



Feedback and Complaints: [carolyn.manager@cccghm.com](mailto:carolyn.manager@cccghm.com)  
Email Booking forms / enquiries: [bookings@cccghm.com](mailto:bookings@cccghm.com)

Fully Insured  
ABN: 48626544723

## Welcome

Hi there and welcome to Carolyn's Crazy Cleaning, Gardening and Home Maintenance Pty Ltd (CCCGHM). I would like to take this opportunity to introduce my business and give you a bit of a background of what we do.

Having started a small cleaning business in 2013, we have rapidly grown our family owned and operated business to include a diverse range of services. All this, thanks to happy clients, word of mouth advertising and a great team of staff who are committed to professionalism, integrity, and attention to detail. We take pride in ourselves being reliable, responsible, practical, capable, punctual, and committed to produce the best results, for you, the client.

At CCCGHM, we firmly believe in maintaining high values, building trusting relationships with clients and delivering high quality, professional services at competitive and affordable prices.

Our dedicated team carry ownership of your projects and focus on delivering the best possible solution for you. Our clients are our business, therefore, quality, reliability and punctuality are a MUST. We can provide many solutions, tailored to suit your individual needs and requirements.

We are currently servicing Canberra and its surrounding areas and the Shellharbour area and we are currently looking to spread out to Yass and Goulburn.

### Some of the General Services that we do provide are:

- General Cleaning - Regular or One off
- End of Lease/Sale Cleaning
- General Gardening
- Maintenance and General Repairs

For further information on services provide please go to our Facebook page <https://www.facebook.com/carolynscrazycleaninggardeningandhomemaintenance/> or our website at [www.cccghm.com](http://www.cccghm.com)

### For your peace of mind, we are comprehensively covered by:

- Public Liability insurance
- Workers Compensation insurance (ACT and NSW)
- All staff have current police checks and /or WWVP card (Working with Vulnerable People)

**Our staff work with:**

- Private homes and businesses.
- Air BNBs.
- Hotels.
- Embassies.
- NDIS participants.
- Aged care participants.
- Non-profit organisations for assisted living; schools; day-care centres; commercial sites and offices.

Stuck for a gift? We offer gift vouchers for any amount and are happy to make up vouchers for fundraisers.

Please remember, client feedback is important to us, as it helps us improve, so please leave client feedback on the website or you can join our Facebook page and leave feedback there too.

We accept payment via electronic funds transfer, credit card, and we also have a direct debit system

We would love to welcome you to join the CCCGHM family and we really hope you enjoy having us tend to your cleaning, gardening and maintenance needs. Most of all, we cannot wait to show you the work we do and put a smile on your face. Let us help you, so you can spend your precious time doing what is important to you, whether it be spending time with your family or having an afternoon to do things that bring you joy.

## **OUR COMMITMENT TO OUR CLIENTS**

### **Carolyn's Crazy Cleaning, Gardening and Home Maintenance (CCCGHM)**

- Our team is dedicated to providing our clients with the best services. We strive to keep the lines of communication open and to promptly respond to ensure clients needs are met as quickly as possible
- Always have our insurances in place and up to date
- Requires all our staff to obtain police checks and/or Working with Vulnerable People (WWVP) card prior to commencing work with CCCGHM
- Always protect your privacy and confidentiality and will treat you with courtesy and respect
- Strive to have a consistent staff member provide the services required, however, this is not always possible and on some occasions staff may differ. CCCGHM admin staff will notify and seek approval from you for any changes as soon as possible and prior to a different staff member entering the premises or performing services
- Will notify you of any price changes to services via email prior to them being put in place
- Please note, that while we pride ourselves on punctuality, staff may be earlier or later due to previous job or traffic conditions and we allow half an hour leeway each way

# Maintenance/General Repairs

**We come to you for an obligation free quote**

General maintenance and repair work often carry out many different tasks.

As well as domestic residences, we also do regular maintenance on many buildings, such as apartment complexes, day-care centres, offices, hotels and hospitals.

**Common tasks completed but not limited to:**

- Changing tap washers
- Hanging of picture frames
- Hanging of window furnishings
- Hanging doors
- Patching holes
- Installing shelves in cupboards
- Fixing decking
- Changing of door locks
- Replacing doors or window screens
- Changing of light globes

<b>Client Name/s:</b>	
<b>Address:</b>	
<b>Contact No's:</b>	
<b>Email Address:</b>	
<b>Signing Up For Direct Debit?</b>	
<b>How Will Staff Get Access?</b> All alarm codes, hidden keys information, lock box codes here (We highly recommend getting a lock box fitted for our staff to use and put back as our staff will not hold client keys. We can organise our maintenance man to install for you at a small fee)	Additional information (location of keys/required codes)

Please read and complete all sections carefully. All areas need to be completed and signed prior to services commencing.

