

My Clean Home™ 



OUR CLIENT HANDBOOK

“ *This is what a cleaning company should be like. They are nice, quick, and reliable* ”

MRS FIELDING, HOOLE

“ *I'm delighted with the spring clean. Your girls were fantastic.* ”

MRS BROWN, MICKLE TRAFFORD

“ *The spring clean you did for us was excellent. My wife was delighted when she came home.* ”

MR STUART, ELTON

Call Us Today On: 01244 314 211
www.mycleanhomeuk.com | info@mycleanhomeuk.com



WELCOME TO MY CLEAN HOME

We are a small, family run business with offices in Chester and Wrexham. We have been operating since 2007 and have an experienced office team who ensure the smooth running and continual growth of our company. Our main aim is to make your experience of our service the best it can be.

As a local service you get the added security of knowing you're looked after individually. We care for our clients and our cleaners because we know that our future success depends upon keeping both our customers and our staff happy and satisfied.

HOW WE WORK

First we find out what service you are looking for. Then we select one of our interviewed and referenced checked cleaners, who will be available in your area, and arrange for them to meet you. We understand that this is important for you.

All My Clean Home clients meet their cleaner before they start cleaning for them. Having a cleaner in your home is a very personal experience, and it is important that you feel secure and at ease with your cleaner. Once you have met your cleaner, if you are happy, you arrange with them to start cleaning at a mutually convenient date. If they are not the right cleaner for you, we will speak with you and understand what you are looking for. We will then select another of our cleaners who we think fits your needs. You do not pay a penny until your cleaner starts to clean. Once you have a cleaner that you are happy with they will become your regular cleaner.

A large percentage of our work takes place before you have requested our service. We are constantly recruiting and training new cleaners. We use a strict five step interview process to select only the best applicants. In fact we are so choosy that only around 10% of applicants ever work as a My Clean Home cleaner.

We continuously monitor the reliability and performance of our cleaners. This is done through your feedback and our personal rating system. You can be sure we have taken into account every detail we can. We also make it a priority to pass on any positive feedback that you give us back to our cleaners. Other feedback is used to help monitor and improve our standards.



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HOW WE CHOOSE OUR CLEANERS

All of our cleaners have to pass our five step recruitment process to ensure that you gain the best quality service within your home.

The process starts with the initial application and we assess their suitability by an in-depth telephone interview. Following this we arrange for the cleaner to attend an in-depth interview and training session. This allows us to determine the applicant's honesty, reliability and to generally see if they would be suitable. The final two steps are to check their identity and address details and finally a successful applicant must give two references that will be checked and verified by a member of our office team. Please note that only one in ten potential cleaners will be accepted by us. We are really very choosy!

Once our cleaners have been hired and placed on our database we issue them with My Clean Home identity badges and will offer them a working placement within yours and other clients' homes. Although we do all this background checking of cleaners it is you that has the final say as to whether you invite them into your home.



MATERIALS AND EQUIPMENT

One way that we maintain quality of service is by allowing you to choose what products and equipment are used in your own home. This ensures that you have complete control over chemicals and cleaning equipment. This is especially important if you have young children or allergies. It is of course more hygienic to use equipment already in the home as cross contamination between houses is practically eliminated.

Please make sure you have a good supply of cleaning materials and that your cleaner knows where to find them around your home. As we are highly safety orientated we must ask you to not ask our cleaners to use bleach products within your home. They can cause severe damage if misused and our insurance policy does not cover the use of this product.



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CLEANER ABSENCES AND TROUBLES

If they cannot come to clean, your cleaner is expected to call and let you know. If it's just a question of a cleaner having difficulty coming on a certain day, or time, they will attempt to rearrange the clean for a time that is mutually convenient. Most people would rather have their usual cleaner, but at an alternative time. If they cannot arrange for a mutually convenient alternative, we are able to arrange a cover cleaner for you. Please call our office to arrange this. Please note that we would never do this automatically, we do need to speak to you prior to the clean. We are always able to offer cover within a week of your usual slot. We cannot guarantee that we will be able to arrange cover in the exact slot as you would normally expect your cleaner.

