

SERVICE AGREEMENT

Preview

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FORM INFORMATION

Form Name: ServiceAgreement.doc

Instructions: The form must be customized with your business name, address and phone number, and your terms of service. Change the service agreement details as needed for your business. READ the agreement carefully and decide what you will include, what you will remove and maybe there's something you want to add in. Replace "[Your Business Name]" for all instances in this document.

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Title: Service Agreement

Description: The service agreement is filled out when a new customer has requested service. It is taken to the in-home bid and used as the estimating form or can be used to provide a phone quote. If the lead does not schedule an appointment, the agreement will be filed as "open" with a return call scheduled. When service is scheduled, make a copy and send the copy to the customer.

WARNING: Decide if you are using a Cancellation Fee; if you're still building your customer base, this may cause you to lose customers if you try and enforce it. Instead of paying the fee, they usually cancel your service. On the other hand, you can leave it in the agreement and decide when *not* to apply it. By appearing caring and nurturing you suddenly become their favorite cleaning service!

Terms of Service: These are *suggested* terms for a residential cleaning business. Not all will apply for your business... it's up to you to go through the document line-by-line and make the necessary changes to text; to delete terms you will not use; and to add terms unique to your business.

First you need to make your changes to this document; delete this first instruction page, save it as NEW Word document, and then save it as a pdf so your client can't make changes to the document. You will need to get a client signature before the work begins in the home. You can use a service like Adobe Acrobat Pro or Sign Request that will allow your clients to sign a pdf document, if you want to automate this process. Otherwise, you can get their signature in person or through eMail.

YOUR BUSINESS NAME
Your Mailing Address * Your Phone Number
Residential Cleaning Service Agreement

Date:		Referred By:				Email:		
Customer:				Phone No.				
Phone Quote:				In-Home Bid Date & Time:				
Address:								
Cross Streets:								
Home:	<input type="checkbox"/> Single Family	<input type="checkbox"/> Townhouse	<input type="checkbox"/> Apartment	<input type="checkbox"/> Other	Bedrooms:	Bathrooms:		
Sq. Ft.:	Stories: <input type="checkbox"/> Split Level	<input type="checkbox"/> L/R	<input type="checkbox"/> D/R	<input type="checkbox"/> Laundry	<input type="checkbox"/> Basement	<input type="checkbox"/> Office	<input type="checkbox"/> Rec Room	<input type="checkbox"/> Attic
Cleaning:	<input type="checkbox"/> Full-Service	<input type="checkbox"/> Recurring	<input type="checkbox"/> Special	<input type="checkbox"/> Move In	<input type="checkbox"/> Move Out	<input type="checkbox"/> Other		
Day:	<input type="checkbox"/> Monday	<input type="checkbox"/> Tuesday	<input type="checkbox"/> Wednesday	<input type="checkbox"/> Thursday	<input type="checkbox"/> Friday	<input type="checkbox"/> Saturday	<input type="checkbox"/> Sunday	
Time:	8-11	11-2	2-6	Other				
ESTIMATE AND QUOTE								
Full-Service Rate:		Hours:	Total:	Full-Service Date:		Time:		
<input type="checkbox"/> Weekly	<input type="checkbox"/> BiWeekly	<input type="checkbox"/> Monthly	<input type="checkbox"/> Other	Regular Service Amount:		Estimated Hours:		
NOTES								

[Insert Your Logo or Business Information Here]

RESIDENTIAL CLEANING TERMS of SERVICE

(Please Read Carefully before Signing)

Appointments

All work is done by appointment for your convenience and for our efficiency. Our team will arrive as close to the scheduled time as possible. If we will be more than [enter number] minutes late, generally due to traffic or road conditions, we will call ahead as a courtesy to you. We also occasionally run early, and will call ahead if that happens, too.

A team is authorized to wait [input your time] if they arrive and you are not there to allow entry to the property. If we have to leave and cannot clean, you will be charged a [Your Fee] Trip Fee (in addition to other fees incurred). We hate to do that and appreciate any cancellations [your number] hours in advance. If you give us a week, we can often reschedule the team and keep our full-time employees working.

We do require at least [your time] notice to cancel or change your appointment. Please make every effort not to cancel your appointment the day of service as our teams are scheduled the day before and already on the road for the day early in the morning.

Breakage and Damage to Property

[Your Business Name] employees have been trained in the proper and safe handling of items in residential homes. Unfortunately, accidents can still occur occasionally. If this happens, you will be notified on the Checklist which we leave behind. The broken item(s) will accompany this Checklist.

Reimbursement will be made up to [Your Dollar Amount] with a copy of your replacement receipt or a quote on replacement for a similar item. Items which cannot be replaced due to sentimental or antique value should be reported to [Your Business Name] BEFORE service begins. We reserve the right not to touch that item. Reimbursement for items over [Your Dollar Amount] will be handled by our insurance company.

[Your Business Name] is not responsible for objects in the home that were not installed properly and any damage that may occur from this condition. If you are aware of any installation hazards in your home, you must notify us so we can manage it appropriately.

