



SPCS New Client Information Pack & Service Provider Agreement 2024

Version 1

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Introduction to Southern Peninsula Cleaning Service

Welcome to SPCS! We are cleaning specialists based on the Southern Mornington Peninsula, specifically **between Portsea and Mount Eliza**.

We are a family owned and operated business.

We are fully insured, and all our staff undergo extensive training and hold current National Police Checks.

What's the SPCS difference?

SPCS loves our staff, our clients and our home on the Peninsula. We believe happy teams make happy clients, which makes happy lives. With this philosophy in mind, we are very selective when selecting and recruiting staff, and when selecting new clients.

Further, **we do not charge an hourly rate for Standard Cleans. Each Standard Clean is a Fixed, Quoted Rate.** This means you know exactly what to expect, each and every time.

Our on-boarding process includes a relationship-fitness test, where we decide with our potential new clients whether we really are the service for you. We understand sometimes clients are seeking services that we don't offer, and that's okay! By being clear about our scope, you can rest assured you are getting exactly what you asked for.





Our Teams

All SPCS staff are employed in either Casual, Part-time or Full-time roles.

We take an active stand against sham contracting and wage theft, which unfortunately is prevalent throughout the Contract Cleaning industry. What this means for our clients is that you can rest assured you will have the same happy teams that are being fairly rewarded for their work. Our staff are paid meeting all requirements including Award wages and Superannuation.

Our teams are structured with Team Leaders and Team Members. Each member is thoroughly trained and supervised before being promoted to a Team Leader position. Each Team Leader is an experienced staff member who has undergone SPCS leadership training and has experience working in our properties.

Our Chemicals and Equipment

We believe in sustainable, eco-friendly practices and use Agar's Eco-Friendly range of chemicals as much as possible. We do keep some chemicals on hand to tackle built-up mould and heavy markings, though these are only used when necessary and can restrict the use of these at our client's request.



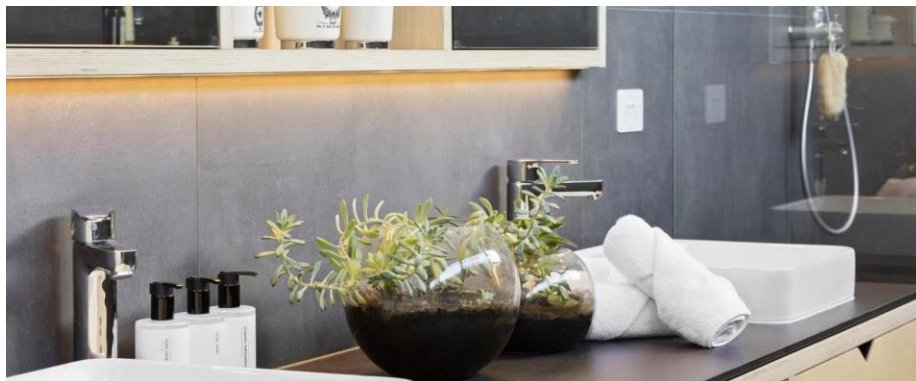
Onboarding Process

We have developed an Onboarding Process for New Clients to streamline the process and ensure all vital information is shared.

We do not charge an hourly rate for Standard Cleans. Each Standard Clean is a Fixed, Quoted Rate.

The process is as follows:

- 1) Request a Quote at www.southernpencleaningservice.com.au
- 2) Read and sign the New Client Information Pack (this document)
- 3) We will complete a Relationship Fitness Test (see Section 5)
 - If required, we will provide a Quote for Deep Clean
 - If required, we will complete Deep Clean
- 4) Quote for Ongoing Standard Clean





The Relationship Fitness Test

Our relationship fitness test seeks to ensure our clients and our teams are all in agreement about the scope of duties, agreed values and focused on the same direction. Clear expectations and understanding of all perspectives allow us to produce the best results for our clients, while maintaining a happy and motivated workforce.

Our relationship fitness tests involves the following:

1. Initial conversation between our office and the client by phone.
2. Meeting between our Team Leader/ General Manager and our client, in person or by phone to discuss:
 - a. Cleaning requirements (holiday rental, family holiday home, residential)
 - b. This service agreement
 - c. Client expectations
3. If not yet completed, this information pack is provided with the last page being signed and returned.
4. The new client is advised of the outcome.



Terms and Conditions of Service

1. Booking Considerations

1.1 All bookings are accepted based on availability.

1.2 We reserve the right to refuse a clean at any time. We reserve the right to cancel any clean due to overdue invoices, breaches of our requirements or unprofessional conduct by the Property Manager or Owner.

