

Vast Maintenance Limited

# Terms and Conditions

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## Terms & Conditions

This is the terms and conditions of services as agreed between the Client (a person and or company engaging services) and the Company Vast Maintenance Limited with Company.

By making a booking with Vast Maintenance Limited, the client accepts these terms and conditions, unless otherwise indicated to the company, before the service or contract has commenced.

N: 08939336

## Communication

From the 25<sup>th</sup> May 2018, we are updating our privacy policy, and therefore will always offer you the opportunity to control how and when we contact you

Prior to the start of a professional contract, we will offer you the opportunity to be part of your own WhatsApp group.

This allows you to contact our duty supervisor with any concerns or requests, and also allows us to contact our clients with feedback or professional enquiries concerning your contract details.

From time to time we may contact you with offers and promotions concerning our products and services.

Please let us know if you would prefer not to be contacted by our company, apart from our billing department.

[www.vastmaintenance.com](http://www.vastmaintenance.com)

Our 24/7 customer hotline:

0203 865 8365

Our email address;

vastmaintenance@gmail.com

Please remember:

We never share your data with any third parties without your permission

Our terms and conditions apply for all cleaning services including 0800 Concierge

## 1. ALL CLEANING SERVICES

1.1 The Company will provide our cleaning service at a rate specified on the individual contract, depending on level of service required and detailed in the client quote and contract.

This is organised for a minimum of 3 hours per session.

1.2 Products can be supplied at an additional charge.

1.3 The charge for one-off deep / spring cleaning service is:

£249.00 for a 1 bedroom 1 bathroom

£299.00 for a 2 bedroom 1 bathrooms

1.3.1. The above amount includes products

1.3.2. There is an extra cost of £40 per room for larger properties.

1.3.3. The above price includes our service guarantee

1.4 For end of tenancy cleaning and after builders cleaning, the Company will quote on an individual basis.

1.5. Please note the number of cleaners used per session will not affect the initial quotation provided to Clients. (the rate for all cleanings is per contract)

1.6. If the Client requires the cleaner to perform any task, beyond the agreed tasks, the Client must pay for any additional time worked at the rate agreed.

1.7. The Client agrees to provide a list of all required tasks, equipment and appliances i.e. vacuum cleaners, irons etc. needed for the required work, unless other arrangements have been made with the Company.

1.8. If the Client prefers eco friendly products this will be charged at an additional rate.

1.9. All cleaning appliances should be safe and in full working order.

- 1.10. All fragile and highly breakable items must be secured or removed. Items excluded from liability are: cash, jewellery, items of sentimental value, art and antiques. The client is responsible for securing any valuables left in plain sight.
- 1.11. The Company is not responsible for cleaning collectable items, antiques, art, items of sentimental value and the surrounding areas.
- 1.12. The Client understands that prices quoted only include cleaning and ironing labour.
- 1.13. Should the Client require an AGA to be cleaned, the Client must leave the AGA on a minimum heat to allow the cleaning to be completed.
- 1.14. The Client must specify any special instructions for deactivation/activation of any household alarm systems.
- 1.15. The Company reserves the right not to continue with the appointment if on inspection, it is found that the material to be cleaned or treated is not suitable for cleaning or treatment.
- 1.16. The Company will not continue with the appointment if (but not exclusive to) water or power being unavailable or if there is interference in the work from the Client or any other person.
- 1.17. Freezers must be defrosted in advance. As the time scale for defrosting will not enable the cleaner complete this task.
- 1.18. The cleaner will not clean windows inside or outside of the property if the window or part of the window is out of reach to the cleaner, in accordance with Health and Safety.
- 1.19. If the cleaner is not available for the cleaning appointment due to sickness or annual leave, the company is to provide a replacement cleaner if that is the client's wish and accommodate a suitable time for the client day/time (reschedule if necessary). The company will inform the client in advance of the cleaner's planned holidays.

1.20. If the client requires any covered areas to be cleaned, the heavy furniture must be moved prior to the appointment.

## 2. ACCESS

2.1. The Client is responsible for providing access to the property at the scheduled time. If keys are provided, they must open and close all locks.

2.2. Keys supplied to the Company that are misplaced or lost will be replaced to the maximum amount of £25.00.

2.3. If a cleaner or Company operative needs to collect keys from a third party, at an address of a distance more than 0.5 miles from the premises where work is to be carried out, then a £10.00 charge will apply to cover travel and time costs.

2.4. The Company is not responsible for any alarms triggered during an appointment. These must be provided prior to any scheduled appointment.

