

1 Welcome to SelClene

Selected cleaners for your peace of mind



Welcome to the SelClene domestic cleaning service. You have joined a fast-growing family of over 12,000 households across the country who rely on us to provide honest and reliable cleaners.

Here are just some of the advantages of choosing SelClene:

- The same cleaner every week, so they become familiar with your requirements.
- We can supply you with the exclusive SelClene colour-coded range of **cleaning products and a Safety Kit carefully chosen to comply with Health & Safety requirements (both additional, at an extra cost)**.
- Cleaners are **personally interviewed** (only a small proportion of those who apply are selected).
- We take up written and/or telephone **references** from two past employers/ suitable referees.
- Cleaners are vetted for **honesty** and legal right to work in the UK.
- Cleaners are trained to follow the **SelClene cleaning system and standards of service**.
- All cleaners are on the telephone, and therefore contactable.
- Cover if your cleaner is sick or on holiday (advance notice required).
- **Insurance cover** for major accidental damage (for claims over £100 which are in turn subject to a £100 excess).
- Replacement within seven days if you wish to change your cleaner.

You have joined a fast-growing family of over 12,000 households across the country who rely on SelClene to provide honest and reliable cleaners.

2 Getting started

If you have not already filled in the *Terms of Agreement Form* and *Standing Order Mandate*, then please complete and return these to us.

The yellow copy of the *Agreement Form* is for you to keep; the top white copy should be returned to us.

Please remember that no cover exists under our insurance scheme until these forms are returned to us. It is therefore vital for your own protection that you return them promptly.

One of our selected cleaners will then contact you to arrange an appointment for an interview.

Please let us know as early as possible if you are unable to keep an appointment to interview a cleaner. If you are not available when your cleaner turns up for the interview, we recommend you volunteer a cancellation fee of £5 to cover their time and travelling expenses.

After the interview please let us know that you have hired your cleaner, or if you prefer you may request another candidate for interview.

SelClene membership is payable by *Standing Order Mandate* as per the *Terms of Agreement Form*.

Your cleaner should be paid direct in cash, at the quoted rate, either at the end of each session worked or no later than one week in arrears. Please complete the *Worker Earnings Receipt Form* to account for all monies paid to your cleaner. It is a statutory requirement that you keep a record of all payments made to your cleaner.



We recommend that you read the rest of this booklet. It contains information that will enable you to gain the maximum benefit from your SelClene membership.

3 Getting the best from your cleaner



Our aim is to ensure that you receive the service you require, at times convenient to you, from a cleaner with whom you are completely satisfied.

The SelClene Service is designed to make sure you get the service you require, at times convenient to you, from a cleaner with whom you are completely satisfied. Please contact us as soon as possible if you have any concerns.

Here's our quick guide to getting the best from your cleaner:

- 1 In preparation for your first clean, please take time to go through your home and specify what you would like your cleaner to do for each room. We have supplied a Task Sheet to help you, as we find it valuable to have the basic cleaning routine written down. Please explain any special routines and cleaning methods you prefer.
- 2 Allow a couple of visits for your cleaner to get used to your requirements and establish a cleaning routine as they get to know the layout of your home.
- 3 If you wish to change the cleaning routine, or concentrate on certain areas, please liaise directly with your cleaner.
- 4 For Health & Safety reasons, please ensure that all your equipment is in good working order and safe to use.
- 5 Your cleaner will be familiar with household cleaning equipment in general, but machines do vary. Please show your cleaner how to use any electrical cleaning equipment (including emptying the vacuum cleaner) and demonstrate other systems, such as security alarms.
- 6 Your cleaner has been instructed not to stand on chairs or other items of furniture in order to reach things. If your cleaner needs to reach high items (lights, picture rails, tops of cupboards) please provide a stepladder or step-stool. For safety reasons, please do not ask your cleaner to climb more than two or three steps up unless someone else is there to hold the ladder.
- 7 We find our clients much prefer to provide their own cleaning materials, so their home is cleaned with the products and fragrances they choose.

