



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 Cleaning

Weekday	\$153.60 per hour, plus GST
Saturday	\$178.60 per hour, plus GST
Sunday	\$203.60 per hour, plus GST
Public Holiday	\$243.60 per hour, plus GST

CCCGHM offers end of lease and bond back cleaning. We have the experience and knowledge, having organised thousands of cleans for clients. Whether it be for an end of lease or sale clean, the cleaners will do their best job possible to ensure you get the results you want and need. If an area is missed during the clean, we will organise our team to go back and re-clean free of charge. This guarantee lasts up to 4 days from date of clean. All properties must still have power and hot water available.

Along with end of lease/sale cleaning, we also do carpet cleaning and pest control with great rates for all our jobs (see below). We charge an hourly rate for our cleaning; most companies charge a set amount depending on how many bedrooms and you must pay that no matter how long they are there, but we only charge for the time we are there. We also give 3 options as listed below. If you are choosing for us to do only certain duties for your end of lease, we will only hold our guarantee on those duties that were performed. If you need further cleaning done, this will be charged accordingly.

Available 3 options:

Option 1. We do the whole end of lease/sale clean

Option 2. You tell us what you want us to do, and we only do those tasks (tick what you are wanting done in section “What We Do For Our End Of Lease” below). Remember, with this option we only cover what we get done if something is knocked back by the real estate

Option 3. You work with us, so we use our knowledge of what needs to be done and help you save money

Upon request, duties that can be done for end of lease that may incur additional costs include:

- Garage - swept out and cobwebs removed
- Balcony – swept/mopped, door and door tracks cleaned
- Material blinds – only vacuum and dust (we do not steam clean or wash)
- Timber blinds – dry dust, vacuum or wet wipe
- Plastic and metal blinds – dry dust, vacuum or wet wipe
- Outside of windows (only where accessible, we do not do 2 storey/high set houses)
- Window and door security screens
- Extensive wall cleaning
- Carpet cleaning
- Pest control
- Gardening

If you would like to confirm a booking for End Of Lease/Sale Cleaning, please fill out the terms and conditions below and answer all questions clearly and return as soon as possible (we recommend booking for 24hrs after removalists are due to avoid slowing the cleaning process down due to removals not being finished/complete)

Please remember to lock in an end of lease 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 Have A Copy Of Your Entry Report? If yes, please attach a copy		
How Many Bedrooms And Bathrooms?	Bedrooms:	Bathrooms:
Are There Carpets To Be Cleaned By Us? If yes, how many carpeted rooms/areas? (See price list for carpet cleaning prices)	If yes, How Many rooms:	
Are We Doing Pest Control? Check lease agreement. Generally, if you have pets at the property and renting this will be a clause in your rental agreement (See price list for pest control prices)	If you want more than the general end of lease spary, please choose which one from the drop box below:	
Signing Up For Direct Debit?		

<p>How Will Staff Get Access? All alarm codes, hidden keys information, lock box codes here</p> <p>(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)</p>	<p>Additional information (location of keys/required codes)</p>
<p>Other Services That Can Be Provided As Requested:</p> <p>Select what might be of interest and frequency this would be done</p> <p>These extras will be quoted as requested</p>	<p>Tile cleaning</p> <p>End of Lease total garden clean up</p> <p>Tree lopping</p> <p>Green waste removal</p> <p>Gutter cleaning</p> <p>High pressure washing service</p> <p>Maintenance / General repairs</p> <p>Rubbish Removal</p> <p>Painting service</p> <p>Plumbing service</p> <p>Electrical service</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.

The Job

- In order for us to clean light fittings and other items that need to be removed, they will have to be fairly easy to remove and install. We will not attempt chandeliers or unscrewing whole light fittings
- We will only clean windows we can access safely and without stepping on carports, balcony railings etc
- Floor tiles and wall grout – please keep in mind we will clean the grout, but we cannot return it to an “as new” colour. On shower tiles and glass, the hard deposits left behind after hard water dries is called lime scale. This is difficult to remove and can even cause a chemical reaction that makes cleaning products less effective. (For example: if you have a glass shower door with a white, cloudy residue that never seems to come off completely, those stains may be permanent because the chemicals have etched the glass)
- Provide a bond back guarantee for end of lease cleans. Where the real estate requires further cleaning to be conducted, we will return to rectify the issue. The guarantee will only apply to the services agreed upon in writing at the time of booking (e.g. if staff are only engaged to complete certain tasks, the guarantee will only apply to those tasks).

