



CLIENT WELCOME GUIDE

YOUR GUIDE TO A CLEANER, HAPPIER HOME

WELCOME TO RM & ZEE

Thank you for choosing RM & Zee Cleaning Service. We understand that inviting someone into your home requires trust, which is why your peace of mind and satisfaction are our absolute highest priorities. By choosing us, you receive the personalized touch of local professionals backed by the robust security, insurance, and vetting standards of a premium agency.

HOW OUR SERVICE WORKS

Regular Cleaning: Once you request a regular service, we match your needs with our database of vetted professionals. We typically arrange an initial interview at your home so you can meet the cleaner, discuss tasks, and ensure they are a perfect fit before work begins. If you aren't completely satisfied, we will gladly find an alternative.

One-Off Cleaning: For temporary or deep-cleaning needs (2 to 6 hours), we bypass the interview stage and immediately secure a cleaner whose availability matches your requested date and time.

OUR VETTING PROCESS

We take security incredibly seriously. Only a small fraction of applicants make it onto our RM & Zee database. Our comprehensive vetting process includes:

- In-person interviews at the cleaner's own home.
- Strict identity, address, and Right-to-Work verification.
- Thorough reference checks.

Our cleaners are self-employed professionals, chosen not just for their cleaning standards, but for their reliability and honesty.

AGENCY FEES VS. CLEANER PAY

Your payments are split into two straightforward parts to keep the service transparent and cost-effective:

- **Agency Fee:** This is paid monthly in advance via direct debit or standing order. It covers the administration, matching service, and comprehensive insurance.

- **Cleaner Pay:** You pay your cleaner directly (usually in cash or via bank transfer) on the day the service is carried out. This ensures 100% of their hourly wage goes straight to them.



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IMPORTANT POLICIES & TIPS FOR SUCCESS

EQUIPMENT & MATERIALS

To keep costs low, prevent cross-contamination between homes, and ensure only your preferred products are used on your surfaces, our cleaners use **your** cleaning supplies and equipment (like vacuums and mops).

Safety Notice: Please DO NOT provide bleach. It is highly hazardous, can easily damage carpets or fabrics, and any damage caused by bleach is strictly excluded from our insurance policy.

KEYS & HOME SECURITY

Many clients prefer to provide their cleaner with a house key so the work can be completed while they are out. Please note that key holding is a direct arrangement between you and your cleaner; the agency does not handle or track keys.

Recommendation: We highly suggest installing a secure key safe (with a combination lock) outside your property. This ensures keys never leave your premises and makes temporary cover much easier.

GETTING THE BEST RESULTS

- **Clear Communication:** Walk your cleaner through your home on their first visit. Set clear expectations and ensure realistic timeframes are given for the requested tasks. Feel free to use our provided Instruction Checklist!
- **Cancellations:** If you must cancel a clean at very short notice, please compensate your cleaner, as they rely on this scheduled income and we cannot replace it last minute.
- **Temporary Cover:** Cover for holidays or sickness is not automatic. If your regular cleaner is absent and you require a temporary replacement, you must contact the RM & Zee office directly so we can arrange it for you.

INSURANCE & LOYALTY POLICY

Every clean is covered by our comprehensive Public Liability insurance, which includes breakage coverage on an indemnity basis (subject to a £100 excess for minor accidents).

Important Policy on Private Hiring: We invest heavily in sourcing and vetting the best cleaners. Therefore, our terms of business strictly prohibit clients from employing RM & Zee introduced cleaners privately. Doing so is a breach of contract, leaves the cleaner completely uninsured, and forces us to take action to recover agency fees. We appreciate your loyalty and cooperation!