



Feedback and Complaints: carolyn.manager@cccghm.com
Email Booking forms / enquiries: 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 2011, 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

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 client's 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

End Of Lease/Sale Total Garden Clean Up

Weekday
Saturday
Sunday
Public Holiday

This selection offers a range of gardening services at one fixed rate. This is only applicable to end of lease and sale clean ups as a one-off service.

We all know that packing up a home and moving can be a headache, then we add cleaning up the garden to the equation. If you are moving and running around, the last thing you want to do is sort out the garden. Why not get someone in who can take the hassle away and leave your garden neat and tidy? With our end of lease/sale total garden clean-up, we can do exactly that. We give the whole place a big clean-up so you can do the other important jobs.

We will do our absolute best to clean up and give the property a complete overhaul, taking away overgrown/unwanted plants, weeding, pruning, trimming, lawn maintenance and hedging to name a few. Whether it is a big clean up job or a small one, we are here to help.

Please make sure all dog poo and rubbish is picked up before gardeners come, or you **will** be charged an hour and the gardening will not get ahead.

End Of Lease/Sale Total Garden Clean Ups include:

- Mowing front and back yard
- Whipper snipping front and/or back yard
- Minor weeding
- Edging front and back yard
- General tidy of leaves front and back yard
- General tidy front and back yard
- Small hedging/shaping
- Specialised pruning (fruit trees, rose bushes etc)
- Removal of shrubs and small trees
- Spreading of mulch (materials cost and delivery fees extra if we organise)
- Minor pruning
- Major clean ups jobs
- Major weeding jobs
- Extensive or large hedges
- Poisoning/weed control
- Green waste removal – Please note this will be an extra \$48.60 per load

If you would like to confirm a booking for End Of Lease Total Garden Clean Up, please fill out the terms and conditions below and answer all questions clearly and send back as soon as possible.

Please remember to lock in an end of lease/sale total garden clean up booking you will need to make a **\$200.00 non-refundable deposit** within 5 days of booking. Please see details below

Account name: Carolyn's Crazy Cleaning, Gardening and Home Maintenance Pty Ltd

BSB: 633-000

Account number: 1629 890 57

We ask that after the service, please put a comment on our Facebook page about the service. Before and after pictures are great too, to put up with your comment.

<https://www.facebook.com/carolynscrazycleaninggardeningandhomemaintenance/> and Website www.cccghm.com

Client/Company Name/s:		
Address For Service:		
New Address: Moving To		
Contact No's:		
Email Address:		
Service Day: If a date has already been organised, please put here or select suitable date	Day:	Date:
Real-Estate Name And Contact Details:		
Do You Require Tree Lopping? (Tree lopping will need to be quoted)	How many trees? Additional information	
Do You require Gutter Cleaning? (See price list for Gutter cleaning prices)	How many storeys? Additional information	
Do You Require High Pressure Washing? (See price list for High pressure washing prices)	Additional information	
Do You Require Rubbish Removal? (See price list for Rubbish removal prices)	Additional information (what needs to be removed)?	
Do You Require Painting/Patching Done? (See price list for Painting services prices)	Additional information	

<p>Do You Require Maintenance/General Repairs? (Maintenance/general repairs will need to be quoted)</p>	Additional information
<p>Signing Up For Direct Debit?</p>	

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 and we will respond as soon as possible. Alternately, find all our booking forms on our website, 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
- 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
- **NO** cash is received by staff
- 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
- Admin fees are \$35 per month (every 4 weeks) spread over your invoices throughout the month
- There is an **out of area charge of \$33.60 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 hour's 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
- Upon booking an End Of Lease/Sale Total Garden Clean Up, a \$200.00 non-refundable deposit and is required prior to service date being locked in (within 5 days of booking) This will be credited to your account. Failure to pay will result in your service not being performed.

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 left around to be taken away, the time to take it and any rubbish disposal fees, will be added to the final invoice if the rubbish removal service is not booked as an addition
- 4) I understand if two staff arrive on a job, if I am booked for 3 hours, staff will be there for 1.5 hours, but my invoice will show 3 hours
- 5) I understand that if all dog poo or rubbish is not picked up before gardeners come, I **will** be charged an hour and the gardening will not get ahead.

I HAVE PAID MY DEPOSIT UNDER (NAME/DESCRIPTION ON BANK TRANSACTION):

Bank description is:

DECLARATION:

I _____ sign this form willingly and understand all the terms and conditions of service and agree to all prices told or quoted to me for the services I require. I understand that some of the services have a certain minimum hour charged. I further understand about what is covered and the additional costs for certain tasks. I also understand that additional costs will be added to my invoice if there is items or rubbish left at the premises.

Sign:

Please accept this as my digital signature

Date:

Please fill in End of Lease/Sale Total Garden Clean Up 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

What We Do for Our End of Lease/Sale Total Garden Clean Up!

Staff Job Sheet/Job Information:

Client Name:			
Address:			
Phone Number:			
Day, Date And Time:	Day:	Date:	Time:
Staff On Job:	Office Use Only		
Special Instructions:			

End Of Lease Total Garden Clean Up Duties

Mowing front and back yard

Whipper snipping front and/or back yard

Minor weeding

Edging front and back yard

General tidy of leaves front and back yard

General tidy front and back yard

Small hedging/shaping

Specialised pruning (fruit trees, rose bushes etc)

Removal of shrubs and small trees

Spreading of mulch (materials cost and delivery fees extra if we organise)

Minor pruning

Major clean ups jobs

Major weeding jobs

Extensive or large hedges

Poisoning/weed control

Green waste removal – Please note this will be an extra \$48.60 per load

Upon request duties for end of lease that may incur additional costs: Please tick below if any of these additional duties need to be performed

Tree lopping - needs to be booked as a separate service as this has different prices – See price list

Gutter cleaning – see price list

High pressure washing – see price list

End of lease/sale clean - needs to be booked as a separate service as this has different prices - see price list

Spring/deep cleaning - needs to be booked as a separate service as this has different prices - see price list

Window cleaning - needs to be booked as a separate service as this has different prices - see price list

Mattress cleaning - needs to be booked as a separate service as this has different prices - see price list

Carpet cleaning – needs to be booked as a separate service as this has different prices cost (badly stained carpets will incur additional costs) see price list

Tile cleaning – needs to be booked as a separate service as this has different prices - see price list

Home maintenance/General repairs - needs to be booked as a separate service as this has different prices - quoted on inspection

Pest control - needs to be booked as a separate service as this has different prices – See price list

Rubbish removal - needs to be booked as a separate service as this has different prices

Painting/patching service - needs to be booked as a separate service as this has different prices -
quoted
on inspection

Plumbing service - needs to be booked as a separate service as this has different prices - quoted on
inspection

Electrical service - needs to be booked as a separate service as this has different prices - quoted on
inspection

Please read carefully:

- All items and rubbish must be removed from the premises prior to the gardener's arrival. Not doing so will result in removal fees and dumping costs being added to the final invoice. **Rubbish removal** – See rubbish removal price list
- I understand that if all dog poo is not picked up before gardeners come, I **will** be charged an hour and the gardening will not get ahead
- CCCGHM do not take any responsibility for anything that is left and thrown away

Please save a copy of this form and email it to bookings@cccghm.com