

## KEY FACTS

- **100% Biodegradable / Eco Friendly**

We choose the best of well-known brands for the job. Used alongside our own brand products all of which are Eco Friendly and Biodegradable we can be sure to get the best results.
- **No Cross Contamination**

All of our equipment and cloths are colour coded to avoid cross contamination between rooms such as kitchen, bathroom and living rooms. We use disposable paper products to clean toilets and bidets and disposable colour coded sponges in the bathroom and a separate one for the kitchen. We use approximately 50 microfiber cloths per property, and do not reuse cloths between properties. All our equipment, such as vacuums and floors cleaners, are sterilised between properties using virucide.
- **The best possible cleaning staff**

We subscribe to the Real Living Wage Foundation which means we pay all our staff a decent living wage. All our cleaners undergo an initial training programme when joining us. They are certified as competent by our training manager before being left to work unsupervised. Training can last anywhere from three weeks to three months depending on the nature of their role. All staff are placed onto a development programme to track their training and progression which is reviewed annually. Our insurers Hiscox provide £10,000,000 of cover for public and employers liability. Our staff log in and out of every job via our management system which tracks them by GPS and provides them with the latest information on their current job. All of our cleaners are vetted using full referencing including DBS background checks.
- **All Inclusive Guaranteed Cleaning Service**

We provide all the equipment, cloths, products, labour and materials. We do not charge extra for any parts of our regular cleaning service. We guarantee our results and will return within 48 hours to rectify anything which is not to your liking. Simply let us know within 24 hours of our visit and we will come back free of charge.
- **Antibacterial Microfiber Cleaning as Standard**

We use approximately 50 microfiber cloths per property, and do not reuse cloths between properties. All our cloths are colour coded to stop cross contamination between bathrooms, living areas and kitchens. We also use separate coloured cloths for floors. Microfiber has antibacterial properties when used so when combined with our antibacterial and virucidal products we ensure the cleanest possible surfaces in your home.
- **Virucidal Cleaning as Standard**

As part of our response to the COVID-19 pandemic we now use virucidal cleanser in all properties as standard. We use this on any suitable surfaces and in particular high touch areas such as door handles. Our virucidal cleanser is biodegradable and has a 5 second activation time.
- **The best possible protection**

Using virucide, adhering to our strict cross contamination policies and giving our staff the best training means that you get the best possible protection for your home. All our staff wear a recognizable uniform. They use disposable gloves and will wear a face mask or visor when in your home. Everyone we employ is asked to wash their hands regularly and is issued with sanitizing hand gel for use between clients once their gloves are removed.
- **No Lengthy Contract and Easy Billing**

We do not ask our domestic customers to sign a lengthy contract. Our terms are simple, we ask that new regular customers enjoy a minimum of FOUR cleaning sessions, after that they are free to leave whenever they choose with only a two working days notice required. The same applies if you want to suspend your service, simply give us two working days notice and we will pause your cleaning for as little, or as long, as you wish. For one off cleaning services a minimum of 4 working days notice is required for cancellation. We invoice our services digitally and payment can be made by BACS, credit/debit card or by direct debit. We can issue paper invoices and accept cash on request.