1.3 Properties must be available for cleaning

1.3.1 All holiday rental properties must be vacant for departure cleaning (including owners, managers, maintenance, etc.).

1.3.2 Mid-stay and residential cleans may be occupied during the clean, however where it affects the quality of the clean or causes a liability issue (such as slipping on a wet floor), agreement will need be written prior to the clean.

1.3.3 Where we do not have access to a **vacant** property through circumstances beyond our control, the holiday rental clean will be rescheduled where available or cancelled at the sole discretion of SPCS. A callout charge will apply in both instances.

1.3.4 Same day Cancellations will be charged at full rate (including applicable surcharges).

1.4 Close-down Days

1.4.1 SPCS is closed Good Friday, Easter Saturday, Easter Sunday, Easter Monday, Christmas Day & New Years Day.

1.4.2 SPCS will endeavor to remain open on all other days including weekends and public holidays though this is at the sole discretion of SPCS. Where it is not financially viable to operate a team, SPCS reserves the right to decline bookings.

1.5 Last Minute Bookings

1.5.1 We require at least 3 business days' notice to book a clean. We reserve the right to refuse a booking based on the notice period. Last minute requests may be declined due to availability. We recommend confirming with SPCS before accepting last minute bookings.



1.6 Same-day Turnarounds – Holiday Rentals

1.6.1 Any same-day turnarounds require a 5-hour window for a team to attend (eg. 10am/3pm) based on the size of the property. Our teams clean many properties during this period and your property may be cleaned at any point between these times.

1.6.2 During the off-peak seasons, we will accept same-day turnaround bookings only as available.

1.6.3 During the peak season (1 December- 1 February/ Easter Weekend) we will not accept any same-day turnarounds except by prior arrangement.

1.7 Acceptance of Scheduling Process – Holiday Rentals

1.7.1 SPCS booking process includes scheduling cleans between departure and arrival of booked stays. We make no guarantee that the property/properties will be attended to on the day of departure.

1.8 Party Cleans

1.8.1 We reserve the right to cancel any clean that our team deems a 'Party Clean', with the full standard clean charged as per clause 1.3.3 (same-day cancellations).

1.9 Year-round Service

1.9.1 SPCS accepts only year-round clients. To ensure properties are maintained at the required standard to allow for a 'standard clean', every property must be cleaned or spruced at least once within each calendar month. Failure to maintain a cleaning service may result in our service offer being rescinded for that property. *Exceptions such as renovations apply – please discuss with our team if relevant.*



2. Providing Feedback

2.1 We understand and encourage feedback from our clients. To ensure all feedback is kept professional and addressed appropriately, all feedback must be provided by email as either Callback Required, or Improvement Required.

2.2 Under no circumstances can feedback be provided in person or by WhatsApp.

2.3 The following definitions apply:

2.3.1 Positive Feedback

Positive Feedback can be provided by email and will be shared with the teams during our Team Meetings. Continued positive feedback for teams do result in additional bonuses for our staff, so we do encourage positive feedback as much as possible.

2.3.2 Callback Required

A Callback will occur at the discretion and availability of Southern Peninsula Cleaning Service only. We will define feedback as either Minor, Moderate or Critical and treat the issues accordingly. We will endeavor to attend the property before guest's arrival in the first instance, propose to rectify while guests attend in the second instance, or offer a discount based on the assessed definition of the feedback according to the below feedback table if we are unable to reattend a property. Where two or more Callbacks are requested by a Client within a 4 week period, a Relationship Fitness test will be undertaken by the General Manager and Team Leaders.

2.3.3 Improvement Required

An Improvement Required Notice will be assessed and either accepted or declined by the General Manager. Where accepted, the Client will be notified by email and the property portfolio will be updated. Where declined, you will be notified by email and a Relationship Fitness test will be undertaken by the General Manager and Team Leaders.



3. SPCS Access to Property

3.1 Keys and Access

3.1.1 By retaining our services, you give permission for our approved employees to enter your property at any reasonable time to complete the tasks and duties you have retained our services only.

3.1.2 You can provide a key directly to SPCS, that will be kept in our own lockbox when not in use. Alternatively, you can provide a Staff Key safe at the property or access to the Guest Key safe. We recommend at least two keys being available in cases where one may be unable to be opened, a guest losing their key, or other circumstances beyond our control.

3.2 Process where no access available

3.2.1 Where we do not have access to a **vacant** property through circumstances beyond our control, the clean will be rescheduled where available or cancelled at the sole discretion of SPCS. A callout charge will apply in both instances.