2.5. The Client must arrange a suitable parking space for Company vehicles within close proximity of the property and to cover any parking/congestion expenses, if applicable.

## 3. PAYMENTS

3.1. Payment is required at the end of the scheduled appointment.

3.2. Regular Clients:

3.2.1. Invoices are issued at the end of each calendar month for contract customers

3.2.2. Payment can be made in cash or online bank transfer by the 7<sup>th</sup> of each calendar month. Late payments will incur an administration charge of £2.00 per day.

3.2.3. Any online payments must be made before midnight after the cleaning session has completed.

3.2.4. In case the payment has not been made the company reserves the right to not send a cleaner until it is resolved.

3.3. One off Clients:

3.3.1. Invoices are issued within 48 hours.

3.3.2. Payment can be made in cash on completion of the service.

3.3.3. Payment can be made online in advance of the services.

3.3.4. All payments must be made on the day of the assignment. Online payments must be made by midnight.

3.4. The Company reserves the right to suspend cleaning services if a payment is not made within the required payment limit. In the event of an outstanding payment, services will be suspended until payment is received in full.

3.5. If payment is not made after 30 days of invoice then the account will be passed to a collections agency, after which an additional charge of 15% of the original invoice will become applicable. The Client agrees as part of this contract to pay this sum which represents the Company's reasonable costs in collecting the unpaid amounts.

#### 4. COMPLAINTS

4.1. The Company requires the Client or his/her representative to agree an individual task assessment prior to the first cleaning session, based on the specifics of their property. The client accepts and understands the contents of a 'general clean', as supplied by the company. The company will agree with the client an hourly time frame for agreed cleaning duties. Any cleaning duty outside of the 'general clean' will be quoted individually.

4.2. If the Client is not completely satisfied with the cleaning services, the Company will re-clean any areas and item/s before the completion of the service on the same day or an agreed day.

4.3. If the Client is unable to attend the first session, detailed instructions are to be provided on any special detergents or procedures to be carried out within the property.

4.4 Client accepts and understands that poor service, breakage/damage or theft must be reported within 24 hours from the service date. Failure to do so will entitle the Client to no refunds or recovery cleanings.

4.5. The Company may take up to 3 working days to resolve a complaint.

4.6. The Company will not accept a complaint based on an Inventory check report, filed more than 24 hours after the cleaning session.

4.7. Complaints are accepted in writing (letter, e mail or Fax). Complaints must be reported on completion of the pervious duty.

4.8. If the Client has failed to provide such information, any claims will be deemed invalid.

4.9. Key replacement/locksmith fees are paid only if keys are lost by Company cleaners/operatives.

4.10. In case of damage the Company will try to repair the item/s if it agrees that it caused the damage. If the item/s cannot be repaired the Company will rectify the problem through its insurance company by crediting the Client with the item/s if it is proven to be by Company.

4.11. The Company will not to be responsible for:

4.11.1. delay for a cleaning appointment due to a traffic congestion;

4.11.2. postponed service due to broken equipment;

4.11.3 appointment not complete due to lack of hot water or power and suitable cleaning materials and/or equipment in full working order provided by the Client;

4.11.4 third party entering or present at the Client's premises obstructing the cleaning process

## 5. Claims

5.1. Vast Maintenance Limited and 0800 Concierge offer all clients a customer service guarantee to complete the work to the client's satisfaction, as detailed in the original quote.

5.2. All services shall be deemed to have been carried out to the Client's satisfaction unless notice is received by the Company with details of the complaint within 24 hours of the work being completed. Any complaint will be fully investigated and the Company gives its best endeavours to resolve it to the satisfaction of the Client.

5.3. The Client agrees to allow the Company back to re-clean and inspect any disputed areas/items before arranging a third party to carry out services.

5.4. The Client must be present at all time during the re-clean.

5.5. The Company reserves the right to only offer one re-clean per service.

5.6. While cleaners make every effort not to break items, accidents do happen. Identical replacement is always attempted but not guaranteed.

5.7. The Company may require entry to the location of the claim within 24 hours to correct the problem.

5.8. In case of damage, confirmed as caused by the Company, the Company will repair the item at its sole cost. If the item cannot be repaired the Company will rectify the problem by crediting the Client with the item's present actual cash value toward a like replacement.

5.9. Re-clean services apply once the payment for the service has been received in full.

## 6. Liability

6.1. The Company shall not be liable for any third parties that are present at the Client's premises during the appointment. No cleaner will grant access to the property to any third parties after an appointment commences.