Cautionary note: Insurers are often unwilling to accept claims involving the inappropriate use of abrasive cleaning materials or chemical cleansers. Such damage can accumulate over time, and we strongly advise you to avoid abrasive cloths and corrosive cleaning agents which may damage modern stainless steel surfaces, lacquered furniture and glassware. Even some cleaning creams which have a smooth appearance contain abrasives that can damage the surfaces of baths and wash-hand basins.

Non-abrasive micro-fibre cloths and surface-friendly cleansers are now widely available.



Following these simple guidelines will ensure you get the best from your cleaner

- 8 The Control of Substances Hazardous to Health Regulations (COSHH) designed to protect professional cleaners from exposure to toxic fumes, caution that your cleaner should not use bleach on your premises unless specifically trained. Also, bleach damage to carpets and furnishings is not covered by the insurance arranged on your behalf by SelClene. We advise you to use alternatives to bleach products.
- 9 Please do not ask your cleaner to clean the exterior of the building or the outside of windows.
- 10 Modern equipment and materials make it unnecessary for cleaners to use old-fashioned methods in their work - for example, it is now considered unreasonable to expect cleaners to clean floors with a scrubbing brush on their hands and knees.
- 11 We suggest after you have given your initial instructions, you leave the cleaner to get on with the work. A distracted cleaner gets less work done!
- 12 On each visit a certain amount of time is taken up in gathering cleaning equipment and materials and tidying away afterwards. More work gets done if they are there for longer on each visit, and our minimum recommended time per visit is two and a half hours.

When choosing how many hours cleaning you need, consider having your cleaner less frequently for longer hours – for example, three hours twice a week, rather than two hours three times a week. This also reduces time and costs spent travelling, which can be a factor in the cleaner deciding to work with you, and continuing to do so.

- 13 If your cleaner cannot get into your home through no fault of their own (perhaps you have forgotten they were coming, or someone has double-locked the door), please pay them something for their time, even if the work has not been done.

Important note: If you are not satisfied with the service you are getting, please call us right away. We'll discuss the situation, and if necessary, arrange for a replacement cleaner to call you.

4 The 'Triple-A' cleaner

Rarer than you might think...

Important information for all employers of domestic staff

You are about to take on a cleaner. We want it to be an enjoyable experience and with the help of SelClene there is every chance that it will be! If you've employed a cleaner, gardener or nanny before, you will know that it is not like buying a fridge, plugging it in and forgetting about it. Clients, cleaners and SelClene are three equal parties, each playing their part in our proven system, to make sure your home is cleaned thoroughly and effectively, your cleaner enjoys working for you, and the whole process runs as smoothly as possible.

'Triple-A' means Attitude, Attitude and Attitude and whilst most things can be taught we always look for cleaners who have a professional, caring attitude towards their clients and obligations to the Agency.

We follow the same procedure for all cleaners. We review work histories, take up two written references, proof of identity, proof of address – and next of kin address as an alternative point of contact. We put them through an intensive induction on what clients want. We show them a special training video on professional cleaning. The video explains our customers' expectations regarding honesty and reliability, including not short-changing you on the hours worked, and letting you know if they can't come for any reason.

After training and interview, we allocate cleaners to clients, selecting the best available candidate for you to interview. We achieve a high success rate in matching clients with their cleaner first time.

We are an agency supplying access to a database of cleaners. That is our primary service.

Your chosen cleaner will have a proven work history with their previous employers and often with clients of SelClene. We look at their work history, and interview them in person to establish their attitude and commitment to working as a cleaner for SelClene clients. So whilst the 'Triple-A' cleaner may seem like gold dust you are more likely to find excellent cleaners at SelClene than anywhere else.

Triple-A means Attitude, Attitude and Attitude.

We always look for cleaners who have a professional, caring attitude towards their clients.



Simple
guidelines
to keep your
cleaner

We are, however, in a demand economy and we are always striving to maintain and increase our supply of quality cleaners to meet that demand. Also, many cleaners don't see cleaning as a lifetime career and move on to other vocations. So whilst all new cleaners allocated to clients undergo all the checks above please use your own judgement as to their suitability for you personally.

