



FREQUENTLY ASKED QUESTIONS - CLEANERS

WHO PAYS ME?

The householder does as you work for them on a Contract for Services basis. You arrange the method payment with the householder(s).

WHO DETERMINES MY RATE OF PAY?

We give a 'from' figure on our website and advise our client, in advance, that this is the minimum that the self-employed cleaner will charge. We will ask you in advance what your current rate of pay is, so that we can advise our client before they meet you. However, when you meet the householder, you may decide that the job requirements (tasks, time, travel distance etc) may demand a higher rate.

As you are self-employed, you set your own rates. The householder, in turn, can choose to accept (or not) your rate of pay and may ask us to introduce another cleaner – so do be aware of that fact.

DO I GET PAID IF I DON'T GO TO WORK?

No. You are paid for completing tasks to a standard agreed between you and householder. In some instances, the householder may pay you for holidays, but this is entirely down to their own decision as they do not have to do so.

WHAT HAPPENS IF THE HOUSEHOLDER IS DISSATISFIED WITH THE QUALITY OF THE JOB?

As a self-employed person, you are responsible for rectifying the job at your own cost.

WHAT HAPPENS IF I HAVE AN ACCIDENT AND BREAK SOMETHING?

You **MUST** advise us of anything that happens which will require an insurance claim. All claims will be put forward to our insurers. There is an excess on our policy of £100.00. Our clients are aware of this fact.

DO I SUPPLY ANY PRODUCTS OR EQUIPMENT?

Most householders supply all cleaning products and equipment, but others may prefer you to do so.

PLEASE NOTE: The We Love 2 Clean Homes insurance does NOT cover products or equipment supplied by the cleaner and you should have your own insurance in place for this, if necessary.

This means that if you were to buy cleaning products for your householder, you **MUST** give them the receipt and receive payment for the products, in order to be covered by the We Love 2 Clean Homes insurance.

WHAT WILL THE HOUSHOLDER EXPECT ME TO DO?

We introduce you to the householder for the purpose of domestic cleaning and/or ironing and possible bed-making.

CAN I CHANGE MY CLEANING DAY OR TIME AT SHORT NOTICE?

You will need to contact the householder as soon as possible DIRECTLY to arrange this. Most householders will oblige, if at all possible.

CAN I SEND A SUBSTITUTE CLEANER IF I AM NOT AVAILABLE TO CLEAN?

Yes, with the householder's permission. However, if the substitute cleaner is **NOT** registered with us, you remain responsible for the work performed by them and they are **NOT** covered by our insurance.

We endeavour to give you a 'buddy cleaner' as then they will have been registered with us, and they will be covered by our insurance.

PLEASE NOTE: The We Love 2 Clean Homes insurance does not cover substitute cleaners who have not been screened by We Love 2 Clean Homes and you should have your own insurance in place for this eventuality.