



Welcome to Lifesavers!

Thank you for choosing us to help with your domestic cleaning and ironing. We're sure it's a decision you won't regret.

This pack contains the following information:

1. How we work
2. A letter for your bank
3. The materials you'll need
4. What you can expect from us

If you have any questions or comments at any time, please feel free to contact me on **07834 542322** or by email on [info@lifesavers-cleaning.co.uk](mailto:info@lifesavers-cleaning.co.uk). Our office hours are Monday to Friday from 8am to 6pm. If you call outside these hours you will be passed through to my voicemail box. This may also happen from time to time throughout the working day as I am often out with our cleaners. Please accept my apologies if I can't answer the phone personally, but do please leave a message and I will get back to you as soon as I can.

Kind regards

*Heather*

Heather Moffett  
General Manager

## HOW WE WORK

Now that you've employed a Lifesavers recommended cleaner, we'll go through this pack with you and in a moment we'll discuss access to your home, arrange times and have a walk around to see what needs to be done.

After this initial meeting, most of the arrangements will be between you and your cleaner. We will, however, remain busy on your behalf and can be contacted any time if you have any comments or queries regarding your service.

We are firm believers that honesty and openness are key factors in a successful working relationship and like to work with people who feel the same way. We encourage cleaners and their clients to speak up if they're happy or if they're not, but sometimes this isn't possible. In this case, we will be happy to take up any concerns you might have with your cleaner for you. If the relationship between you and your cleaner breaks down for any reason, please let us know and we'll find you someone else.

Our hourly rate of £9.75 per hour is broken down as follows:

0-6 months £6.75 ph to your cleaner / £3.00 ph to Lifesavers  
6 months + £7.25 ph to your cleaner / £2.50 ph to Lifesavers

You are normally expected to pay your cleaner on the day they work for you; most of the cleaners prefer cash payment. You are expected to pay Lifesavers in advance by a monthly standing order into our business account.

The change in payment after 6 months is as a loyalty bonus for your cleaner. This is intended to encourage cleaners to stay with us long term, an arrangement that is better for all of us! The fee Lifesavers charges you each month covers our running costs and enables us to provide a service you'll be happy with.

**Dear Sir / Madam**

**Please arrange a standing order to leave my account:**

**Account name:** \_\_\_\_\_

**Sort Code:** \_\_\_\_\_

**Account number:** \_\_\_\_\_

**Amount of money: £**

**Frequency: Monthly**

**Starting date:**

**Payments should be made in to the following account:**

**Alliance & Leicester Commercial Bank**

**Account name: Lifesavers Domestic Cleaning Ltd**

**Account Number: 04568540**

**Sort Code: 72-06-00**

**Yours Faithfully,**

# CLEANING MATERIALS

In order to keep our costs as low as possible, we ask that **you** provide cleaning materials and equipment for your cleaner. This also ensures that they are using a product that you are happy with. We have provided the following **suggestions** for products, which may be useful. We are more than happy to work with any other products you wish us to. Please note that in our experience, clients who keep their cleaning products well stocked have happier cleaners and cleaner homes!

- Bleach
- Antibacterial Kitchen cleaner
- Windowlens/Glass cleaner
- Flash All Purpose
- Mr Muscle Kitchen cleaner
- Mr Muscle Bathroom Cleaner
- Cleaning cloths
- Dust cloths
- Feather Duster
- Dustpan & brush
- Vacuum cleaner – please make sure it has plenty of oomph!
- Mop & bucket (with wringer if appropriate)
- Toilet cleaner
- Toilet brush
- Cif cream or Flash for bathrooms
- Sponges and Cloths (separate for bathroom)
- Your favourite Air Freshener
- Furniture Polish
- Viakal Spray
- Kitchen Paper or towel to polish glass

All cleaners will let you know when any products are beginning to run low so that you can replace them.

## WHAT YOU CAN EXPECT FROM US

We are passionate about what we do and strive to provide the best service available, wherever we operate.

We have a full time **cover cleaner** in order to cover last minute problems such as sick cleaners or cleaners with their own emergencies. Although we won't *always* be able to clean your house on the day your cleaner is absent we will always strive to get your house cleaned in the same week. We hope you will understand that this service is to cover **unplanned absence** and does not apply to planned holidays. Having said this, we will always *try* to cover **any** absence.

The times of the year where we struggle to do so tend to be the times when a large percentage of cleaners are away such as the middle of the summer, Easter, and a period over Christmas. If you do request cover cleaning and we are unable to offer you a slot, we will refund you by cheque for Lifesaver's portion of the missed visit. **Please note** that we cannot provide refunds where you have gone away and haven't required a cleaner or where you don't accept our offer of cover.

If your day of cleaning is a Monday you will need to consider planning for **Bank holidays**. Most of the cleaners we work with are happy to work on Bank holidays and will usually assume they are required unless instructed otherwise. We would suggest that you liaise either with your cleaner or contact us with plenty of time to spare before any Bank holiday. All cleaners are also instructed to do the same.

We provide cleaners and clients with the same basic cleaning checklist. This is as follows:

- ❑ All floors to be vacuumed or washed
- ❑ Surfaces in all rooms to be dusted and polished
- ❑ Kitchen surfaces to be cleaned and sprayed with cleaner. Cupboard fronts cleaned, sinks clean, hob clean. Stainless steel polished
- ❑ Bathrooms cleaned including bath, shower, toilet, tiles, taps, mirrors, soap tray

This list is not exhaustive, so please let us know if you require anything that is not included and we'll let you know if we can help.

Finally and very importantly.....

If you ever feel **dissatisfied** with the service you're receiving please let us know so we can do something about it!

If you ever feel **more than** satisfied with the service you're receiving, please let us know and your cleaner will receive a thank you from us too!

Thank you for taking the time to read through this pack, if you have any questions, please contact us on the number on the frontt page.

We're always happy to meet new clients, so if anyone you know needs a cleaner please pass on our details. If a new client says that you referred them to us, we'll even give you a **weeks free cleaning!!**

# HOUSEHOLD CHECKLIST

**Client name:**

**Client address:**

**Post Code:**

**Client telephone number(s):**

**Email?**

**Day / Time to clean:**

**Cleaner name:**

**Access:**

**How did you hear about us?**

**Any special instructions or notes:**

**Start Date:**