Things may not work out and some cleaners can let you down. For instance, they may agree to an interview and change their mind – and not tell you. They may attend, then turn the job down (and you might not be told either). They may start but give up after a few weeks. It can be very frustrating – for you and for us. As an Agency, we can fix any of these problems should they arise so if you no longer wish to employ your cleaner, simply call the Agency and request a replacement.

Our role is to maintain a sufficiently large database of cleaners so we can offer you a referenced and vetted cleaner within five working days, upon request. As cleaners can come and go, a quick replacement is an essential part of our service. You want the flexibility to ask for a replacement if you wish and to be absolutely sure the Agency can supply a replacement in a reasonable time when one is needed.

We will also liaise with the cleaner for you if you have a complaint about their work but wish to have assistance in improving their performance.

We want you to employ a cleaner that you are 100% happy with. If you are not completely satisfied with your cleaner please contact us asking for a replacement.

Once you have a good 'Triple-A' cleaner you will want to keep her so please follow these simple guidelines:

- 1 Pay your cleaner promptly – usually weekly or by whatever arrangement you have agreed.
- 2 Instruct them in use of your equipment, e.g. vacuum cleaner (including changing bags and filters where fitted), steam iron, washing machine etc.
- 3 Be specific where you have particular needs – do not assume your cleaner will do either the same things you would normally do or in the same way.
- 4 Provide materials fit for the job - if in doubt your Agency can advise you as well as supplying low cost gloves, cloths and other products.

This will help ensure that you get the best from your cleaner.

5 Getting the best from your Agency



SelClene is the UK's largest domestic cleaning agency providing regular cleaners/ironers for private residences. You have access to a database of cleaners you can trust and a back-up service to sort out any difficulties that may arise.

Founded in 1987, SelClene now provides a personal local service to over 12,000 clients through a nation-wide network of franchisees. Increased demand for our service has made SelClene the fastest growing agency of its kind in Britain. We carry out detailed, rigorous checks on all job applicants to provide you with a cleaner who is honest, reliable, competent and legally entitled to work in this country.

We operate a bespoke training course. We train your cleaner to identify what tasks need to be done in each room of a house and how to organise their time and work pattern so that they work efficiently. The course covers safety in the operation of electrical equipment and use of cleaning materials in line with Health and Safety regulations.

We identify the days and times you require your cleaner and find someone who is available at those times. We arrange for them to call you and attend an interview to ensure you are happy with our choice before you employ them.

If you move house, please let us know and we will supply you with the name and telephone number of the SelClene Agency in the area to which you are moving. If you know of someone in your own area or elsewhere in the country, who requires a reliable cleaner, we will be pleased to give them the contact number of their local Agency. As a 'thank you', we offer incentive rewards for introducing new clients.

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Our office
will always
try their best
to help you

Honesty – We take up proof of identity (passport, photo-driving license or birth certificate), so we know **who** the cleaners are. We also take up proof of address (gas bill, rent book etc.) so we know **where** they live. We take up **written references** to gain background information on all cleaners we put forward.

As a result, we can virtually guarantee honesty because anyone dishonest is not going to come forward with the above documentation.

Reliability – Obtaining reliable staff is difficult. Some may prove unreliable even after all our checks. In most instances you will get a cleaner you are happy with and the relationship will last for months before a replacement is required. However, in most cases you will get a cleaner you are more than happy with and your relationship will last for many months before you need a replacement.

In a few cases you may experience problems. A cleaner may:

- Agree to attend interview and then does not come to clean.
- Attend interview and agree to start then does not show.
- Start and then quickly decide it is 'not for them'.
- Start off well and then gradually deteriorate over time.
- Work well, but does not do the full hours you are paying them for.
- Miss too many days through illness or holidays.

Your cleaner may decide (or be forced by a change in circumstances) to stop cleaning for you.

We hope they are able to give you (and us) enough notice for us to be able to allocate a replacement cleaner, so your service continues without interruption. It may be that the cleaner tells you but neglects to tell us, so it's worth you calling us just to make sure we are aware of the situation.

