

**BEAM** CLEAN

# CLIENT HANDBOOK

High quality | Home interviewed | Reliable | Flexible | Fully insured



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# Welcome to Beam Clean,

We would like to take this opportunity to thank you for choosing our agency for your domestic cleaning needs.

We are devoted to providing you with a service of the highest quality, focusing on customer loyalty with a commitment to always getting you your clean!

## About us

At Beam Clean, we come to work every day to try and solve one of the biggest problems we all have today. How can I keep my house clean and tidy? Whilst maintaining my busy life?

As we all know a clean house is important, but It's almost impossible to keep on top of all the cleaning whilst trying to balance our lives now days... Spending most of the day at work or on your studies, trying to make time for your Family and Friends. We just don't have the time for those stressful cleaning chores anymore!

Beam Clean are here to provide regular, quality domestic cleaning with the same reliable Beam Team cleaner every time. Our relief team are also available to ensure we always get the job done. We are giving you back your free time, so all you need to do when you get home is Relax.

For more information or general inquiries, feel free to get in touch today on [0738 398 6302](tel:07383986302) or email us on [info@beamclean.co.uk](mailto:info@beamclean.co.uk)





### The Beam Clean service

When using the Beam Clean services, we carefully pick through our team of experienced, reliable cleaners to find someone that suit your needs. We will usually allocate you a cleaner immediately, but this can take up to 7 working days.

Once a cleaner has been selected, we will arrange a meeting for you both so you can discuss your requirements. This also gives you the chance to decide whether you want this person cleaning your home or not. Don't worry we will call you after the meeting to make sure you are happy with the cleaner, we sent to you. If not, please let us know and we will get you a new cleaner from the Beam team as soon as possible.

If you do not require a meeting and we know the arrangements for the clean we will send a cleaner as quickly as possible.

Once you are happy with everything then that person will become the regular cleaner you have each visit. You will pay the cleaner directly each time they come to clean for you, you can do this by bank transfer or cash it is up to you and your cleaner. If the cleaner you have is to go on holiday or is sick. Just give us a call, and we will sort this for you as we have relief cleaners in place; the Beam Clean aim is to always get you your clean!

Beam Clean provide a professional service, which looks after the needs of our clients, ensuring that the cleaners who enter your home are reliable, responsible and professional.

### The Beam Team

All the cleaners who apply to work for us go through a thorough recruitment process before we take them on board with Beam Clean

The process starts with a telephone interview to make sure they are the right person for the role. We will then follow this up with a second face to face interview. we make sure we recruit reliable, experienced, people with an eye for detail, that are willing to go the extra mile for our customers.

To assure your home is in safe hands we complete the process by checking 2 references, checking ID, address details and criminal records - We provide full public and employer liability insurance.

Once the recruitment process has been finished, we will start offering work by matching cleaners to suit each customer's needs.

All feedback gathered from clients about cleaners is always considered before providing the cleaners with more work. We do this to check on reliability and to make sure we maintain our high standards of cleaning.

Remember Beam Clean give you the final say on the cleaners that we provide for you!

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## Materials and Equipment

The cleaner will use your cleaning products and equipment. We work this way to make sure that the products you choose are used within your home.

Please ensure that you have a good supply of products for the cleaner to use and they know where to find all your cleaning products; the vacuum, mop, cloths etc.

We like to use this method whilst using cloths when cleaning to prevent contamination throughout your home:

**Blue** = Living, Dining and Bedrooms

**Green** = Kitchen

**Red** = Toilet

**Yellow** = Bathroom

**White** = Windows and Doors

Remember its always your choice, this is only a suggestion.

**Please don't ask the cleaner to use bleach – our insurance won't cover any damaged caused by bleach.**

## Keys

You may consider leaving your keys with your cleaner, it saves having to be in and waiting for your cleaner to come! Most have their cleaner turn up whilst at work, so they come home to a clean house. However, this is entirely up to you.

If you do leave your keys with the Cleaner, we recommend you fit a security box outside your property to keep the keys in. This makes it easier if you ever have any temporary cover for your clean and need to keep your keys safe.

Please note that this arrangement is between you and the cleaner. Beam Clean are not responsible for the keys.

For further details please don't hesitate to give us a call on **0738 398 6302** or email us on [info@beamclean.co.uk](mailto:info@beamclean.co.uk)

## Beam Clean agency fee

The Beam Clean agency provides a tireless service that is continuously looking for new cleaners to join our team. We follow, four crucial interviewing steps to guarantee a reliable, experienced cleaner when cleaning your home.

Beam Clean work as a provider of cleaners to private domestic homes. We are in constant communication with our cleaners, to make sure we know how they are doing with their work. We do this to make sure we maintain our high standards when it comes to the service, we have assured you. All feedback from other clients will have been noted when it comes to supplying you with your cleaner.

For your extra peace of mind Beam Clean provides you with insurance cover in the rare event of any accident that may occur.

