

THE NEW BLACK CLEANING ENGAGEMENT BROCHURE



This brochure is to confirm your agreement to the terms of our engagement and the nature and limitations of the services we will provide.

01 PURPOSE, SCOPE AND OUTPUT OF THE ENGAGEMENT

The New Black Cleaning's intention is to provide you with an amazing experience of our cleaning services, and to enjoy a long-term working relationship which is satisfying to both parties. For that reason, we take this opportunity to inform you of some details and anticipate a few questions which can occur, so we can best meet your expectations.

02 SERVICES

We have the skills, background and experience in providing exceptional cleaning services. We provide a range of different types of services, including standard residential, deep clean, end of lease, commercial, post construction, Airbnb, etc. All of them have a standard check-list, so if you need an extra service that is not included on your booking, you can go online to www.thenewblackcleaning.com.au up to 24 hours prior to your service, and update it with your special extra request.

03 VACUUMS

For OH & S and safety reasons, we prefer that our standard residential clients provide their own vacuum cleaner. In cases where that is not possible, we can arrange to leave one of ours at the client's house; however, the equipment cannot be used by anyone that is not a contractor of The New Black Cleaning. In the instance of someone else using the equipment, resulting in any damage or faults, the client will be charged.

For all the other services we will be providing our own vacuum cleaner machine.

04 FEES

We charge on an hourly basis according to the price list for the type of service. All our prices and fees are available on our website. Our prices are exclusive of GST.

We prefer bank payments by transfer, but our clients also have the option of paying by credit card, online or in cash.

4.1 Invoicing - We will be invoicing you after the service. The invoice date is when the service was done. The due date will vary.

4.2 Weekly clients will be invoiced at the end of each month.

4.3 Changes to Fee - The New Black Cleaning is entitled to vary the rates set out in the Specification during the term of this agreement, with written notice to the Company of 14 days prior to the change being implemented.

4.4 Failure to pay - We charge an extra fee for overdue payment.



05 OUR PEOPLE

Cleaning is a very hard job physically and high turnover of staff is one the downsides of the industry. We are proud to say that our professional staff stay with us for a long time, but if your usual cleaner is not available, our compromise with you is to always have a prepared professional with the right material and equipment on the day and at the address agreed.

Some clients prefer to maintain the same professional cleaner for each visit, and while we always try to accommodate this wish, sometimes, due to illness, schedules or circumstances, this is not always possible.

Our hiring policy is very particular, ensuring our team members will consistently be courteous, professional and honest. Everyone is police checked.

06 INSURANCE AND LEGISLATION

We have public liability insurance and our business is under Professional Standards Legislation. Further information is available from the Professional Standards website:
<https://www.legislation.gov.au/Details/F2011L02575>

07 CONFIDENTIALITY AND SAFETY

Our staff are guaranteed professional, respecting your confidentiality and privacy at all times.

Regarding keys, locks and codes we are always careful and ensure that doors are securely locked after we leave.

08 COMPLAINTS RESOLUTION

At The New Black Cleaning, we have a satisfaction guaranteed policy. If you are not happy for any reason, please inform us immediately, and action will be taken to resolve the situation right away.

09 REFERRAL REWARD POLICY

Refer a new client to us and get **30% off** on your next service.

10 LOYALTY

Regular clients (weekly or fortnightly) receive **one free service** on the nominated month of your birthday.



11 PLAYING OUR PART IN OUR COMMUNITY

Each month we offer a **free service (3 Hours) for a family in need**. If you know of someone who is going through a crisis or rough period in life such as depression, unemployment, divorce or bereavement, we are happy to give a hand.

12 OUTSTANDING INVOICES

Balance at 30 days receives a reminder letter. Then balance at 60 days receives a harsh **collection** letter and **credit** hold. Then balance at 90 days receives attorney letter. Finally, balance at 110 days turned over to **collections**.

13 KEYS

If the professional can not get into the property to get the service done the client **will be charged** AUD 40.00 travel fee.

14 CONFIRMATION OF TERMS

Acceptance of our services in conjunction with this information brochure indicates that you understand and agree to these conditions. This information will be effective for future engagements unless we advise you of any change.

WE LOVE TO CONNECT!

We print about 500 brochures each month, so if you would like to have your logo on the main clients page, please let us now and we will be happy to include you.

HOW TO CONTACT US

Phone: 1300 798 490

Email: contact.thenewblackcleaning@gmail.com

Web: www.thenewblackcleaning.com.au

Office hours: 9am to 5pm, Monday to Friday, excluding public Holidays