If your cleaner does not come to clean and you are not aware of any reason, please try contacting the cleaner to find out why. If you cannot resolve the issue, please:

- Call us as soon as possible and let us know exactly what happened.
- Take the name of the person you have spoken to at the office for future reference.
- Keep your copy of the Worker Earnings Receipt Form showing the missed visits.

To address the problem we will:

- Contact the cleaner and find out what happened.
- Arrange for them to resume the service, or if they can't, allocate a replacement cleaner for you.

If a cleaner proves consistently unreliable, or clients are less than satisfied with their performance, we will stop allocating that cleaner to future clients.

Access to a database of suitable, vetted and fully checked, replacement cleaners is the key benefit of membership of SelClene



Competence – We rarely get complaints about the competence of the cleaners. Sometimes communication problems can arise where the cleaner may not understand your requirements. If you feel your cleaner could benefit from additional training, please contact us and we will arrange a refresher course.

As long as your expectations are realistic you will get the most out of your membership of SelClene and be pleasantly surprised. Your SelClene office is a highly computerised, efficient operation staffed by an experienced team who have 'seen it all'. We know what to do when things go wrong. We offer a consistent allocation service. We can replace a cleaner fast, often with someone who is well known to the Agency and has been on our books for a while.

You have unlimited repeat access to our database to get a replacement. Access to a database of suitable, vetted and fully checked, replacement cleaners is the key benefit of membership of SelClene.

Remember that you are the direct employer of the cleaner and once you agree to take a cleaner on, unless advised otherwise by you we have to assume you are happy with the arrangement. Do call us if you experience any problems, so we can sort them out.

If anything goes wrong, do not assume we will know about it. You MUST tell us and then we have an opportunity to swing into action and sort out any problems for you.

6 Cleaning products



There are a number of requirements that you should be aware of, when you employ a cleaner. When you clean your own house, you can use practically any cleaning products you wish. When you employ a cleaner, however, you are under the Health & Safety at Work Act legally obliged to provide a safe working environment. It is advisable to restrict the range of products to those in which a cleaner is trained.

SelClene favours a system of colour coding to avoid the risk of cross-contamination. The colour codings are:

- **Yellow** for kitchen and food preparation areas
- **Blue** for general low risk areas, excluding food areas.
- **Red** for toilets and sanitary appliances, including bidet and toilet brush holder.

This is for your own protection. The colour coding system is simple and easily understood. The golden rule is to have your cleaner work from the cleanest areas to the dirtiest areas, and to start in the kitchen before doing toilets and bathrooms. Differently colour-coded cleaning materials should be kept separate from each other. (SelClene can supply these to our clients for a small cost).

We can provide high strength long-lasting cloths. They are designed to be boil-washed and re-used so please instruct your cleaner not to throw them away. Also please remind your cleaner of the colour coding system above.

As mentioned earlier in this booklet, please avoid supplying abrasive cloths and abrasive cleansers. In the event of damage to surfaces, the Agency's insurers will view the use by a cleaner of inappropriate materials that have been supplied by the client as 'contributory negligence' by the client. Such claims will not be met by our insurers. Instead we advise the use of non-abrasive cleansers and cloths.

The safety kit (includes first aid kit & safety goggles)

We ask our clients to make a small first aid kit available for the cleaner's use. If you wish, we can supply a safety kit for a small cost. Safety goggles are also available for high level cleaning work and goggles should be worn when mixing chemicals and for oven cleaning.

7 Insurance



No liability for loss or damage to property or injury to the cleaner can be accepted by SelClene unless the quarterly or monthly Agency Fee is paid in advance.

