



COMPREHENSIVE CLEANER HANDBOOK

OFFICIAL POLICIES, PROCEDURES & DEVELOPMENT

1. INTRODUCTION & WORKING WITH US

Welcome to RM & Zee Cleaning Service! We pride ourselves on being a premium domestic cleaning agency. You will have your own regular clients, working on days and times that suit both you and the client. Reliability and high standards are the core of our business.

Self-Employment: You are self-employed, meaning you are responsible for your own tax and National Insurance contributions. We can provide you with confirmation of working hours if you need to report them for tax credits or to HMRC.

2. STARTING WORK & CLIENT INTERVIEWS

Before offering you regular clients, we ensure you meet our stringent criteria, including ID verification and reference checks. For regular jobs, you will typically attend an initial meeting (interview) at the client's home.

- **The Meeting:** Dress smartly but casually. Be punctual. If you are running late, contact the client immediately.
- **Assessment:** Use this time to discuss their expectations, find out where cleaning materials are kept, and establish a start date.
- **Follow-Up:** Contact our office immediately after the meeting to confirm the start date and outcome.

3. THE RM & ZEE CLEANER PORTAL

We provide access to our exclusive Cleaner Portal app to manage your workload efficiently from your smartphone.

- **Find Work:** View, accept, or reject available jobs in your local area in real-time.
 - **Manage Schedule:** View your client's details, update your availability, and report any upcoming holidays or sickness.
 - **Finances:** Log payments made by clients and view your annual earnings to assist with your tax returns.
-

- **Feedback:** Request and view performance feedback from your clients.

4. PAYMENTS & RATES OF PAY

You are paid directly by the client on the day you clean, generally in cash or via bank transfer. The standard rate is set by RM & Zee and communicated to both you and the client. You must never demand a higher rate from the client than what is officially set by the agency.

From time to time, RM & Zee may review and increase the rates. You will be formally notified when this happens and when the new rate applies.



COMPREHENSIVE CLEANER HANDBOOK

PART 2: STANDARDS & COMPLIANCE

5. CLIENT KEYS & SECURITY

Many clients will provide you with a key to their property. You are completely responsible for its safety.

Key Security Protocol: NEVER attach a client's address to their key. Use a secure coding system. If you leave the agency or finish with a client, the key must be returned to them immediately in person—do not post it in the mail.

6. PERFORMANCE & STAR RATING SYSTEM

We allocate new work based on an internal Star Rating system. Every new cleaner starts with 5 stars.

- **Increasing Your Rating:** Consistently demonstrate reliability, honesty, excellent cleaning standards, and proactive communication.
- **Losing Stars:** Unreliability, poor cleaning standards, or failing to communicate will lower your rating. If your rating drops significantly, we may reallocate your clients to another cleaner.

7. CLIENT LOYALTY & THE "POACHING" BAN

Our business relies on trust. You are strictly prohibited from working privately for any client introduced to you by RM & Zee.

Consequences: If you steal a client, your insurance will be invalidated, all current work will be terminated, and we will not hesitate to take legal action for loss of revenue. This restriction applies during your contract and for 18 months after you leave the agency.

8. SICKNESS, HOLIDAYS & INSURANCE

While working in our clients' homes, you are covered by our Public Liability insurance for accidental damage (excluding bleach spills, which are strictly forbidden).

- **Sickness:** Notify both the client and the RM & Zee office as soon as possible. Try to rearrange the clean for later in the week.
- **Holidays:** Give your clients and our office at least 1-2 weeks' notice. Ask the client if they require temporary cover and instruct them to contact the office if they do.

9. PROFESSIONAL DEVELOPMENT

We encourage continuous learning! As an RM & Zee cleaner, you will have access to our online training programs to improve your skills and efficiency. We regularly check in with you to provide client feedback and support your growth within the company.