We have relief cleaners for when your cleaner is either away, on holiday, or sick – we aim to always get you your clean. Please call us if this happens, just in case we don't know the cleaner is away. If you have any problems with the cleans or cleaners. Just call us and we will resolve this for you.

The agency fee is payable in advance normally by monthly or quarterly standing order, card payment. We promise not to increase any prices for our existing customers.

## Refer a friend

The Beam Clean Refer a friend scheme works every time you refer a friend to sign up for a minimum of a month to the Beam Clean services, we will discount you the agency fee for 1 clean the following month. For example, if you have a 2 hour clean each week, and refer 1 friend we will discount you £7. (agency fee)


The more people you refer the more money we discount!

## Cleaner Checklist

Below is a copy of the Beam Cleaner Checklist which can be left out as instructions for your cleaner. The cleaner shall tick 'Done' once complete.

# CLEANER CHECKLIST

☎ 0738 398 6302  
✉ Info@beamclean.co.uk



<b>Hours of cleaning:</b> <small>(A standard 3 bedroom house takes roughly 3 hours to do full clean)</small>	HOURS	DONE	<b>How to use:</b> <small>Client: Tick the 'clean' column for the tasks you would like your cleaner to carry out. Cleaner: Tick the 'done' once the tasks is complete.</small>
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TASK	CLIENT	CLEANER
<b>ENTRANCE AREA</b>		
Sweep/vacuum/mop floors/carpets	✓	✓
Clean ceilings	✓	✓
Clean skirting boards	✓	✓
Clean doors	✓	✓
Clean surfaces	✓	✓
Clean windows (inside)	✓	✓
Clean mirrors/picture frames	✓	✓
Dust	✓	✓
Polish	✓	✓
Other:	✓	✓
<b>LIVING ROOM</b>		
Sweep/vacuum/mop floors/carpets	✓	✓
Clean ceilings	✓	✓
Clean skirting boards	✓	✓
Clean doors	✓	✓
Clean surfaces	✓	✓
Clean windows (inside)	✓	✓
Clean mirrors/picture frames	✓	✓
Dust	✓	✓
Polish	✓	✓
Other:	✓	✓
<b>DINING ROOM</b>		
Sweep/vacuum/mop floors/carpets	✓	✓
Clean ceilings	✓	✓
Clean skirting boards	✓	✓
Clean doors	✓	✓
Clean surfaces	✓	✓
Clean windows (inside)	✓	✓
Clean mirrors/picture frames	✓	✓
Dust	✓	✓
Polish	✓	✓
Other:	✓	✓
<b>HALLWAY &amp; LANDING</b>		
Sweep/vacuum/mop floors/carpets	✓	✓
Clean ceilings	✓	✓
Clean skirting boards	✓	✓
Clean doors	✓	✓
Clean surfaces	✓	✓
Clean windows (inside)	✓	✓
Clean mirrors/picture frames	✓	✓
Dust	✓	✓
Polish	✓	✓
Other:	✓	✓

TASK	CLIENT	CLEANER
<b>KITCHEN</b>		
Sweep/vacuum/mop floors/carpets	✓	✓
Clean ceilings	✓	✓
Clean skirting boards	✓	✓
Clean doors	✓	✓
Clean surfaces	✓	✓
Clean windows (inside)	✓	✓
Clean hob	✓	✓
Clean oven	✓	✓
Clean cupboard doors	✓	✓
Clean cupboard tops	✓	✓
Clean appliances (fridge, etc)	✓	✓
Clean sink & buff taps	✓	✓
Other:	✓	✓
<b>TOILETS, BATHROOMS &amp; ENSUITES</b>		
Sweep/vacuum/mop floors/carpets	✓	✓
Clean ceilings	✓	✓
Clean skirting boards	✓	✓
Clean doors	✓	✓
Clean windows (inside)	✓	✓
Clean mirrors/picture frames	✓	✓
Clean bath and taps	✓	✓
Clean toilets inside and out	✓	✓
Clean sink and taps	✓	✓
Clean shower inside/outside	✓	✓
Other:	✓	✓
<b>BEDROOMS</b>		
Sweep/vacuum/mop floors/carpets	✓	✓
Clean ceilings	✓	✓
Clean skirting boards	✓	✓
Clean doors	✓	✓
Clean surfaces	✓	✓
Clean windows (inside)	✓	✓
Clean mirrors/picture frames	✓	✓
Dust	✓	✓
Polish	✓	✓
Other:	✓	✓
<b>SPECIAL REQUEST</b>		
Other:	✓	✓
Other:	✓	✓
Other:	✓	✓
Other:	✓	✓
Other:	✓	✓
Other:	✓	✓
Other:	✓	✓

**Please provide your cleaner with the relevant cleaning supplies. Health and Safety: WE DO NOT USE BLEACH**

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## What happens when my cleaner is away, or I want a new Cleaner?

