

# Client Information Pack



# Introduction



Introducing Time For You Domestic Cleaning: A Family-Owned Business, Established In 1998

Time For You Domestic Cleaning has been offering precisely that for numerous homeowners over the last 25 years. Our dedicated business owners have committed to delivering outstanding customer service and introducing only the most proficient cleaners who have passed a stringent vetting process.

We understand how draining cleaning can be. That's why we emphasise providing a personalised service to help you reclaim your precious time.

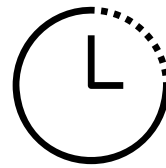
At Time For You, we value your time above all else.



# How It Works...

## **WE MATCH YOU WITH YOUR PERFECT HOUSE CLEANER.**

At Time For You, we prioritise your needs and preferences when it comes to finding the right cleaner for you. We will personally visit you in your home and take the time to listen and understand your requirements, and then we tailor our services accordingly. All our cleaners are local, reliable and experienced and are interviewed in their own homes.



## **RELIABLE CLEANING SERVICES YOU CAN DEPEND ON**

We are committed to providing you with exceptional service that you can rely on. We understand that having a trustworthy cleaner is crucial, which is why we offer a consistent and dependable service with the same cleaner arriving at your home each week or fortnight.

Our cleaners use cleaning materials and equipment provided by the householder to prevent any cross-contamination. We offer a range of cleaning services that include dusting, floor cleaning, bathroom and kitchen cleaning. Moreover, we provide optional extras like bed changing, ironing, and interior window cleaning for your convenience. You can discuss with your allocated cleaner which tasks you wish to prioritise within the time frame.



# What You Get...

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- **A WEEKLY OR FORTNIGHTLY CLEANING SERVICE**
- **THE SAME, VETTED, FRIENDLY, RELIABLE & POLICE CHECKED\* CLEANER EACH WEEK OR FORTNIGHT**
- **ACCIDENTAL DAMAGE INSURANCE**
- **A CLEANING SERVICE TAILORED TO YOUR NEEDS**
- **A FRIENDLY, PERSONAL AND RELIABLE, CUSTOMER SERVICE. NOTHING IS TOO MUCH TROUBLE**

# Pricing

## HOW DO WE CHARGE FOR THE CLEANING SERVICES?

Our pricing is highly competitive, and the payment structure is straightforward. The payments are split into two parts with the cleaner paid on the day of the clean. The small remaining balance covers our Management Fee, which is collected quarterly in advance via Direct Debit.

### What does the management fee cover?

- **It means if there are any problems, you have someone to call to sort them out!**
- It means if a cleaner goes on holiday, rather than skipping a week we can arrange another vetted cleaner to cover for your regular one.
- If your cleaner leaves or is no longer able to work you also do not have the headache of finding someone else, we do this for you!!
- Our clients have come to us for the peace of mind that we are always there to help with any concerns that may arise.
- Our local offices have call answering services so there is always someone to speak to during office hours if you have any questions or queries.
- Our commitment to facilitating communication between our cleaners and clients is a top priority.
- **We understand that sometimes accidents happen so the fee also pays for public liability insurance for your peace of mind. We want you to feel secure in the knowledge that we have you covered.**

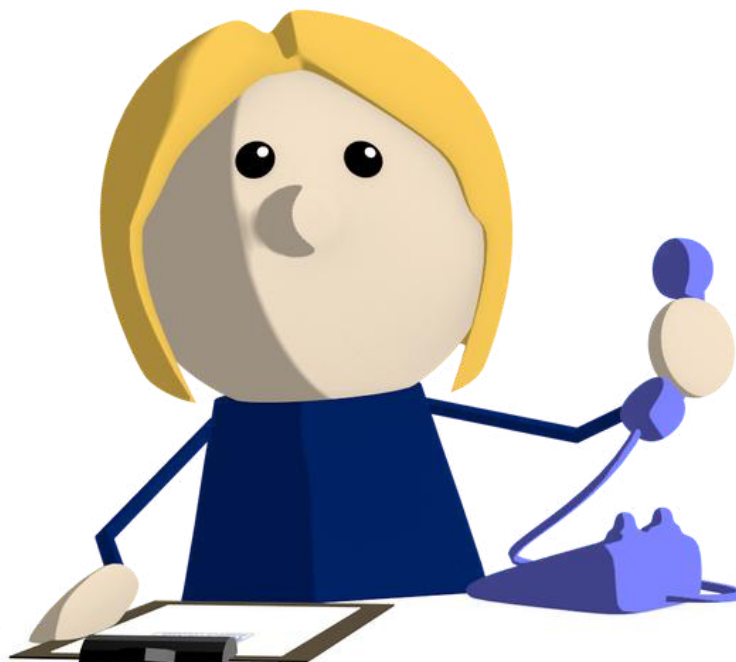
If you have any questions, please do not hesitate to contact your local office who will be able to take you through this in more detail

# What Happens Next?

Getting started is straightforward and swift, and before long, you'll have a dedicated Time For You Cleaner.

Please do get back in touch should you need more details on how our services can benefit you. If you choose to go ahead, we'll call you to set up an appointment to meet with you and take care of the necessary paperwork.

Typically, we assign a cleaner that meets your specific needs within 5-10 working days, and occasionally even sooner, once the visit and paperwork are completed.



# Customer Reviews



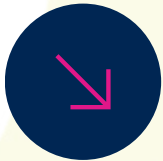
Really helpful and so thoughtful and kind - ensuring that my needs were met  
Vanessa June 2024

The Best Cleaning Company!  
I explained to her that my 90-year old mum needed help with the cleaning of her house, and Samantha patiently outlined the many options available. The cleaning ladies were always prompt and friendly, and did an amazing job with my mum's house. I highly recommend the east London branch of this company!  
Jennifer March 2024

Fantastic in every way  
I have had both direct and agency cleaners for over 40 years and 6-months ago I changed to this one. Best decision I made! From a courteous home visit "interview" to (now) 6-months of exceptional, punctual, reliable service I just can't fault them. Even on the very rare occasion of an issue they quickly solve it. Can't recommend enough!!  
Peter February 2024

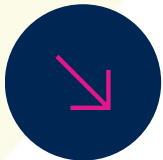
**You can read more here!**

**Handy Links**



**[Start Your Search For A Cleaner Here: Use Our Handy Postcode Search Function To Find Your Local Branch](#)**

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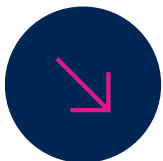
**[Have Any More Questions? Why Not Take A Look At Our Extensive FAQ section](#)**

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**[Want to know what our terms and condition are? Take a look at them on our website here.](#)**

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**[See Our Latest News & Articles Here: We have Plenty Of Great Tips & Advice For You](#)**

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**TIME FOR YOU**

**.CLEANING**

cleaning



**“we believe life’s too short to  
spend it cleaning”**

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