



Piper (Qld) Pty Ltd

domestic bliss total solutions

CI 001 Domestic Bliss Home Cleaning Fact Sheet 2024

Welcome. This information sheet will cover some of your likely questions about our regular home service. We have 15 fully trained, uniformed, police checked staff and roster on a weekly basis. We 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 since 2017.

Pricing = Costs

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 as below per hour for weekday cleaning 9am to 3pm and have a minimum of 90 mins per visit. Below is a table outlining the travel costs which dictate in our current prices. Rates increase each June and this year we have incorporated a 5.2% pay increase, plus loss of the super threshold of \$450 a month, and a 11% super increase.

Day Shift Cost Per Hour 2023-2024			
Permanent Day Time rate with increase 5.75%		\$	30.08
Leave 2%	2	\$	0.62
Workcover	1.8	\$	0.54
Super Increase to 11%	11	\$	3.31
12kms one way trip of travel	0.97	\$	11.64
TRAVEL TIME ONE WAY ON AVERAGE 12 MINS (\$55.15 AVERAGE/5)		\$	11.03
ALLOWANCES (RAGS WASH \$14+DATA \$6)/52/20		\$	0.62
4 WEEKS ANNUAL LEAVE (\$27.67 X 100/52/25)		\$	2.66
12 PUBLIC HOLIDAYS \$27.67 X 60/52/20)		\$	1.60
10 DAYS SICK PAY (\$27.67 X 10 /52/20		\$	0.27
LEAVE LOADING 17.5%		\$	0.47
total cost per hour		\$	62.83
Profit margin of 15% required to cover all overheads		\$	10.65
loss/profit		\$	(0.75)
GST COMPONENT		\$	7.27
New Day Shift Price Required to Break Even		\$	80.00



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Pricing Table – Why \$70-160 an hour?

Although the accountant has suggested a new rate of \$75 per hour, we know that the market can only bear so much and so will keep any cleans 2hrs or longer to \$67 per hour for all new clients to 30.6.23. Many existing clients had rate increases to \$65 per hour contracted and this will be honoured for them to 2023.

Domestic Bliss Day Time Cleaning Rate Sheet						
CLIENT LOCATION		Paid to staff for travel		Revision June 23. Valid to 30/6/24		
		Allowances	Price	60 Mins per hour	90 mins Per Hour	2hrs+ per hour
Radius 1	Gladstone Suburbs	15 mins	\$ 13.75	\$ 90.00	\$ 75.00	\$ 70.00
	0-12kms	12kms	\$ 11.64			
Radius 2	Burua & Beecher	20 mins	\$ 18.33	n/a	\$ 85.00	\$ 75.00
	12-18kms	18kms	\$ 17.46			
Radius 3	Tannum or Calliope	60 mins	\$ 55.00	n/a	n/a	\$ 160.00
	20-25kms	50kms	\$ 48.50			
Price rises each June in line with CPI as labour/travel is 92% of our costs						
Travel time - Base rate \$55 per hr comprises the award rate plus Qleave, Super, Workcover and Public Liability and Allowances						

If you live in Burua, Beecher or Tannum we may be able to mitigate the more expensive rates by booking your job along with another in your area. We also currently have a staff member residing in Tannum Sands and can book her at the lower rate.

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 that our regular range.



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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 at least two staff will look after you. We find that staff who always have the same clients begin to feel pressured not to take time off so we always allow 2 staff.

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. NDIS client may be charged if cancelled up to 2 days in advance.



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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 the office 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.

The fastest way to get action is to text the office number 0432018558 as this is seen straight away. We do not recommend leaving messages as the voicemail often fills up over a period of a single day and is cleared at the end of the week.

All of our staff are amazing people who really go the extra mile to ensure you get the best value for money possible. All staff can "bond clean" your property, deep clean, declutter, clean ovens and windows, iron and do laundry or make beds. Just ask!

We look forward to being of service.

Lisa McDade





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What We Do

Kitchen Service

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 – PLEASE ADVISE IF DISHES OR LAUNDRY IS TO BE ON THE JOB SHEET

Bathroom Service

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 & chrome dry.

Damp Dusting Service

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.

Floor Care Service

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. Mop With appropriate floor cleaner and hot water thoroughly mop all hard floors inc patio areas

Oven Full Clean

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 careful 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.

Window Service

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.



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Blind Service

Clean blinds row by row checking both sides for soiling, wipe with a soft cloth, remove any residues on glass or sills

Spring Cleaning

6hr blocks with 2 staff available with a 15% discount

Office Cleaning – By site visit