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 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
- Upon booking an End of Lease/Sale Clean, a \$200.00 non-refundable deposit 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
- 4) I understand that if the cleaners arrive and can't get access, I **WILL** lose my deposit and the clean 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 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 Cleans!

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:			

General areas around the house: (bedrooms, living areas, dining room)

Remove cobwebs, dust, clean ceiling, cornices, skirtings and walls

Clean inside of windows, window tracks and sills

General wall wash and spot clean marks

Ceiling fans

Light fittings cleaned inside and out if possible

Dust vents and air-conditioning/heating units inside house

Mirrored doors / mirrors

Wardrobe tracks

All wardrobe/linen cupboards/ drawers/ shelving

Light switches and power points

Door, door frames and handles dusted and cleaned

Top of curtain tracks and blind tracks dusted

All hard floors mopped

All carpeted areas vacuumed

Kitchen:

Clean the top of kitchen cupboards

Clean cupboards and drawers inside and out

Door, door frames and handles dusted and cleaned

Clean inside of windows, window tracks and sills

Clean and polish splash backs and bench tops

Oven, range hood and stove top and grill cleaned from greasy residue and polished

Clean sink and polish tap fittings

Clean dishwasher filters, door inside and outside and polished outside

Free standing stove – pull out to clean around and behind if possible

Kickboards under cupboards to be cleaned

Bathroom/Ensuite

Exhaust fans/air vents

Door, door frames and handles dusted and cleaned

Clean inside of windows, window tracks and sills

Shower screens, shower recess, remove soap scum build up and mildew, polish spouts and taps

Bathtub, remove soap scum build up and mildew, polish spouts and taps

Floor tiles and wall grout – please keep in mind we will clean the grout, but we cannot return it to an “as new” colour. (See Terms and Conditions above)

All tiled areas polished

All soap removed from soap holders

Plug holes

Polish mirrors

Medicine cabinets

Vanity unit cleaned inside and out – cupboards, drawers, sink

Toilets sanitised

Mop floors

Laundry:

Clean cupboards inside and out

Clean top of laundry cupboards

Clean dryer and filters

Door, door frames and handles dusted and cleaned

Clean inside of windows, window tracks and sills

Clean laundry tub including cupboard under sink and plug hole

Polish taps

Vacuum and mop hard floors

Upon request duties for end of lease that will incur additional costs: Please check the boxes below if any of these additional duties need to be performed

Garage - swept out and cobwebs removed

Balcony – swept/mopped, door and door tracks cleaned

Material blinds - dust/cleaned - only vacuum and dust (we do not steam clean or wash) **\$33.60 per blind extra cost (please put here how many blinds you have)**

Timber blinds – dry dust, vacuum or wet wipe **\$33.60 per blind extra cost (please put here how many blinds you have)**

Plastic and metal blinds – dry dust, vacuum or wet wipe **\$33.60 per blind extra cost (please put here how many blinds you have)**

Outside of windows (only where accessible. We do not do 2 storey/high set houses)
Window and door security screens

Extensive wall cleaning – **if walls are bad, end of lease cleaner will notify office and extra charges will apply**

Carpet cleaning – **needs to be booked as a separate service as this has different prices (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

Gardening or End of Lease/Sale total garden clean ups - needs to be booked as a separate service as this has different prices – see price list

Green waste removal - \$38.60 per load

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

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 properties need to have power and hot water available.
- In the unlikely event of missed areas, we will re-organise for a re-clean free of charge. Guarantee is valid for 4 days from date of clean
- All items and rubbish must be removed from the premises prior to the cleaner'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
- CCCGHM do not take any responsibility for anything that is left and thrown away.
- WE DO NOT CLEAN grease and oil stains out of garages, outside bins, people's furniture, extensive ceiling cleaning

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