

## FAQs | DOMESTIC CLEANING SERVICES

### 1. What kind of service do you provide?

We offer expert domestic and office cleaning services, including one-off cleans, after builders cleaning, carpet and upholstery cleaning services, as well as ironing.

### 2. How do you vet your cleaners?

We arrange an interview for all our cleaners at our office where they are required to provide us with the following documents:

- a) Proof of ID and eligibility to work in the UK
- b) Proof of home address
- c) Two references/ carefully checked

Approved candidates are given a professional training to ensure the quality of service provided.

### 3. Do you have insurance?

Yes, we have a full public liability insurance which covers our clients` homes against accidental damage.

### 4. Can I specify the day the cleaner comes?

Yes, you can choose the day for the service required and we will do our best to allocate you a suitable cleaner.

### 5. How long will it take you to find me a cleaner?

We usually make any effort to allocate you a suitable cleaner within 24 hours of your request.

However, this time limit will depend on your specific requirements and which part of London you live in.

### 6. Will I have the same cleaner every week?

Yes, we make sure for you to have the same person every week as far as you are happy with the cleaner.

### 7. Who is supposed to pay the cleaner, you or I?

Usually, you pay the Agency and we are paying the cleaner on a weekly basis.

### 8. What am I supposed to do in case my cleaner does not turn up?

It is unlikely that this happens, but should your cleaner does not turn up, please contact us and we will make sure to allocate you an appropriate person.

9. What happens if I am not happy with the cleaner?

Our cleaners are checked for reliability and we make sure they are trained to meet the highest expectations but sometimes events may occur which may leave you not satisfied. If this is the case, we will make sure everything you are not happy with is done again up to your requirements at no extra cost.

In order to find the proper solution to a poor quality service matter we need to receive a notification as soon as possible /no later than 24 hours of the day the service is provided/.

10. Can I book a cleaner for an hour per cleaning visit?

Unfortunately not, as we require a minimum of 3 hours per cleaning visit.

11. Can my cleaner come when I am at work?

Yes, you can either leave a set of keys with your concierge or with the cleaner.

Whichever of the two options you choose, it proves to be a convenient way of sorting your home cleaning needs. Something else, we make sure our staff goes through a security training with regards to keeping safe your home keys.

12. Who is responsible for the supply of the cleaning materials and equipment needed?

It is your responsibility for providing the necessary cleaning materials and equipment needed, as well as giving instructions concerning the operation of the provided equipment and arranging access to your house.

13. What happens if I move the house and want a cleaning service at the new place as well?

You can contact us and arrange the date for the change to take place. We will do our best to send you the same cleaner /providing the new place is within the M25 area/, providing you are happy with her.

14. What tasks are the cleaners not supposed to do?

Our staff is not supposed to make any professional and deep cleaning of any antique, valuable and delicate items, as well as outside window cleaning unless on the ground floor /according our health and safety conditions/.

15. Are there any additional charges on top of your rates?

There is no extra start up, weekly, monthly or annual fees charged in addition to our rates.

16. What happens if I go away for a week or a couple of weeks?

We require a 24 hours notice before you are supposed to go. In addition, we will ask you to specify the date of the last cleaning visit required and the first cleaning visit when you are back. You do not pay anything for the period when you do not require cleaning services.

17. What areas do you cover?

Our expert services are available within the Greater London Area.

18. What are your office working hours?

Our office is open Monday-Friday 9.00am-19.00pm and Saturdays 10.00am-16.00pm.

We will be happy to serve you during our office working hours. Alternatively, you can leave a voice mail message on our office telephone number,

send fax or e-mail.

Tel.:0800 043 11 43

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