



## New Client Information Pack

### Thank you for your enquiry with Southern Peninsula Cleaning Service

Welcome to the SPCS family! We are Holiday Rental Cleaning specialists, based on the Southern Mornington Peninsula, specifically **between Sorrento and Mornington**. We are a family owned and operated business, focused specifically on the Holiday Rental market.

We are fully insured, and all our staff hold current

Working with Children's Checks and 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 at least at the Award Rate.

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.

At every clean, there will be a Team Leader present to ensure your property is left sparkling for your next guests.

## 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 harsher 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) Provide New Client Information Pack (this document)
- 2) Request a Quote at [www.southernpencleaningservice.com.au](http://www.southernpencleaningservice.com.au)
- 3) Quote for Initial Standard Clean- **All properties must be viewed prior to the first clean**
- 4) Complete Initial Standard Clean
- 5) If required, provide a Quote for Deep Clean
- 6) If required, complete Deep Clean
- 7) Quote for Ongoing Standard Clean

## The Initial Standard Clean

The Initial Standard Clean is our very first clean. This does not involve a deep clean but is a standard departure clean. This allows us to make a comprehensive list of what requires attention in the deep clean if required and allows us to provide a more accurate quote for either the deep clean or ongoing standard clean.

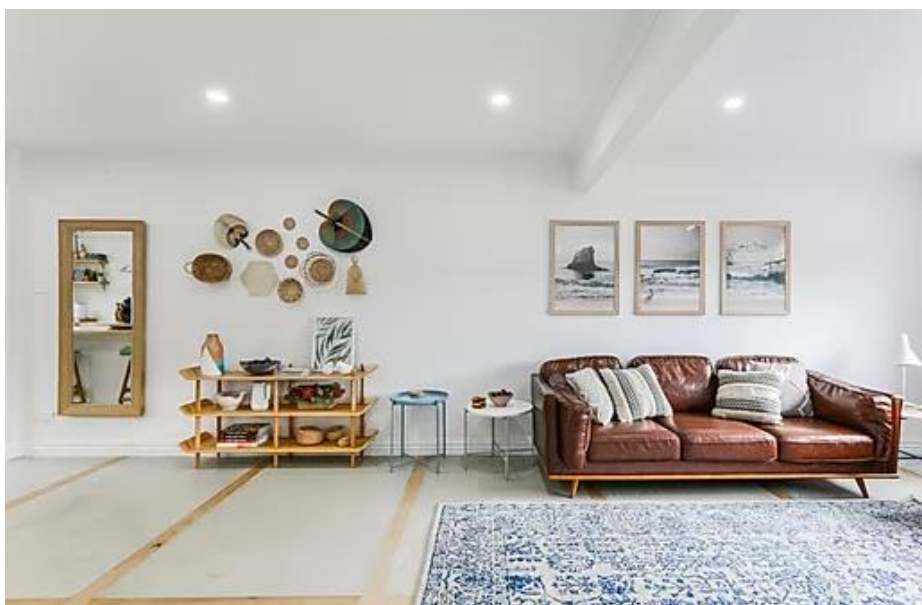
If an Initial Deep Clean is required, we will provide a Quote for Deep Clean and include the list of what we believe requires attention.

## The Initial Deep Clean

The Initial 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, washing windows, initial BBQ and initial oven cleans.

## The Ongoing Standard Clean

After the Initial Cleans, you will be provided with a Quote for Ongoing Standard Cleans. This 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 and every clean. You will be charged the same rate regardless of how many cleaners or how long our team takes.



## What's Included in 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).
- **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.

## Other 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 \$50-** Where a Guest has left a used BBQ dirty, photos will be provided of before and after
- **Deep Oven Clean \$50-** Where a Guest has left a used Oven dirty, photos will be provided of before and after
- **Excessive Cleaning \$45 per hour-** Where a Guest has not completed the departure checklist as required
- **Time Waiting due to Late Departure- \$25 per 15 minutes-** Where a Guest is more than 15 minutes after the agreed checkout time, we will charge \$25 for every 15 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 \$25.*
- **Property Callout \$40 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 Laundering \$4.40 per kg-** Wash, dry, fold service only. No pickup or drop-off charges when taken by the SPCS team during a scheduled clean.
- **Linen Pickup/Dropoff \$20 each-** Not applicable where linen is taken by the SPCS Team during scheduled cleans

## Surcharges

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.

**Saturdays 10%**

**Sundays 25%**

**Public Holidays 50%**

We will automatically carry departure cleans across to the next business day, 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).*

## Close-down Days

SPCS is open every day of the year except for Christmas Day and New Year's Day.

## SPCS Access to Property

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.

## What We Require

SPCS requires all clients to agree to the following:

- 5-hour window for same-day check-ins (10am checkout/ 3pm check-in or 11am checkout/ 4pm check-in)
- All properties must be vacant for cleaning (NO OWNERS, GUESTS, MANAGERS, MAINTENANCE, ETC.)
- All feedback, specific requests and expectations to be provided via email or provided booking sheet
- Same day Cancellations will be charged at full rate (including applicable surcharges)
- Prompt Payment of Invoices. We offer 7 Day Terms from Invoice Date on all Accounts. We reserve the right to charge an additional 15% late fee on the total invoice amount for every day the Balance remains overdue.

## Booking Process

SPCS will provide you with a cloud-based Booking Sheet that you can complete as bookings come in. We will automatically be notified and will schedule your clean.

For more information, please visit [www.southernpencleaningservice.com.au](http://www.southernpencleaningservice.com.au) or email [info@southernpencleaningservice.com.au](mailto:info@southernpencleaningservice.com.au)