6.2. Items excluded from the cleaning company's liability include: cash, jewellery, art, antiques and items of sentimental value.

6.3. The Company requests all irreplaceable items (whether of monetary or sentimental value) be stored away.

6.4. The Company is not responsible for any existing damage to Clients' property in the form of old stains/burns/spillages etc. which cannot be cleaned/removed completely by the cleaner using the industry standard cleaning methods.

6.5. The Company shall not be liable for the shrinkage of carpets as a result of poor fitting.

6.6. The Client accepts that appliances do break during the cleaning process due to technical faults, long term use, etc. The cleaners are not responsible for the breakage of any appliance, unless it is caused by improper use or negligence by the cleaner. If any damage is proved to be caused by the cleaner, the appliance will be repaired or replaced to a similar, workable standard.

6.7. The Company will endeavour to ensure that appliances are cleaned to a high standard. However, if they have not been cleaned since they were purchased, the Company will not be liable for ingrained dirt that cannot be removed using chemicals.

6.8. The Company will not guarantee an End of Tenancy Cleaning service if furniture or tenants are still present in the property at the time of the cleaning.

6.9. The Company shall not be responsible for any damage caused as a result of the Client placing furniture on a carpet which has not completely dried.

6.10. The Company is not liable for any wear or discolouration of fabric that becomes more notable once dirt is removed.

6.11. The Company will not liable for any damages caused by faulty products/equipment provided by the Client. The Client must inform the Company of any broken appliances or items or provide written instructions for the cleaning of any specific surfaces, furniture, etc. in the premises

## 7. INSURANCE

7.1. The Company has Public and Employer's liability insurance. The policy will cover any accidental damages caused by the company.

7.2. The Client is obliged to warn the Company or the cleaner about appliances that are poorly fixed or not in full working order as insurance will not cover these items.

## 8. CLIENT SATISFACTION

8.1. The Client is protected by our customer service guarantee, and the company will respond to all feedback in a professional and proactive manner.

8.2. If the Client is not satisfied with the cleaning service provided and a complaint has been placed in the stated 24 hours after the appointment, the Company reserves the right to return the same cleaner to re-clean any areas and items to Client's satisfaction. The Client must allow the cleaner to return and the Client should be at present at all times during the re-clean.

8.3. The Company will permit only one re-clean session and only for the reported missed areas. Any additional requests, will incur the fees as per the above.

8.4. The Client will not determine the rate of pay for any additional requests.

## 9. CANCELLATION

9.1. All Services:

9.1.1. For all regular cleaning services, and 0800 Concierge, the Company prefers a notice of 30 days to terminate their agreement with the Company, However, we do not apply charges to the account should the client not find our level of service acceptable. We do ask that the client offers the company the opportunity to act upon relevant feedback received.

9.1.2. The Client may cancel any scheduled cleaning appointment up to five working days prior with no cancellation charges.

9.1.3. In the event of Cancellation by the Client without prior notice, Cancellation fees apply as follows:

One working day – 75% from the Cleaning Charge (where "Cleaning charge" means the full amount to be paid for the booking)

Same day – the full Cleaning Charge (where "Cleaning charge" means the full amount to be paid for the booking)

9.1.4. The Clients agrees to pay the full quote as a cancellation fee in the event of:

a lock- out cased by the cleaner being turned away;

if no one is available to provide access to the property;

no water or power available at Client's premises;

problems with client's keys. If keys are provided they must open the lock without any special efforts or skills.

9.2. The Client may reschedule appointment, if two to three days' notice is provided to the Company. The Client must note however that the preferred cleaning operative may not be available on the chosen, rescheduled date.

9.3. The Company reserves the right to refuse any cleaning appointment if the condition of the property is hazardous to the cleaner/Company operative.

9.4. The Company reserves the right to cancel and/or reschedule a service in the event of a force majeure or unforeseen circumstances outside of the control of the cleaner or the Company.

9.5. By making a booking for a Regular Domestic Cleaning Service, the Client agrees to be provided with a regular service according to the schedule, and not to cancel more than eight agreed appointments within One Calendar Year. In the event of more than the stipulated Cancellations, the client shall be liable to the full charges applicable.

## 10. POST CANCELLATION TERMS

10.1. By entering into a service agreement with the Company, the Client agrees that after the termination of the cleaning service, the Client will not hire or use any domestic services provided by a present or past cleaner introduced to the Client by the company.