- 1 Each cleaner employed by you and supplied through the Agency will be covered by an insurance policy which includes public liability cover providing for a maximum payment of £1,000,000 in the event of damage to or loss of your property. Accidents do happen from time to time, and the purpose of the insurance is not to cover everyday minor accidents such as breakages to low value items, but to provide cover for major accidents and damage. Claims under £100 are excluded and the client shall be liable to pay the first £100 of any claim.
- 2 Cover applies subject to the damage being 'sudden and immediate' (rather than over a long period of time) provided that this damage or loss is caused by the negligence or omission of the cleaner. In addition to damage to property, the policy also covers injury to the householder or member of the public caused by the cleaner.
- 3 As the employer of the cleaner you must ensure that your household insurance policy provides cover in respect of liability to domestic servants (usually called third party liability or employer's liability cover). Most household policies have this cover but we suggest you check with your household insurer if you are not sure.
- 4 Your household insurance policy should cover injury to cleaners while working inside your premises. You may find it does not cover work outside such as gardening or cleaning the exterior of buildings. Please do not to ask your cleaner to do cleaning work on the outside of your building.
- 5 Some SelClene franchises may also supply gardeners. Where a person we supply is contracted to do any outside work such as gardening, please check that the appropriate extension has been added to your household cover.
- 6 Damage to property will not be covered if it is considered the client has contributed to the damage – for example, by supplying the cleaner with inappropriate cleaning materials.
- 7 As your cleaner is employed by you and not by the agency, we are not liable for any act, default or omission of the cleaner other than for damage to goods or property caused by the negligence of your cleaner. An example of an exclusion would be failure of a cleaner to return keys and any consequential loss that may arise as a result.



- 8 The Agency shall be liable for any negligent act, default or omission of the Agency which directly causes loss to the client.
- 9 The client acknowledges and agrees that the Agency does not have access to police or criminal records when vetting cleaners and cannot be liable for false or misleading information provided by cleaners in relation to such matters.
- 10 The insurance policy will only cover loss or damage to property if and to the extent that the loss or damage is of a value in excess of £100.
- 11 Neither the Agency nor its insurers will accept liability for any claims under £100 which are hereby excluded.
- 12 Where any claim is of a value in excess of £100 the client shall be liable to pay the first £100 of any such claim.
- 13 Theft of belongings is not covered under the insurance, which is why we vigorously vet all cleaner applicants that come onto our books and give you the final choice. Prevention is better than cure. Fidelity guarantee insurance to cover dishonesty would significantly increase the cost of the service to you, and would have strictly limited cover. In practice, we find taking a full set of credentials and references when we allow a cleaner onto our database discourages those with dishonest intentions from applying.
- 14 Bleach damage and damage caused by spills of cleaning fluids containing bleach is not covered under the insurance, and COSSH advises against the use of concentrated or neat bleach or products containing bleach. Of course, you can keep bleach for your own use, but we would strongly advise you not to ask your cleaner to use it. Safer eco-friendly products are available.
- 15 The insurance cover is subject to the terms and conditions and any exclusions set out in the policy. A copy is available from the Agency on request. The client shall be bound by such terms and conditions, and exclusions.
- 16 The Agency does not accept liability for any business loss (including, without limitation, any loss of contracts or business opportunity, loss of profits, loss of revenue or loss of anticipated savings in expenditure).
- 17 The Agency is not responsible for the failure of any cleaner to return keys or for any loss whatsoever that may arise as a result. In such circumstances, the cleaner shall be liable. Please use the *Key Security Deposit Form* we supply when handing over keys.

8 Task Sheet and work routine



Use the *Task Sheet* (at rear of this booklet) to write a list of the work that you want your cleaner to do. We suggest that you make it quite clear not only what you want done, but also how you want it done.

When filling in the *Task Sheet*, the following procedure might help: look around each room and divide it into three levels:

eye level pictures, window ledges, switches, surfaces, lamps etc.

ceiling level corners where cobwebs might form, curtain rails in older homes, tops of doors, ceiling lights

floor level skirting boards, carpets, under beds etc.

It is recommended that you check the work done against the *Task Sheet*, either regularly or from time to time.

If it is not as you specified, please point out any deficiencies to your cleaner before the next visit.

If you find that tasks are not being completed to your satisfaction, discuss the problem with your cleaner first and if you require assistance, give us a call.

