



# Piper (Qld) Pty Ltd

Domestic Bliss Total Solutions    Citrus Clean Steam Pest

## CI 001    Domestic Bliss Home Cleaning Fact Sheet 2021

Thank you and Welcome. This information sheet will cover some of your likely questions about our regular home service. We have 8 fully trained, uniformed, police checked staff and roster on a weekly basis. We roster each Sunday for the following week and clean a wide array of private homes, offices, buildings and other regular cleans. Some of our clients have been with us since 2010. Some of our staff before that!

### Pricing

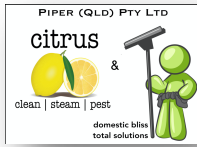
We are the most ethical and transparent cleaning company in Gladstone. Our books are open for inspection and our company financial statements may be given to any who request them. We charge \$49.50 per hour for weekday cleaning 6am to 3pm and have a minimum of 2hrs per visit. Below is a table outlining how each hour of cleaning is paid to the staff member. We only take \$2.94 per hour towards overheads. Evening Office Rates are \$55 per hour (min 90 mins visit time).

### Pricing Table

\$49.50 p/h Award Wage /Price Table to 2021		
Hourly rate	<i>Per Hour</i>	\$26.48
Travel time to or from your address	<i>Average 10 mins</i>	\$4.40
	<i>At same rate as above</i>	
Kms used at 80c per km	<i>Range 2-16kms. Median 8kms</i>	\$6.40
Superannuation	<i>9.50%</i>	\$3.54
QLeave 2%	<i>Portable long service leave</i>	\$0.81
<b>Gross Payments to Staff</b>		<b>\$41.63</b>
GST on \$49.50	<i>Paid to government</i>	\$4.95 ph
Margin	<i>To cover all overheads of running a business</i>	\$2.92
<b>Day Time Rate per hour</b>		<b>\$49.50</b>

### Chemicals

We provide all our own chemicals and equipment, unless there is something of yours you would specifically like us to use. All staff carry Safety Data sheets and the correct PPE to perform household cleaning tasks. We can also clean using your natural ingredient (vinegar/bicarb) regime if required. If you prefer environmentally friendly products let us know as we have a full tray of "green" chemicals that the staff can collect and use for your home (prior booking required). There may be a small surcharge of \$10 for use of these products as they are more expensive than our regular range.



# Piper (Qld) Pty Ltd

*Domestic Bliss Total Solutions   Citrus Clean Steam Pest*

## Staffing

We can guarantee a **day** but cannot guarantee a **time** of arrival for your clean. This is because the staff rosters change from week to week due to the fortnightly, 3 weekly and monthly cleans. Generally, all cleaning is finished by 4pm. Unfortunately, we can't always send the same staff member due to revolving rosters, time off and sickness. Usually two staff will look after you.

## Payment

We accept credit card payment via STRIPE or Go Cardless direct debit. We may also give a 7-day account and ask that invoices are paid promptly on receipt by bank deposit. Late fees apply for slow payers. All debts no matter how small will be enforced with QCAT.

## Insurances

We are covered with \$20 Million Public Liability Insurance and Workcover Qld. We pay staff their Super so they cannot make a claim on you for unpaid Super. This is a common occurrence amongst "cash cleaners" who have the right to claim unpaid super for any hours you have employed them in your home.

## Access

If you won't be present for the clean, we ask that you provide us with a permanent key which is kept in a secure storage facility, or leave a key in a hidden location. Unfortunately we cannot arrange staff to call and meet you on site as staff phone numbers are strictly private.

## Cancellation

If you wish to cancel any clean we ask that you give at least 24hrs notice so that the staff can be offered other work and not lose hours. Staff that are turned away from a property have the right to claim those work hours.

## Booking Process

If that suits then please email me with a current copy of your ID, your address and details and we can roster you for your first visit. We ask that the first few cleans are pre-paid.

## Issues

If you have any issues with the cleaning please call me to discuss, this is very unusual but sometimes there is a discrepancy between the expectations and delivery of good cleaning and how long it should take. We have well trained staff who work to a high standard, they do not do the "quick flick", they move and clean under and behind things. All staff are trained, or re-trained to our way of cleaning. If you are not happy please call us straight away on 0432018558. All work is under warranty.



# Piper (Qld) Pty Ltd

Domestic Bliss Total Solutions    Citrus Clean Steam Pest

## What We Do

Item	
<b>Kitchen Service</b>  <i>Sanitize cabinet fronts, kickboards, scrub sink, wipe over fridge, clean microwave, wipe out oven, clean around power points, scrub splashbacks, clean cook top, wipe over range hood, cobweb area. Clean benchtops, polish all dry. (Dishes can be done but can use up a lot of cleaning time)</i>	
<b>Bathroom Service</b>  <i>Sanitize cabinet fronts and lip, brush blinds, cobweb area, polish mirror, descale shower stall and sink, scrub and sanitize toilet bowl cistern and under seat, wipe sills, scrub bath, clean splashbacks, wipe tile tops, descale around taps, polish all glass and chrome. Remove all personal items from benchtops and clean fully. Buff all shower floors, sinks &amp; chrome dry.</i>	
<b>Damp Dusting Service</b>  <i>Move small items and clean, damp wipe or dust as appropriate. Polish mirrors, wipe points and high traffic walls, dust or wipe skirtings, cobweb all cornices and corners. Wipe all furniture and appliances according to room. Deodorize room.</i>	
<b>Floor Care Service</b>  <i>Full Vacuum all hard floors and carpets (except garages) using appropriate head. Hand pole-vac all carpet edges and under all fixed furniture. Move items of less than 5kg to vac underneath. Vac skirtings as you go. With appropriate floor cleaner and hot water thoroughly mop all hard floors inc patio areas</i>	
<b>Oven Full Clean</b>  <i>Dismantle all removable parts inside oven including shelves, rails, trays, bottom covers. Undo top clip keeping top element in place and lower element. Spray interior of oven with correct chemical. Place all dismantled parts on a large clean towel on the bench and carefully spray with cleaner. Leave to sit for at least 5 mins. Carefully wipe off cleaner and rinse in sink ensuring as little as possible meets the stainless steel. Scrub and scrape both sides of all shelves trays and rails with a metal scourer and scraper. Rinse and buff dry. Wipe of excess residue from oven, scrape any existing until removed and buff dry, wipe over element and all sides of oven including roof. Return item to oven and wipe over door, front and handles with low impact chemicals. Ensure lettering is not removed. Use Steel cleaner.</i>	
<b>Window Service</b>  <i>Hose all screens and windows from outside until water runs clear. Once inside, wipe the outer frame and sill, inner frame and mullions, clean glass all sides using hot soapy water and a squeegee, Pop out windows as required. Clean tracks with a screwdriver/rag and buff all dry. Due to WHS restrictions we can only clean ground floor windows using a 1.5mt ladder.</i>	
<b>Blind Service</b>  <i>Clean blinds row by row checking both sides for soiling, wipe with a soft cloth, remove any residues on glass or sills</i>	
<b>Bond or Spring Cleaning</b>  <b>By quote only</b>	<b>Office Cleaning – By site visit</b>