10.2. If the Client wishes to hire or use domestic services provided by the cleaner, then he/she must pay a referral fee of £500.00.

## 11. 0800 CONCIERGE

11.1. 0800 Concierge, trading as Vast Maintenance Limited, hereinafter called "the company", act only as agents for (i) the owners of the accommodation ("the Owner") or (ii) other agencies who themselves act as agents for the Owner. In all circumstances the Contract of Letting is between the guest ("the Guest") and the Owner.

The Owner is solely responsible for providing the accommodation and for the safety of all Guests and/or his/her invitees (jointly known as "the Holidaymakers"). The company accepts no responsibility for personal injury to, or death of, any Holidaymakers, or loss of or consequential loss or damage to their property, or for other matters over which the company has no control, except to the extent such personal injury or death is caused by the negligence or wilful default of the company.

11.2 The owner is solely responsible for insurance of their own property and building and the contents therein.

## 12. Jurisdiction

12.1. These terms and conditions shall be governed by the relevant United Kingdom law, and by agreeing to be bound by them the Client agrees to submit to the exclusive jurisdiction of the relevant courts of the United Kingdom

Client Signature

VM Signature

Date

## **Specific Information concerning cleaning service**

Prior to the start of any contract we will design a bespoke checklist with the client to ensure consistency and quality.

Please consider the following

## **Residential Contract Cleaning**

Below is our standard task list that the cleaners complete on a weekly or fortnightly basis

### **Kitchen**

- Clean and polish all cupboards and drawers, removing stains, dirt's and finger marks
- Clean the refrigerator and freezer, removing dirt's and finger marks\*
- Clean the cooker hobs outside the oven
- clean the microwave inside and out, remove stains where possible
- Clean all appliances like dishwasher, washing machine etc. removing dirt's and finger marks.
- Clean and wash all tops and surfaces, polish where necessary
- Wipe clean the extractor over the cooker\*
- Clean and wash the sink, shine taps and tiles around the sink
- Clean and wipe the door handles, remove stains and finger marks where possible
- Dust lampshades and light switches where possible
- Empty bins, change bin bag and Wipe down bins

- Sweep/vacuum or mop the floor (if not carpeted)

### **Bathroom/Toilet**

- Clean and disinfect toilet seat inside and out, clean and disinfect toilet bowl inside and out, polish where necessary
- Clean and wash the bathtub, polishing the taps.
- Clean the shower cabin
- Clean and wash the tiles
- Polish mirrors and glasses and chromes
- Clean and wash all tops and surfaces, polish where necessary
- Clean towel rack and arrange towels neatly
- Clean the cabinets
- Clean and wash the sink inside and out, polish the taps
- Vacuum /mop the floors and empty the bins
- Clean and wipe the door handles and light switches, remove finger marks
- Polish chrome fixtures

### **Bedrooms**

- Clean and wipe wardrobes and drawers
- Clean and polish mirrors and glass surfaces
- Dust and polish all tops and surfaces
- Dust picture frames and lampshades
- Dust windowsills and ledge
- Make bed, fluff pillows, straighten duvet
- Change sheets if required \*

- Clean and dust skirting boards
- Clean and wipe light switches, remove finger marks and dirt
- Vacuum and mop the floor where necessary
- Empty bins

### **Living room and dinner**

- Remove cobwebs from ceiling\*
- Dust chairs and surfaces
- Dusting Brass/Silver
- Clean and polish mirrors and glass surfaces
- Clean tables and remove finger marks
- Clean around fireplace\*
- Vacuum sofas and tidy sofa cushions \*
- Clean and dust skirting boards
- Clean and dust radiators\*
- Dust picture frames and lamp shades
- Clean and wipe light switches, remove finger marks and dirt
- Wipe and dust window ledges
- Empty bins

### **All rooms**

- Clean and dust skirting boards
- Dust picture frames

- Clean and wipe the door handles remove finger marks
- Dust lamp shades
- Clean and wipe light switches, remove fingerprints and dirt
- Clean around fireplace and radiators\*
- Polish mirrors and glasses
- Clean windows ledges\*

### **Other Tasks**

- Wash up dishes and load/unload dish-washer\*
- Laundry, Load/unload the washing machine\*
- Fold and put away laundry\*

### **Services at an additional cost**

- Window cleaning
- Carpet steam cleaning
- Wood floor cleaning
- Ironing
- Oven cleaning
- Rubbish Removal

*Please refer to our website for more information*

*\*\*Cleaning Tasks marked with Asterisk can take twice the time to perform please allow extra time*