We have relief cleaners for when your cleaner is either away on holiday or sick – we aim to always get you your clean.

We should know when a cleaner is away on holiday, however when your cleaner is sick please call us as soon as you know you need a replacement cleaner. This is not done automatically by Beam Clean as many clients choose to organise the clean later with their usual cleaner.

We want you and your cleaner to be a happy pairing as Beam Clean believe that a good relationship can have several benefits for both the cleaning and communications. We understand there are occasions where a cleaner may not be right for you and their reliability may become an issue, if so, and you wish to change your cleaner, please let us know and we will get you a new cleaner from the Beam Team as soon as possible.

If your clean is scheduled during a bank holiday it's down to you to communicate with your cleaner and rearrange a time, if you wish to change your scheduled clean for that day. If not, then the cost for the cleaner rises to £10 (PH) for bank holidays.

## Testimonials

### How would you rate your use of the Beam Clean service?

“Beam clean provide an absolutely faultless service every single time. Ashley can't do enough for you and Sarah is a domestic goddess. So happy with the cleaning, really makes a difference to our home. Definitely an affordable luxury!”

- **Mr R Thompson**, Findern

“I booked a one-off clean, the service was easy to use, and Ashley did an awesome job”

- **Mrs J Harris**, Mickleover

“Great service and response.”

- **Mr S Mohammed**, Normanton

“Fantastic! On time, polite, great cleaner.”

- **Miss K Hall–Presparis**, Oakwood

### Would you recommend the cleaner supplied by Beam Clean?

“Emily has cleaned our house on a couple of occasions now and always does a fantastic job. She is an absolute pleasure, works her socks off and is extremely thorough. Highly recommend.”

- **Mrs A Jones**, Ilkeston

### Using Beam Cleans refer a friend, would you recommend our services to a friend or colleague?

“Yes I already have!”

- **Mr J Betts**, Allestree

“Yes, highly recommend.”

- **Mr G Palmer**, Alvaston

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## Frequently asked questions

### What tasks will the cleaner do?

Our cleaners will clean anything and anywhere within your house from vacuuming and mopping to window cleaning, ironing and cleaning. We give you your own dedicated cleaner and cleaner checklist which gives you the ability to specify what you wish to be cleaned on a weekly basis.

### What methods can I use to pay?

You can either pay us via Standing order or continuous card payment we do this to keep our running costs as low as possible, paying by invoice, credit cards and cheques require bank charges and manual effort therefore we don't accept this sort of payment.

### Once I give you my card details, can you take whatever you want from my account?

No, we will only take payments that have been agreed with you first. All payments taken abide by the law in The Consumer Contracts Regulations act 2013

### Why is the monthly fee more than four weeks?

Beam Clean operate on a calendar monthly basis. The amount of time is slightly more than 4 weeks.

### What if I want to change the number of regular cleaning hours?

Simply give us a call and we will adjust to your needs. Costs vary depending on hours

### Do I get a refund if I don't use the cleaner?

Each cleaner allocated is covered by our public liability insurance. As we can't use the cleaner for any other Clients during this time period, the Agency fee is still payable during any periods you choose not to have the cleaner in. We will bank the hours for you which can be used for future cleans.

You only pay the cleaner for the actual hours worked.

### What if I'm not happy with the Cleaner you send?

We want you and your cleaner to be a happy pairing as Beam Clean believe that a good relationship can have several benefits for both the cleaning and communications.

We understand there are occasions where a cleaner may not be right for you. if you wish to change your cleaner, please let us know and we will get you a new cleaner from the Beam Team as soon as possible.

### What do you do with my personal information?

All personal information gathered is kept safe and secure in line with the requirements of the Data Protection act and General Data Protection Regulation act (GDPR).

### How does the Beam Clean insurance work?

Each cleaner employed by you and supplied through the Beam Clean Agency will be covered by an insurance policy which includes public liability cover providing for a maximum payment of £1,000,000 in the event of damage to or loss of your property. Accidents do happen from time to time, and the purpose of the insurance is not to cover every day minor accidents such as breakages to low value items, but to provide cover for major accidents and damage. Claims under £100 are excluded and the client shall be liable to pay the first £100 of any claim

Please note that the insurance is for domestic cleaning only.

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## Cancellations

We understand that life moves on and sometimes we come to a parting of the ways... if this does happen then you will need to provide Beam Clean with one months' notice. If you pay by continues card payment, we will cancel this. If you pay by standing order, you will need to cancel this with your bank.

## Thank you

We're so glad that you said yes to Beam Clean for your domestic cleaning services. We would like to say a big welcome to the team. We look forward to making your house gleam as "Nothing screams Clean like Beam"

## Get in touch

For further details please don't hesitate to get in touch

Call: 0738 398 6302

Email: [info@beamclean.co.uk](mailto:info@beamclean.co.uk)

Visit: [www.beamclean.co.uk](http://www.beamclean.co.uk)