Do not hesitate to contact us if you have any questions or do not understand something in our terms and conditions.

We also appreciate feedback, so it would be great if you could put a review on our website and/or Facebook page about the service.

Share our page/tag us in posts on Facebook or Nextdoor app for other people looking for a service we provide. Adding before and after pictures with your review is great too.

## **TERMS AND CONDITIONS OF SERVICE:**

### **Bookings and rostering**

- For all bookings, booking enquiries and forms, please send email to [bookings@cccghm.com](mailto:bookings@cccghm.com) and we will respond as soon as possible. Alternately, find all our booking forms on our website, [www.cccghm.com](http://www.cccghm.com)
- Your email address is added to our roster system (Outlook). This will mean that you will get an email inviting you to your booking. Once you accept, it should go into your device calendar. **Please note: DO NOT make any changes to this and please still advise us of anything, as you may accidentally delete or make changes without us knowing on your end but not ours... This is VERY important.** Please make sure if something needs to be actioned, it is done via email.
- Any complaints about a service **MUST** be made within **8 hours** of a service that was delivered with pictures of the issues attached as proof. (Steps required for outcome) Clients need to understand there is a process to any complaint and that a complaint will not always come with a discount to a service. Please send any complaints and concerns to [carolyn.manager@cccghm.com](mailto:carolyn.manager@cccghm.com)
- If a staff member is concerned about something that they need to let CCCGHM administration know while providing the service, they may be required to take pictures and send to the office for further proof and information for review.

### **Accounts and fees**

- For all account matters and enquiries please send an email to [accounts@cccghm.com](mailto:accounts@cccghm.com)
- **NO** cash is received by staff
- Invoices are rounded up to the nearest half hour
- Invoices for completed services are emailed to your selected email address on a Tuesday or Wednesday and are **strictly payable within 7 days**, unless discussed with CCCGHM
- All bank details for payment of invoices are at the bottom of the invoice. Please make sure if you are paying by bank transfer, to put the invoice number you are paying in the bank description
- For regular services, we use a direct debit system, so clients can avoid additional stress, late fees and admin fees. To sign up for direct debit, when you get your first invoice, there is a green “Pay Now” button. Press that and follow the prompts to set up. Our direct debit system will only take payment if an invoice is sent and will come out on the “Due Date” stated on the invoice
- Admin fees are \$35 per month (every 4 weeks) spread over your invoices throughout the month
- There is an **out of area charge of \$30.00 per visit** (please check if you are unsure if you are out of area)
- Late fees are calculated at service hourly fee, multiplied by the weeks late. **NOTE:** once late fees are charged, they also need to be paid promptly

- If staff arrive at the premises and are unable to gain access to perform their duties because of the client/s documented instructions being wrong or 24 hours notice is not given to cancel a service, a fee equivalent to 1 hour of service rate will be charged.
- CCCGHM have debt collectors used for unsettled payments after a certain period

**PLEASE ANSWER THE QUESTIONS BELOW:**

- 1) I approve of photos being taken for media purposes (Facebook / website) **NOTE:** no addresses or names are used
- 2) I understand that all services have an out of area charge (if you are unsure if you are out of area please ask)
- 3) I understand if there is any rubbish to be taken away, the time to take it and any rubbish disposal fees will be added to the final invoice

**DECLARATION:**

I \_\_\_\_\_ sign this form willingly and understand all the terms and conditions of services above and agree to all prices and fees explained in this form for the services I require.

**Sign:**

Please accept this as my digital signature

**Date:**

**Please fill in Maintenance/General Repairs Client Job Sheet on the next page, which will be given to the staff member completing your service/s.** Please make sure you understand the notes on the left-hand side of page and fill in with as much detail as possible

## Maintenance/General Repairs Client Job Sheet

<b>Client Name:</b>	
<b>Client Address:</b>	
<b>Client Phone Number:</b> If you add number here, you are giving permission for staff to have number	
<b>Day, Date And Time Booked:</b>	Day: _____ Date: _____ Time: _____
<b>Staff Member On Job:</b>	Office Use Only
<b>Maintenance/General Repairs Required?</b> Please put as much information as possible here	Additional information
<b>How Will Staff Get Access?</b> All alarm codes, hidden keys information, lock box codes here  (We highly recommend getting a lock box fitted for our staff to use and put back as our staff will not hold client keys. We can organise our maintenance man to install for you at a small fee)	Additional information (location of keys/required codes)
<b>Notes:</b> Any need-to-know notes e.g. Pet requirements, septic tanks, Ladder needed	