4. Client Credit Policies

4.1 All approved clients will be offered 7 Day Terms from the date of Invoice. SPCS requires all clients to agree to the following:

4.1.2 Prompt Payment of Invoices. We reserve the right to charge an additional 15% late fee on the total invoice amount from 30 days overdue, calculated Monthly. We reserve the right to cancel any cleans without notice due to unpaid invoices.

4.1.3 Extended credit terms may be negotiated with established clients with good payment history only.

5 Communication

5.1 Our office hours are 9am – 3:30pm Monday to Friday, excluding public holidays. These may change subject to operational need.

5.2 Due to the nature of our work, sometimes we are unable to answer our office phone. For this reason, we recommend the following methods of communication.

5.2.1 Email – info@southernpencleaningservice.com.au

Email is our preferred method of communication for non-urgent queries and requests. All queries regarding accounts and payments must be made through email.

5.2.2 WhatsApp –

For urgent or day-to-day communications, please use the prescribed WhatsApp group. This is the communication method our Team Leaders use during the day, though please note that often they will only have access between properties and not while cleaning a property. For emergencies please also phone the office.

5.2.3 Phone (Office) – 0447 571 534

For urgent requests or queries, please phone the office as well as messaging in your prescribed WhatsApp group.





Residential Cleaning Information

6. Our Residential Services

6.1 The Standard Clean

We offer a regular, standard clean based on an agreed checklist of items with our clients. We can service properties weekly, fortnightly or monthly as required.

Price- as quoted

6.2 The Deep Clean

A deep clean will include all items in the quote for deep clean, as agreed by you.

Common items in a deep clean include washing walls, sorting, and wiping cupboards, organizing linen cupboards, creating stock list, initial BBQ and initial oven cleans.

A deep clean is only available for regular clients.

Price- Quoted based on the agreed list of tasks

6.3 Professional Window Washing

Using a state-of-the-art DI waterfed-pole system, our window cleaning team provides a streak-free finish for your property. With the option to include either external only, or internal and external, many property managers recommend completing the window cleaning every 6 months to maintain a picture-perfect view. Flyscreens, frames, and tracks are included in the service.

Price- as quoted



Holiday Rental Information

7. Our Holiday Rental Services

7.1 The Standard Clean (Departure Clean)

The Standard Clean is what you will be charged for each standard clean (excluding surcharges and excessive cleaning charges as listed below). This fixed rate allows for consistency and ensures our team meets your expectations each clean. You will be charged the same rate regardless of how many cleaners or how long our team takes.

Price- as quoted

7.2 The Spruce Service

A spruce service is available as a quick and quick touch up of a previously cleaned property. This is commonly requested in preparation of a guest's arrival where a property has been cleaned but sitting vacant for over 7 days. Tasks are limited to bug-checks, light dusting and a quick touch of the surfaces and floors as required.

Price- 50% of Ongoing Standard Clean.

7.3 The Deep Clean

A Deep Clean will include all items in the Quote for Deep Clean, as agreed by you. Common items in a deep clean include washing walls, sorting, and wiping cupboards, organizing linen cupboards, creating stock list, initial BBQ and initial oven cleans.

Price- Quoted based on the agreed list of tasks

7.4 Professional Window Washing

Using a state-of-the-art DI waterfed-pole system, our window cleaning team provides a streak-free finish for your property. With the option to include either external only, or internal and external, many property managers recommend completing the window



cleaning every 6 months to maintain a picture-perfect view. Flyscreens, frames, and tracks are included in the service.

Price- as quoted

7.5 Linen Laundering – wash, dry, fold

Wash, dry, fold service only. No pickup or drop-off charges when taken by the SPCS team during a scheduled clean.

Price- \$5.50p/kg – ask our team for an estimate for your property

7.6 Linen Hire

Hotel quality linen hire including sheets, quilt covers, pillowslips, towels, hand towels, bathmats. No pickup or drop-off charges when taken by the SPCS team during a scheduled clean.

Price- Please see attached price list

7.7 Consumables Supply and Stock

Provide a range of consumables and amenities such as dishwash liquid, sponges, paper towel, coffee, tea, toilet paper, etc.