9 National Insurance and PAYE for domestic cleaners

Background

Domestic cleaners were seen as 'self-employed' as they take several jobs, each for a small number of hours for several clients. Householders paid their cleaner 'cash-in-hand' and (sometimes) obtained a 'receipt' to account for monies paid.

Self Assessment

1997 saw a firmer approach by the taxman. Self Assessment makes tax payers responsible for their own tax affairs and liable to fines if they do not comply. The Revenue aimed to crack down on the 'black economy' and 'cash-in-hand' payments. A cleaner is not self-employed unless they have registered as such.

Your position as an 'employer'

You are not liable for employer's National Insurance (NI) nor are you required to collect employee's NI. (There is a little known exclusion that **only** applies to employers of cleaners in private domestic residences. However, the more common exclusion is that the cleaner is not working enough hours to become liable for NI). As you are the cleaner's employer, because you are paying their wages, you can be liable for PAYE*.

* There is an exception to this where the cleaner has followed a specific procedure to make themselves **officially** self-employed. Then they and not you would be responsible for tax on their earnings. (It's not enough for a cleaner to tell you they are self-employed and give you a receipt! Unless they are officially self-employed, they are your employee.)



The SelClene Agency monitors cleaners' earnings on a computer system

Careful monitoring of the cleaner's earnings removes from clients any liability for inaccurate PAYE assessments, as we can demonstrate what the cleaner's cumulative earnings are across all their clients over any given period.

This effectively protects SelClene clients from any illegitimate or unfair PAYE assessments and for any arrears of PAYE. If ever you are asked any questions by any relevant Authority, refer them directly to the Agency.

It is the policy of SelClene to encourage all cleaners earning over the tax threshold to become officially self-employed. Our aim is to save clients the bother of making deductions and to make the cleaners responsible for their own tax affairs.

Our computer system enables our clients and cleaners to fully comply with Inland Revenue requirements with the minimum of disruption. You are able to continue employing and paying your cleaner by cash or cheque directly according to the hours worked and the work done. However, please follow the instructions below carefully.

Keep your own record of all monies paid to your cleaner

Have your cleaner complete the *Worker Earnings Receipt Forms* (WERFs). Keeping a record of the cleaner's earnings is a statutory requirement.

We monitor earnings based on the hours per week cleaners are contracted to work for each client. Occasional absences (holidays, days sick) may arise of which we are unaware. So use the WERF as your own record of all payments made. It is a legal requirement that you keep a record of payments made to your cleaner(s) (e.g. the WERF) for up to six years after they stopped working for you.

Notify us of any change in the number of hours worked or in their pay

We need accurate information on the hours your cleaner works and the amount of pay per hour they earn from you. (If your cleaner is clocking in and out under our Timeline service, please ensure that the cleaner consistently uses the service to accurately log their times. This ensures you only pay for the hours your cleaner has worked. Some Agencies may not offer this additional service; check with your local Agent.)

We need to be informed by you of any changes. Pay monitoring is a service SelClene makes available to its clients but it is in your interests to notify us of any changes in pay rates or hours worked.

Contact the Agency if you are approached by the Inland Revenue or Social Security in connection with your cleaner



How do I find out if PAYE deductions are required?

- 1 If a cleaner earns under the current tax threshold set in the latest Budget and SelClene is their main employment, no other deductions need to be made. 97% of our cleaners earn under this threshold.
- 2 If a cleaner earns more than this limit, and/or they have other employment, they will be notified they are over the threshold and encouraged to go officially self-employed and to appoint an independent accountant to handle their affairs.
- 3 If you wish to know your cleaner's cumulative earnings across all their employments, and check if they have gone self-employed if they are over the threshold, contact the Agency.

Summary

The main function of SelClene's computer program is to set up a workable system that enables clients and cleaners to comply with the law. By monitoring a cleaner's combined earnings it removes the majority of SelClene clients from any liability for PAYE.

Without this monitoring system, clients would be liable for PAYE levied at the current emergency rate.

The monitoring system works by proving the combined earnings of the majority of cleaners are under the threshold. Clients need to complete the WERFs and to advise the Agency of any changes in hours or pay relating to their cleaner.

