

**Teo Best Cleaning Ltd**

# **CLEANING SERVICES POLICY**

Prepared by

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## Purpose

The Cleaning Services Policy of Teo Best Cleaning Ltd outlines the cleaning activities and procedures that the company conduct to deliver its services and ensure a positive customer service experience. The company is based and operate in Central London only.

Teo Best Cleaning Ltd provide a Professional Domestic Cleaning Services, Ironing and Laundry service, End of Tenancy and Carpet Cleaning services on a high level of standard, according to the requirements and quality of the standard in United Kingdom, using a professional materials and equipment for performing it's jobs. Company working under the weekly schedule Monday to Saturday, on daily, weekly and one off basis - bookings in advance are required.

The company hold set of documents-Public Liability Insurance, Risk Assessment Course Cetriphicate

Regular cleaning services provided can be requested over the website, phone or email with detail information on a fixed rate.

One Off/ End of Tenancy and Carpet cleaning service required a visit by technical at place and providing a quote which is determined depending the services requested from the client, location, size and condition of the property using company. Professional equipment and cleaning agents are provided by the cleaning company and are included the price.

Cetriphicate of cleanness included.

For some of the jobs can be provided subcontractors for performing the work.

## Terms and conditions for work with Teo Best Cleaning Ltd

The Contractor/Client agrees to provide a list of cleaning tasks required and all detergents, supplies (for regular bookings only) and equipment needed for the cleaning, unless otherwise agreed with the cleaning company. If the Client is not able to provide cleaning supplies they can be provided by the cleaner and must be paid to the cleaner separately from the service cost In the event that the Contractor cancel the services on the same day without sufficient, the Contractor hereby undertakes to pay the entire amount for the service. **Cleaning Agents** - These are products or substances used for cleaning and removing contaminants from surfaces. These agents aid in the removal of dust, stains, grime,limescale and etc.

All equipment and supplies should be in safe working order.

The Contractor must to specify the best time and hours for cleaning service.

The Contractor must provide access (keys, codes) to the cleaner for perform the cleaning service. If the Contractor wishes to terminate the service it shall provide prior notice at least 48 hours before the appointed day. In the event that the Client is not satisfied with the service provided and expresses the wish to change the cleaner or the team, the company undertakes to replace it.In the event that the Client wishes to terminate this Agreement it shall provide prior notice at least fourteen days in advance and shall pay all moneys due by the end of that period. The Contractor must notify in advance if there is any abnormalities related to the property (Including inter alia: dangerous animals, life-threatening substances located at the property, unexpected visitors during the service, security codes

to unlock and lock the property, codes for alarm system if any, ect. telephone number to contact the owner at any time)

### **Duties of the Company/Cleaner/Subcontractors**

The Cleaner agrees to provide commercial and domestic cleaning services including ironing and laundry only. The Cleaner must comply with the requirements of the client according the service The Cleaner must comply with the agreed time for service The Cleaner must inform the Client if there any problems during the service or in his absence as soon as practicably possible. The Cleaner may not allow outsiders without prior notice from the Client. Cleaner is obliged to inform the Client of any damage or breakage caused to any item or the property itself as soon as practicably possible.

The Company and the individual subcontractors hold Public Liability insurance itself. Neither the cleaning company nor its insurers shall be liable for the first £100 of any claim nor for any claim of £100 or less in value.

However where the cleaning company or the subcontractor have not fulfilled its obligations to perform with reasonable care and skill under this Agreement or has failed to perform its obligations, the cleaning company may also be liable for the first £100 of any claim.

### **Scope**

This policy applies to all clients who avail themselves of **Teo Best Cleaning's** cleaning services. It covers the company's cleaning activities, and rules that clients must comply with to ensure smooth transactions and efficient service delivery.

### **Policy Statement**

#### **for End of Tenancy and Carpet Cleaning services only**

- A 50% deposit is required 2 days before the booking for appointment. Accepted payment methods are through cash, debit, credit, and bank transfer only.
- Clients may cancel and reschedule their appointment at least two (2) business days before their appointment date. Clients who fail to notify the company beforehand will incur a cancellation fee of £50. For cancellations made two hours before the scheduled appointment, clients will be charged the full deposit amount.
- In case the booking is canceled by the company/cleaner less than 48 hours is eligible to refund the full deposit of 50% to the client.
- Clients must make the premises accessible to the cleaning crew. The client may supervise the cleaning crew, supply a spare key, or provide an access code to the property. If the property remains inaccessible for the service, the client will be

charged the full deposit amount to compensate for the inconvenience.

- The company provides its own cleaning supplies and equipment for its employees to use. For surfaces that require special cleaning agents, the client may leave prior instructions for the crew to follow.
- A cleaning height limit is set to prevent accidents and injuries. Thus, step tools are more favorable as opposed to ladders.
- The company requests clients to secure their valuables before the cleaning crew arrives.
- The cleaning crew will not be responsible for cleaning up after house pets, including animal litters, vomit, urine, and waste. Pets that are aggressive around strangers must also be kept away for the crew's safety.
- The company reserves the right to adjust service rates at any time. Clients will be notified of this change before closing a transaction.

Checkup of the work requested on the end of the service by the client.

In case if there is any complane by the side of the customer after the cleaning service is completed, Company take responsibility to cover it or return to the property free of charge within 48 hours.

Compalnes received over 48 hours after the service is completed are not accepted.

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D. Todorova  
Director