## **Our Standard VM Spring Clean**

Below is our standard task list which the cleaners complete on a one off basis

### **Kitchen**

- cleaning and polishing all cupboards and drawers inside and out, remove stains and marks
- clean the fridge and freezer inside and out,
- clean the oven inside and out, clean the grills and oven dish
- clean the microwave inside and out, remove stains and marks where possible
- clean and wash all tops and surfaces, polish where necessary
- clean the extractor over the cooker
- clean and wash the sink, remove lime scale and polish
- clean and wipe the door, remove marks and finger prints where possible
- dust lamp shade and light switches where possible
- hovering and mop the floor (if not carpeted)

### **Bathroom/Toilet**

- clean and disinfect toilet seat inside and out, toilet bowl inside and out, polish where necessary
- clean and wash the bathtub (shower cabin), polishing the taps
- clean and wash the tiles and between the tiles, remove lime scale
- polishing mirrors and glasses
- clean and wash all tops and surfaces, polish where necessary
- clean the cabinets inside and out (if there are any)

- clean and wash the sink, polish the taps
- hovering and mop the floor
- clean and dust the fan (if possible)
- clean and wipe the door, remove marks and finger prints

### **Bedrooms**

- clean and wipe wardrobes and drawers outside, dust and polish all tops and surfaces
- wipe picture frames and lamp shades
- clean and wipe skirting boards
- clean and wipe light switches, remove finger prints and dirt
- hovering and mop the floor where necessary

### **Living room and dinner**

- clean and wipe down doors and the door frame
- Clean any furniture outside only – inside on request as long as contents have been removed.
- any sofas will be vacuumed, the cushions will be lifted and vacuum underneath
- move light furniture (if possible), vacuum underneath and behind
- clean and wipe skirting boards
- clean and wipe and radiators
- dust picture frames and lamp shades

### **Hallway and stair case**

- clean and wipe down doors and the door frame
- clean and wipe skirting boards
- clean and wipe and radiators

- dust picture frames and lamp shades
- clean and wipe light switches, remove finger prints and dirt
- clean the windows inside only
- clean window frames and window sills

### **All rooms**

- clean and wipe skirting boards
- dust picture frames
- clean the doors and the door frames, clean and polish the handle of the doors
- dust lamp shades
- clean and wipe light switches, remove finger prints and dirt
- dust and wipe window blinds
- clean and polish picture
- Clean rails and banisters
- clean around fireplace and radiators
- polish mirrors and glasses
- we will clean the windows inside only (if you require window cleaning outside, extra charge will apply)
- clean the window frames and window sills

### **Deep Cleaning at an extra charge**

- Carpet Cleaning
- Window Cleaning
- Oven Cleaning
- Polishing Wooden Floors
- Rubbish Removal

## **Our Standard VM Corporate Office Cleaning Task List**

### **List of Office Cleaning Tasks**

#### **Entrance/Reception**

- Reception counters dusted and fingerprint removed
- Pictures and art deco dusted
- glass cleaned
- Phones and computers wiped down
- Table tops dusted and polished
- Magazines organized
- Vacuum carpet/mop tiles
- Rubbish bin emptied

#### **General offices areas**

- Desks dusted
- Carpets vacuumed/tiles moped
- Filing cabinets wiped down
- Window sills wiped down
- Phones and Computers wiped down
- Door glass cleaned

- Bookcases/book spines dusted
- Light fixtures dusted or wiped down
- Rubbish bin emptied

### **Toilets/Washrooms**

- Toilets cleaned and sanitized
- Mirrors polished
- Counter tops cleaned and sanitized
- Soap and towel dispensers wiped down
- Floors mopped
- Rubbish bin emptied
- Sinks cleaned and taps shined

### **Kitchen Area**

- Table and Countertops wiped down
- Taps and sinks cleaned and shined
- Refrigerator wiped down
- Microwave wiped down
- Cabinets dusted or wiped
- Wall outlets wiped and sanitized
- Tables, benches and chairs wiped down
- Rubbish bin emptied

### **Quarterly Deep Clean**

- Hygienic treatment and valeting of computer screens, base units and telephone equipment
- Wash and wipe dry all skirting boards, Flick dust windowsills and ledges above normal hand height
- Deep clean of all hard surface areas, to include tiles and partition
- Deep clean of sanitary ware and Sanitization of toilets and washrooms

### **Bespoke Cleaning Schedule**

- For all corporate premises, we will design a bespoke cleaning schedule, agreeing accountabilities  
And hours