with Home Style Cleaning:

**Anna** - Support Coordinator - [accounts@homestylecleanig.com.au](mailto:accounts@homestylecleanig.com.au)

**Cherry** - Recruitment Coordinator - [hr@homestylecleaning.com.au](mailto:hr@homestylecleaning.com.au)

**Kristina** - Operations Coordinator - [info@homestylecleaning.com.au](mailto:info@homestylecleaning.com.au)

**Luke** - Sales Manager - [sales@homestylecleaning.com.au](mailto:sales@homestylecleaning.com.au)

**Alexei** - Marketing, Technical Support - 07 3073 2625

To speak with us dial 07 3073 2625 or 0422 554 020 (does NOT accept sms messages)

For any queries, please contact Anna directly on **What's App** - 0422 554 020.

**Please be advised that we are only available to speak to you during the office hours between 8:30 am and 4:30 pm Monday to Friday.**

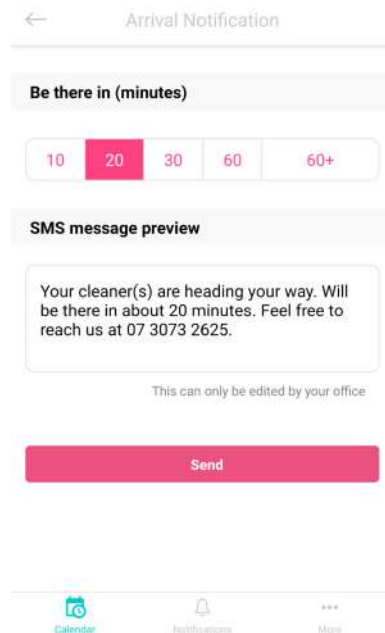
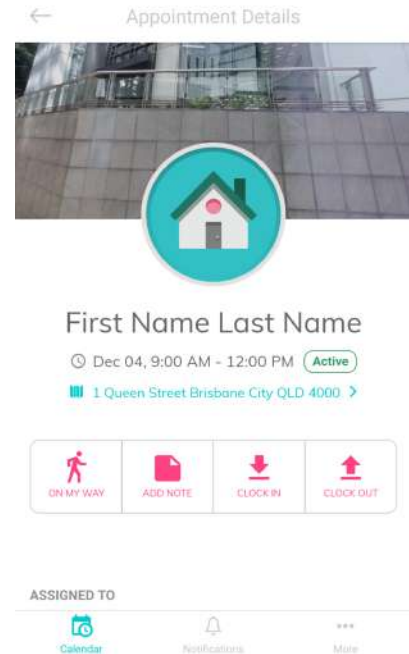
## Disputes

If there are any issues, please contact us immediately.

## Scheduling System - ZenMaid

We use a system called **ZenMaid** to share your calendar with the scheduled appointments that include the client's name, address and the times agreed between the client and the Company. Download the App and once we set you up in ZenMaid, you will receive an email with the link to log in. Your login name and password will be sent to you directly by the Company.

ZenMaid also tracks our contractors' time. **You are required to clock in at the start of the job and clock out when finished.**



## Punctuality

Being on time is fundamental as well as providing outstanding cleaning results.

This is why we work around your availability and always check if you are available before assigning to new clients. Once confirmed, it is your responsibility to check the address and plan your journey accordingly. Google Maps allows for precise planning of a journey from A to B.

ZenMaid allows you to send a text message to the client directly to inform them that you are on the way. We recommend sending a text once you are actually heading towards the client's home. This way you are not disturbed while driving and the client knows to expect you on time.

If you happen to run late for longer than 10 minutes, you must inform the Company and we will keep the client up to date.

**Frequent late arrival and no shows will result in warnings and/or termination of the Contractor Agreement.**

### **New clients**

Introduce yourself to every client you meet for the first time. Even though they are expecting you, it could be anyone knocking on their door. A simple remark by saying your name and stating that you are there to clean for them today will start a positive relationship and will play a huge role in overall happiness. It is absolutely essential that you discuss their cleaning needs for the day. See the "Cleaning and Timing" section below for more details.

Once you complete the job, ask a client for feedback (if they are home). This will help to touch up on missed details and avoid receiving negative feedback later. However, we believe that they will complement your work and will make your day by feeling proud!

### **Regular clients**

After each new clean, we also gather customer feedback and try to convert them into weekly or fortnightly booking. If their experience has been satisfactory, we will rebook them and assign you as a permanent cleaner during their agreement with the Company. It is a good idea to reconfirm customer expectations for a repeat clean.

### **Non-Compete**

As an Independent Contractor of the Company, you agree not to work for any clients under contract (See Contractor Agreement, Clause 11 and 12). If the client approaches you to work directly, please advise them that you are bound by a contract with the Company.

### **Cleaning and Timing**

Every home and every job is different, so there aren't specific outlines of the cleaning process for each request. Every job has a period of time agreed with the customer, and you are required to work within the time given around the clients' priorities. The best approach is to ask the client what their expected tasks to be completed during the time given.

You need to contact the Company if the client requests additional cleaning time or your assessment suggests that you may require extra work time to complete all tasks, and to guarantee customer satisfaction. **Never leave tasks unfinished or half way done due to lack of time.**

Since payment is on a "per hour" basis, all jobs that require longer than 15 minutes than agreed must be authorised in advance by the Company. Failure to inform the Company, may result in non-payment for additional time.

Should you finish earlier than requested, ask (if anyone home) or find other related areas/things to clean. For example, a sink, microwave, skirting boards, a mirror(s) or window(s). Going above and beyond will only benefit you since you are at the property and have to travel the time to get there. **Remember, you will get paid for the hours you actually worked.**

## Cleaning Supplies and Equipment

Being an Independent Contractor implies that you have all the knowledge, tools and equipment to complete the job required within the scope of domestic cleaning. This also means that you have all the knowledge of what product to apply on which surfaces. This is why it is beneficial using your own products to avoid any permanent damage. If you're unsure about what product to use, refrain from cleaning the area or object.

### Basic tools include:

Vacuum cleaner, microfiber cloths, broom and dustpan, rubber gloves, squeegee, grout brush (for bathroom tiles cleaning), bucket and a flat mop.


### Cleaning solutions include:

All-purpose cleaner, glass cleaner, oven cleaner, wood cleaner, antibacterial spray or wipes, tile cleaner with bleach, toilet bowl cleaner, white vinegar, baking soda.

Some clients may prefer you to use their tools and/or cleaning supplies. It is advised to consult with the client directly about this arrangement at your first clean with each client.

## Payments

You will get paid each week on Tuesday upon an invoice regardless of if the client has paid us or not yet. YAY! This is a service that we offer to you while chasing payments from numerous clients.

We use  (<https://www.zoho.com/en-au/>) for our invoicing and do require you to send us an invoice using this software. You simply need to prefill the information once and then only adjust client names and time each week accordingly. Simply include all the hours you have worked last week Monday to Saturday. Earlier payments cannot be guaranteed.



### Company details to bill to:

Home Style Group Pty Ltd

ABN: 33 629 359 422

Address: Po Box 2113 Tingalpa, QLD 4173

Phone: 0422 554 020

[info@homestylecleaning.com.au](mailto:info@homestylecleaning.com.au)