Where possible, cleaners earning over the threshold are made officially self-employed.

As long as they remain within SelClene, clients can continue to pay their cleaner direct, secure in the knowledge that they as clients and their cleaner are complying with the legislative requirements.

10 Holidays for cleaners

The Working Time Directive legislation provides for a statutory minimum paid holiday entitlement whether a cleaner is employed for 1 hour a week or 48 hours per week. This minimum is 4 weeks per year pro-rata to the hours per week worked.

Example

If a cleaner works 7 weeks and leaves, they would be entitled to 7/12ths of a week's holiday.

Example

A four hours a week cleaner works 9 weeks in the last 12; holiday entitlement is $9/12 \times 4$ hours = 3 hours holiday.

Holiday arrangements should be agreed with your cleaner, and as their employer you are responsible for paying holiday pay as earned. The only exception to this is if the Agency has advised you that your cleaner is genuinely self-employed.

The recommended holiday year for cleaners in SelClene is the same as the calendar year: 1 January to 31 December. One advantage of this arrangement is that any unused holiday entitlement can be taken over the Christmas period when

- a you are unlikely to want the cleaner around
- b where the cleaner is unlikely to want to work and
- c to formalise any Christmas bonus you might want to give so that it can be offset against the cleaner's Working Time Directive entitlement to holidays.

How much holiday is the cleaner entitled to?

The cleaner is entitled to four weeks holiday during the calendar year, or one week every quarter. So, after 12 weeks attendance they have earned the 13th week as holiday entitlement.

How is the holiday entitlement calculated?

The amount of holiday is based upon the average pay and hours worked over the preceding 12 weeks. So if your cleaner normally works four hours a week, then they get four hours holiday in their thirteenth week. However if they only worked part of the previous 12 weeks then they only get holiday pro-rata to the hours worked.

I don't want the bother of complicated calculations – can't the Agency do this for me?

Give us accurate records of hours worked and pay earned and we will calculate the entitlement for you. Post or fax us a copy of the WERFs for the period and we do the rest.

When should holiday be taken?

The Agency recommends the cleaner be given their holiday entitlement at times to suit both you and them. Examples would include any period where you are going to be away on holiday yourself and so do not need a cleaner, or any period such as Christmas where you may not want a cleaner around and where the cleaner is not likely to want to work either. Equally, your cleaner may need to tie in their holiday with school holidays, so some give and take is required.

What notification do I have to give to my cleaner to take their holiday entitlement and what notification do they have to give me?

Officially notice should be equivalent to twice the holiday to be taken. So if you want to give your cleaner two weeks off, you would give them four weeks notice, and if they want two weeks off they should give you four weeks notice.

In practice clients and cleaners often do not give each other the legally required amount of notice, but as long as both cleaner and client are happy with the arrangement, that's fine.

If you would like a replacement 'cover cleaner' while yours is away on holiday, please give us as much notice as possible. The more notice we have, the better the chances of us being able to help.

Can I simply give my cleaner cash equivalent to their holiday entitlement and continue employing them without them having to take holiday?

The intention of compulsory holiday legislation is to ensure employees have adequate time off, so holiday entitlement should not be converted into pay. Any variation to this must be voluntary agreed between you and your cleaner.

The exception is if the cleaner is leaving your employment. Then any accumulated holiday time can be added to their leaving pay (on top of any required notice period) provided the cleaner is genuinely available to work for the duration of holiday pay so paid.

Can holiday entitlement be carried over from one year to the next?

Officially, no. This means if holidays are not claimed within the applicable holiday year (in our case the calendar year) they cannot be carried forward and the cleaner starts from scratch, accumulating holiday entitlement from 1 January of the following year.

What about Bank Holidays?

Under current legislation there is no need to pay your cleaner if she does not come to work on a bank holiday when she is otherwise due on that day. If you do pay her, this is discretionary on your part or you may deduct it from her overall entitlement to holiday and pay. This situation is reviewed in Parliament from time to time and we will advise you should any changes affect the employment of your cleaner.