Price- Please see attached price list

8. What is a Standard Clean?

A Standard Clean includes the following:

- **Kitchens-** Clean and sanitize stovetops, ovens, surfaces, fridges, freezers, and fronts of cupboards, tidy and wipe inside cupboards, dust, fill amenities, place and style tea towels as required. Deep Oven Cleans are not included in a Standard Clean (see below).
- **Bathrooms-** Clean and sanitize showers, baths, basins, and toilets removing mould as required. Fill amenities, place and style towels, hand towels, floormats, face washers as required.
- **Bedrooms-** Dust, wipe bedside tables and inside drawers, make beds and style as required. Vacuum including under beds and rugs, mop.
- **Walls and Skirting Boards-** Clean minor marks and scuffs, dust skirting boards.
- **Living, dining and other internal rooms-** Dust, wipe surfaces, vacuum including under furniture and rugs, mop.
- **Outdoor areas-** Check BBQ and wipe as required, wipe outdoor furniture, tidy outdoor areas as required. Deep BBQ Cleans are not included in a Standard Clean (see below for Extra Charges).
- **Secure Property-** Ensure all windows and doors are locked, and blinds are drawn.
- **Cleaners Report-** Provide a report on the condition of the property as left by departing guests.
- **Check/ Change Guest Key safe-** Check key has been left by departing guest and change code as required.

An internal Quality Audit is provided on the next page to demonstrate each task in more detail.

SPCS Quality Checklist

| | | | | |
|--|-------------------------|---------------|---------------------|------------|
| Team Leader: | Date of Assessment: | | | |
| Team Members: | Assessor: | | | |
| Property: | | | | |
| | 0 Points | 1 Point | 2 Points | 2 Points |
| Entry and Bond Check | Not Satisfactory | Mostly | Satisfactory | N/A |
| Guest key present, code changed and scrambled | | | | |
| Staff key present and code scrambled | | | | |
| Damages reported and photos provided | | | | |
| Touchpoints- | | | | |
| Lightswitches, remotes door handles cleaned and disinfected | | | | |
| All other touchpoints cleaned and disinfected | | | | |
| Dusting- | | | | |
| Above eye level dusted and decobwebbed including fans, ledges, etc | | | | |
| Benches, side tables, buffets, entertainment units and behind furniture dusted | | | | |
| Skirting boards and kick boards dusted and cleaned | | | | |
| Kitchen- | | | | |
| Fridge cleaned with nothing but required goods inside | | | | |
| Stove, rangehood and filters clean | | | | |
| Oven and grill clean or otherwise deep clean notified | | | | |
| Sink/s clean and all chrome polished | | | | |
| Microwave clean | | | | |
| BBQ clean | | | | |
| Benches clean | | | | |
| Inside cupboards including under sink clean and organised | | | | |
| Outside cupboards and drawers clean | | | | |
| All required consumables out and topped up | | | | |
| Bathrooms- | | | | |
| Shower glass, walls and base clean and free of mould and scum | | | | |
| Bath clean | | | | |
| Basins clean and all chrome polished | | | | |
| Inside drawers/ cupboards clean | | | | |
| Mirrors clean and streak-free | | | | |
| Consumables out and topped up | | | | |
| Linen/Towels out and styled correctly | | | | |
| Outside toilet including seat clean | | | | |
| Toilet paper out and styled correctly | | | | |
| Fans clean | | | | |
| Bedrooms- | | | | |
| Beds are all made using clean and unmarked linen | | | | |
| Side tables cleaned top, sides and inside drawers | | | | |
| Styled according to provided photos | | | | |
| Living areas- | | | | |
| Couches and seats cleaned | | | | |
| TV and units clean and organised | | | | |
| All cupboards clean and organised inside | | | | |
| All cupboards clean outside | | | | |
| All entry/exit doors clean including handprints off glass doors | | | | |
| Dining area- | | | | |
| Dining table clean | | | | |
| Any centre piece clean and styled correctly | | | | |
| All chairs clean and in good condition | | | | |
| Any additional furniture clean and organised | | | | |
| Any consumables/ amenities out and topped up | | | | |
| Floors- | | | | |
| Under beds, rugs and furniture vacuumed | | | | |
| Floors mopped clean and streakfree | | | | |
| Exterior- | | | | |
| Outdoor table and chairs clean | | | | |
| Outdoor area ground clean including grassed areas, garden beds, etc | | | | |
| Exterior areas decobbed | | | | |
| Admin to complete | | | | |
| Clean completed on time | | | | |
| All required photos provided, doors locked, blinds down | | | | |
| No negative feedback from guests or PM | | | | |
| Linen and consumables cupboards neat/organised and all low stock reported | | | | |
| Totals | 0 | 0 | 0 | 0 |
| Grand Total | 0 | | | |



9. Extra Charges

Sometimes your property will require more than a Standard Clean. The following services and charges will be separated on your provided Invoice, to ease any bond claim you wish to make. All prices include GST.