Our company keeps records of cleaners' holidays. We urge you to call us if your cleaner mentions something about being away. We may not always know as soon as you do it, and it will help us to plan for your cover.

Should a clean date fall on a bank holiday, we expect you to liaise directly with your cleaner to reschedule, if this is not possible please contact the office. Many of our cleaners would like to work for you as normal, so long as this is still convenient for you.

Sometimes you may have a problem with your cleaner's reliability or standards. If this ever affects you please do not hesitate to contact us in the office. It is after all one of the reasons we are here!



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FREQUENTLY ASKED QUESTIONS

WHY IS THE AGENCY FEE MORE THAN 4 WEEKS?

The fee covers calendar months. To reach your monthly fee we calculate the number of weeks in a year (52), and divide by the number of months (12). This means that the fee is split equally over the months of the year.

ONCE I SEND YOU A STANDING ORDER, CAN YOU TAKE WHATEVER YOU WANT FROM MY ACCOUNT?

No. A standing order is different to a direct debit. It is an agreement between you and your bank and we have no access to your bank details once it is set up. We cannot change a standing order once it is set up. We cannot increase the rate, change the frequency, start it or even stop it.

CAN I PAY BY MONTHLY INVOICE?

As a local company we wish to keep our costs as low as possible. This includes payment. Once set up, standing orders are automatic and cost much less to process. Invoicing and cheque payments need increased office work and incur us bank charges.

WHAT IF I WANT TO CHANGE THE NUMBER OF WEEKLY HOURS?

It's as simple as just calling to let us know about the change. We will then send you out a new standing order mandate. We in turn will also alter the insurance policy to suit the extended hours. If you change your hours without informing us you invalidate your insurance. It is for this reason that it is important that you let us know before any changes happen.

DO I GET A REFUND IF I DON'T USE A CLEANER?

We allocate cleaners' time to clients and cover each client with our public liability insurance. As we can't use the cleaner for any other clients the agency fee still applies. However the cleaner is only paid for hours actually worked. If your cleaner doesn't clean for you one week, for instance if they are ill or away, then you do not get a refund of the agency fees, but you do keep those hours lost. You can use these for a longer clean the following week, or at another time. Your cleaner is only paid for the hours they work. You do not pay them if they are ill or on holiday.

WHAT ABOUT WHEN MY CLEANER IS SICK OR ON HOLIDAY?

Unfortunately this does happen from time to time! Just give the office a call as soon as possible so we can supply you with a cover cleaner. We do not do this automatically as our policy states we will not allow anyone in your home that you do not have knowledge of. Some people prefer to have their own cleaner make up the hours at a later date.

If your cleaner is absent from work because of illness or planned holidays please call if you would like a temporary cover.



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COMPANY FEES AND LIABILITY COVER

We monitor all prices for cleaners within your area, to make sure that you are getting the best price we can offer you, in relation to the quality of your cleaner and the general running costs of the service provided.

In addition to our cleaning service we also provide you with the security of public liability insurance. This also covers personal injury. Without this you may find yourself liable in the event of an accident. We also provide a breakages cover for accidents. Please note there is an excess policy on this policy.

One of the My Clean Home guarantees is that as an existing customer you will never be subject to increasing service fees. They will only increase when your number of hours changes, or if you have a break in our service.

THANK YOU FOR TAKING THE TIME TO READ THROUGH THIS BOOKLET FROM ALL THE OFFICE TEAM AT MY CLEAN HOME.

IF YOU HAVE ANY FURTHER QUERIES FEEL FREE TO CALL OUR OFFICE AND A MEMBER OF OUR OFFICE TEAM WILL BE THERE TO HELP YOU.



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