11 Payments & service

Please remember that we are here to help you.

SelClene is in business to ensure your relationship with your cleaner is relaxed and productive, with no 'hassle' for you. If you have any queries or problems, on any subject whatsoever, just call us. Provided you tell us, we will always do our level best to sort things out for you.

You are paying for access to a database of cleaners. The contract can be cancelled at any time by giving one month's written notice to coincide with the end of a payment period. The Agency 'membership' fee is based upon the average number of hours you contract to have a cleaner. The fee remains payable, much like the fee for membership of a sports club, whether or not you choose to take advantage of the Agency's service.

It can happen that a cleaner is absent through no fault of your own and the Agency, having been notified within 48 hours of your requirement for a replacement cleaner, is unable to allocate a replacement during a particular week. You then have a week (or more) without a cleaner.

Should you 'miss' a week due to a failure by the Agency to respond to your request for a replacement then the payment you have made to us for weeks not worked will be taken into account. Provided they add up to a month, subject to the conditions below, we will credit you with a 'No Charge Period' (NCP).

To claim a No Charge Period, you must:

- 1 Telephone us within 48 hours of the cleaner's absence on each occasion to give us a chance to address the problem with the cleaner and
- 2 Once the absences amount cumulatively to a full month, send us a photocopy of the *Workers Earning Receipt Forms* with a note of the weeks or days missed.

A No Charge Period can only be claimed by submission of a *Workers Earning Receipt Form* with the days and hours actually worked signed for by the cleaner. A No Charge Period cannot be allocated if the period without a cleaner is due to your failure either to request a replacement or to respond to cleaners we put forward to you.

We do not refund payments made in advance, so once a No Charge Period is allocated you simply delay your mandate by one month (or count it as an extra month paid in advance). Should you wish to end this agreement you need to give the Agency, and your cleaner, one month's notice in writing, in advance, to coincide with your quarterly payment period.

Remember once you take someone on, you become their direct employer. Unless you advise us to the contrary we have to assume you are happy with the arrangement.



12 The SelClene Promise

How we select our cleaners for you

	Benefit to you
1 Cleaner adverts in selected local papers	
Telephone screening of enquiry from cleaner	Ensures cleaners meet our criteria and have a good understanding of the English language
2 SelClene interview invite	
Told to bring passport/birth certificate	Proves their identity
Told to bring recent public utility bill	Proves their address
References requested for previous cleaning work	Shows competence
3 The SelClene interview	
Check address and ID are valid	Ensures honesty; we know who they are and we can check where they live
Check references are valid	Checks competence and experience
4 Cleaner interview	
We will interview the cleaners either by inviting selected cleaners to our office(s) or	Only those keen and ready to work will turn up, ensuring that we have those who really want to work and are 100% committed
We will arrange to interview the cleaners in their own homes	Enables us to establish the standard of cleaning they may undertake and ensures the address they have given is their home
5 Training	
The cleaner undertakes a written cleaning test and watches two training films that accompany the cleaner training booklet	This helps us gauge the cleaner's understanding of cleaning and shows them what we expect from them when cleaning our clients' homes. The films concentrate on honesty, reliability and competence
6 The placement	
We select one cleaner for you and give them 24 hours to call you and confirm your allocated cleaner in writing enclosing their references	We attempt to match cleaner ability to your requirements
7 Employment	
Task sheets	The cleaner knows what you want done
Workers Earnings Receipt Forms	Allows you to check the cleaner is doing the correct hours and monitor their income. Also enables you to ensure you only pay the Agency Fee for the number of hours worked
Key Security Deposit Form	Ensuring safe and prompt return of keys
8 Re-allocations	
When your cleaner leaves we can arrange a regular long-term replacement within 7 days. We may be able to arrange emergency cleaning within 48 hours as a one off	Ensures continuity of service
9 Service calls	
We aim to contact our clients at least 3 months after any allocation, and every 6 months thereafter	Ensures that we receive regular and valuable feedback, allowing us to resolve any issues direct