- **Deep BBQ Clean \$60-** Where a Guest has left a used BBQ dirty, photos will be provided of before and after
- **Deep Oven Clean \$60-** Where a Guest has left a used oven dirty, photos will be provided of before and after
- **Excessive Cleaning \$60 per hour-** Where a Guest has not completed the departure checklist as required (see attached SPCS Departure Checklist at the end of this document).
- **Time Waiting due to Late Departure- \$10 per 5 minutes-** Where a Guest is more than 15 minutes after the agreed checkout time, we will charge \$10 for every 5 minutes they are still in the property. *For example, if a guest departs at 10:35am and only had a 10am checkout, you will be charged an additional \$40*
- **Property Callout \$60 per hour-** Where available, we may be called upon to assist by attending the property to help guests with keys, provide linen or any other reason.
- **Linen Pickup/Dropoff \$20 each-** Not applicable where linen is taken by the SPCS Team during scheduled cleans



10. Surcharges

10.1 As a legitimate employer strongly against sham contracting and wage theft, our staff receive all applicable penalty rates. As such, we charge Surcharges on the following days to cover the increased wage cost.

Before 8am and After 5pm Weekdays 10%

Saturdays 10%

Sundays 25%

Public Holidays 50%

10.2 We will endeavor not to schedule departure cleans except where new guests are arriving before this occurs. *For example, if a departing Guest leaves on a Sunday, the property will not be cleaned until the next business day at the earliest, unless you have a new Guest arriving on the Sunday (same day check-in).*

10.3 Where we choose to complete a clean on a day that incurs a surcharge when this clean is not required to be done for a new guest, we will not charge the applicable surcharge. We may do so for scheduling purposes.



Welcome to the Mornington Peninsula!

We are proud to inform you that this property is professionally serviced before and after your stay to ensure you have the most pleasant, comfortable holiday possible. You can find more information about us, leave feedback and discover the SPCS difference at www.southernpencleaningservice.com.au

To ensure the cleaning of this property is within the standard service included with your stay, please follow the departure checklist below.

Failure to do so will result in additional charges being withheld from your bond by your Host, at a minimum of \$60 for each item not completed.

Prior to your departure:

- **Note and ensure you depart by your scheduled Check-out Time.** Delays to our teams entering the property are charged against bond.
- Leave the property as you found it, including a quick wipe of the benches.
- Ensure dishes are washed, dried, and put away.
- Empty the rubbish bins and place wheelie bins on nature strip for collection. Please take any excess rubbish with you.
- Pull down quilts to clearly show the beds that have been used.
- Return all furniture, outdoor cushions, etc. to their proper place.
- Leave used towels in a bath or on a bathroom floor.
- Clean the BBQ after use.
- Clean the oven after use.
- Empty the fridge, freezer, and pantry of your food stuff.
- Notify your Host of any issues, damages, or suggestions for improvement.
- Turn off all lights and air conditioners or heaters.
- Double-check you have all your belongings.
- Lock each door and return the key to the key safe.

We hope you enjoy your stay!



12. Holiday Rental Disclaimer

Our holiday rental cleaning service is intended to provide top-quality cleaning services to vacation rental properties. We take pride in our work and strive to deliver thorough and efficient cleaning services that meet the expectations of our clients.

However, please note that we cannot be held responsible for any damage or loss that may occur to the contents of your vacation rental property during our cleaning process. While we take great care to ensure that our cleaning team works diligently and carefully, accidents can happen.

We encourage our clients to take appropriate measures to protect their valuable belongings and fragile items before our team arrives to clean. It is also the responsibility of the property owner to inform us of any specific cleaning instructions or special considerations regarding their property.

Furthermore, please note that our cleaning services are not a substitute for regular maintenance and upkeep of your vacation rental property. We are not responsible for any damages or issues that arise from neglected maintenance or any pre-existing damage to the property.

By engaging our holiday rental cleaning service, you acknowledge and agree to these terms and conditions. If you have any questions or concerns about our cleaning services, please do not hesitate to contact us.



Agreement

I, _____ (Full Name)

of _____ (Property Address or Business Name)

agree that I have read and accept all terms, conditions and clauses contained within the 'SPCS New Client Information Pack & Service Provider Agreement 2024' including the Holiday Rental Disclaimer (where relevant), and abiding by the attached Departure Checklist, as amended with a minimum of 28 days' notice.

I hereby state that I have the Authority to agree to all terms, conditions and clauses and I authorise all employees of Southern Peninsula Cleaning Service (ABN 39 508 900 989) to access my property/properties for the purpose of completing the services agreed to, at any reasonable time.

I agree that this Contract will remain in force until terminated by either Party with at least 24 hours' notice.

X

Sign:

(New Client Signature)

Date: ____/____/____