

# CorpClean

*Experts in office and commercial cleaning*

## **What constitutes a good cleaning service?**

To help you make your decision about whether or not to use CorpClean, this checklist explains the things that any reputable cleaner or cleaning company must have in place. (Of course, we tick all the right boxes!)

The most important feature is that you need to know that your cleaner has been vetted. If you are going to employ a local cleaner you must ensure that you know who they are and that you can trust them!

CorpClean has been thoroughly vetted and is highly recommended by our clients

## **Is the cleaner insured and is their company fully insured?**

CorpClean is fully insured. You can contact us for details of our policies, if you wish.

## **Who will pay the cleaner's national insurance and holiday pay?**

CorpClean staff are all lawfully employed by us. We pay their national insurance contributions and holiday pay too.

## **Can they clean? What happens if they do not provide the quality cleaning that you expect?**

Training is vital. Cleaning done professionally to a good method is usually quicker and thorough, saving you time and money and enhancing the experience.

We train our staff well when they join, and provide ongoing training too. We employ the most up to date and effective methods of cleaning. This saves you time and money, and makes it easier for our staff to do the best possible job, with ease.

## **What type of vacuum cleaners do they use?**

CorpClean use HEPA filter vacuum cleaners.

**Do they have a secure and insured key holding service?**

CorpClean operate a completely trustworthy and secure key holding service.

**Are the cleaners flexible?**

You may find that your working schedule changes, your requirements change (you might need extra ironing or you have booked a holiday, etc). You want the service to match your needs. A flexible cleaning service that is tailor-made to suit your cleaning requirements. CorpClean employ enough professional cleaners to ensure that we can accommodate any reasonable requirements from our customers.

**What kinds of cleaning products is a cleaner introducing into your home? Do you have children and pets you need to worry about?**

Your home should be cleaned with environmentally-friendly products. CorpClean only use products which have been approved as safe yet effective. If you require us to use any specific products when cleaning your home or office, please speak to us, and we will do our best to accommodate your wishes. (We are required by law to use only products which have been classified as appropriate for the task.)

**If it doesn't work out, can you complain?**

Many companies offer a satisfaction guarantee and have somebody, other than the cleaner, that you can discuss the matter with. Please see our Fairness Policy and Terms & Conditions on this website, however, if for any reason we do any work which is not satisfactory, we WANT you to complain to us.

As the old saying goes, "If you aren't completely happy, tell us... If you are completely happy, tell your friends!"

**When can I call?**

You can call us anytime during our office hours, which are 9am – 5pm Monday to Friday.

## **Why should I use CorpClean?**

CorpClean provide a highly professional cleaning service for your home or office. This gives you more free time to do the things you enjoy, or work in a more uplifting environment.

A fully insured, fully trained, CorpClean Team will clean your office or home to both your standards and to our standards too. For your convenience, apart from water, of course, we will bring all of the necessary cleaning equipment and supplies required.

Prior to working with you, we will normally carry out a free on-site or in-home estimate so you can tell us exactly what you want us to do.

## **What do we do?**

**Offices:** Dust / clean / wash and polish all appropriate surfaces, such as desk, chairs, cupboards, filing cabinets etc.; Clean whiteboards etc only when required (We don't want to erase your important information).

**Important note:** If a desk is very untidy with paperwork etc spread all over it, then we clean around the paperwork ~ we do not want to disturb or lose your important information. If you want us to tidy your desk, we can do that, but many clients find that what works best is when the person using the desk or table or other area puts all papers on a chair before we come to clean - we leave the chair alone - they then put their undisturbed papers etc., back themselves, exactly where they want them.

**Floors:** Wash and/or vacuum throughout

**Canteen / Kitchen:** Clean work surfaces, dust and wipe appliances, wipe clean cupboard fronts and wash floors.

**WC ~ Bathrooms:** Thoroughly clean sinks, baths, toilets and wipe counters.

**All rooms:** Clean and dust skirting boards, pictures, lampshades, knick-knacks, window sills, furniture, and light fittings, and vacuum throughout.

**Carpet Cleaning:** Thoroughly clean carpets.

**Training of Cleaners:** If you already have your own in-house cleaning staff, or wish to use an external provide other than ourselves for your main work, we also provide first class training services to enable your staff (or other service provider) to work to the highest standards.

## **What happens if I am not satisfied?**

Our work is guaranteed 100% of the time. If any of our teams do not do a satisfactory job, then we will make sure that that specific team will immediately re-clean the area in question, or re-do the ironing etc.

If you prefer to use a different CorpClean Team, we will have another of our teams re-clean the unsatisfactory area as soon as possible. We will of course reimburse you the full price you have paid.

Beyond that, we will find out why this happened, and take corrective action to ensure that the same mistakes do not happen again. (Please see our Fairness Policy and Terms & Conditions).

### **Do you bring your own cleaning supplies and equipment?**

Yes. Apart from water, of course, we bring our all own cleaning equipment and supplies to clean your office. All our cleaning supplies are approved to ensure they don't harm our staff but are strong enough to clean your home.

If you have any special requirements regarding the cleaning products we use in your home, please contact us and we will do all we can to accommodate your wishes.

### **How long has CorpClean been cleaning offices and homes?**

CorpClean have been cleaning offices and homes since 2004. You may like to know that in the office and domestic and cleaning industry, a cleaning professional will normally work as such for about 13 weeks on average, all of our staff (apart from new joiners) have been with Clean and Simple for between 1 and 5 years.

### **What happens if the team that cleans my office, rooms or home is sick, injured or on holiday?**

In the case of holidays, we make sure that alternative arrangements are made in good time so that another team takes over the work of your team.

In the case of sudden injury or sickness preventing your team from being able to work, we have enough staff to make it unlikely that the work would not be carried out as scheduled by a substitute team. However, if such an unlikely event were to happen then we would respond accordingly by providing a substitute team asap.

Please note that this team would normally arrive at the scheduled time but if that is not possible, they will do the work at another mutually agreed time.

### **What happens if you are injured while cleaning my home or office?**

Our staff are very rarely injured, but it can happen. However, staff can really only be injured as a result of the following possible but highly unlikely, (we hope) scenarios:

1. An unavoidable accident takes place, and no one is to blame.
2. An avoidable accident takes place, and you, your representative(s) or our staff did something, or neglected to do something, which caused the accident.
3. A malicious act takes place affecting our staff, carried out either by you or your representatives or some other unconnected third party.

Taking the third and second points first, we appreciate that these scenarios are extremely unlikely, but if the individual(s) injured in your home are hurt as a result of some negligence or misconduct on your part, or perhaps by some assailant (such as a burglar) then of course if it is a civil matter we would claim on your insurance, or that of the culpable party, or in the case of a crime, we would go through the normal legal channels.

We anticipate that most of the (few) cases of members of our staff being injured would fit in category [1] above ~ in which case we are fully insured, and we would assist the staff member to make any appropriate claim through our own insurance. (Please contact us for details of our insurance policies, if you wish).

### **Are you an insured key holder?**

Yes. We always make sure that we have up to date and fully comprehensive insurance. Please feel free to contact us to obtain the details of our policies or to ask us to explain our procedures in relation to what would happen if something in your office or home is damaged, misplaced or goes missing.