Cancellation Fee

A minimum of [your number] hours is required to re-schedule or cancel an appointment. If less than [your number] hours is provided, we reserve the right to charge a [Your Fee] cancellation fee to cover our costs. *[Also consider a fee of up to 50% of their quoted service fee.]*

Changes to Your Home

We have provided you with a cleaning quote for the condition your home was in when we provided the quote. Changes to your home may require increased time and therefore a rate adjustment. Please contact us before we arrive to clean to let us know of any changes in your home. This could be more people living in the home, pets, new flooring, etc.

Client Responsibility

We must be able to reach all areas to be cleaned. Your team will greatly appreciate it when dishes, clothes, toys, leftover food, etc. are put away before they arrive. Clutter can increase the time it takes to clean your home at the rate quoted. Our employees have been trained NOT to put anything away, to prevent loss.

Since each team is on a schedule, they will be working as quickly and efficiently as possible. Please ensure that your house is well ventilated or air conditioned. If the house is too hot, we may become less efficient and increase the danger of breakage. We even risk becoming sick from heatstroke. For these reasons, we must insist that you keep your home in the [Your Preferred Degree Range] degree range while we're in the house.

Credit Card Declined

When a credit card is declined, we will make arrangements with you to update our information. No extra fees are incurred if service is paid within [Your Number of Days] business days.

Discounts

Referral and coupon discounts will be validated by [Your Business Name]. The referral discount is applied to your service *after* your referral has been serviced. You will be notified when the discount is in effect and applied to your invoice.

Distractions

We ask your cooperation in correcting other problems that could affect our efficiency. Please limit the number of people in your home when we arrive and ensure that people remain outside of the rooms actively being cleaned. This is for your protection as well as our workers as we want to prevent accidents from happening. Also, please move your pets outside if that is practical or have them restrained.

Guarantee

Our work is done to demanding specifications and we will provide a [your number] hour guarantee. This guarantee covers any work under [Light Housekeeping] for ongoing service – or – under [Full Service] Housekeeping on an initial or move-in/move-out service. It is your responsibility to notify the company of any problem within this time period.

Please call, text, or eMail us and explain in detail what and where the problem occurred. We will come back to your house for an inspection and correct the problem if we can. You can help the team be more efficient by not interfering with the team's routine. As a company rule, discounts will not be given. We will make every effort to be reasonable, but your house will not be re-cleaned if there is evidence family members or pets dirtied newly washed floors, mirrors, etc.

Health Matters

Our workers are company employees covered by Workers Compensation. They issue guidelines to help keep our workers safe and avoid health problems. Therefore, we cannot clean up vomit and feces not contained in the toilet because of bacteria. We will also not clean while pest control spray is fresh. We would appreciate your letting us know if there is someone home ill, as well;

we can take precautions or might re-schedule. Please call BEFORE [Your Time] when our teams are dispatched to avoid assessment of a Trip Fee (see above).

Interior Construction

For the safety of our employees, we cannot allow cleaning around interior construction projects. There is a danger of accidents and we do not want to interfere with another professional's work in progress.

Keys

Client information and client keys are kept confidential and secure.

Ladders and Heavy Objects

We do not use an extension ladder for any of the work we perform and we do not move heavy objects, such as laundry machines, furniture, etc. Please call the office to discuss your special needs in advance.

Payment

Payment is expected at the [Your Terms] unless other arrangements have been made with us. We require a credit card on file with our credit card processor. Client cards are charged at the end of each business day.

Pets

[Your Business Name] does not clean animal cages, litter boxes, or animal droppings. Please clean up after your pet before our workers arrive to clean.

Rates

Our rates are determined by the frequency of service; the more service you have, the lower the price. The rate we quote applies to the time period initially established. This might be one-time, weekly, bi-weekly or monthly. If you end up skipping appointments, we must perform more work than agreed, and our price must be adjusted. In other words, if the elapsed time since your last appointment is an additional week, your flat rate will be increased by [Your % Rate]; an additional two weeks increases it [Your % Rate]; three weeks, [Your % Rate] and four weeks is [Your % Rate]. If you go more than two months between service, your work will be re-computed at the current hourly rate.

Our service rates are adjusted on an annual basis to adequately reflect changes to our operating expenses.

Security Alarm

We can use your security alarm to enter and leave your home as long as we have the correct security code on file. [Your Business Name] is not responsible for any fees associated with operating the system. If you do not agree with this policy, we request that you do not activate your alarm on the day of service. If we cannot gain entry to your home, preventing us from completing service on your scheduled day, a service fee will apply.

Special Projects

We welcome special projects. These must be scheduled in advance to allow our team enough time to complete their other duties and then tackle your special project. We will gladly quote that service up front, so you know the extra fee required. We will also remind you of the special project when we confirm your next appointment.

Staff

Our cleaning staff is not available for outside work apart from [Your Business Name]. Our workers are under a non-compete contract for a period of [your number] year.

Supervision

All teams work under a supervisor. Special instructions for your appointment should be outlined in writing or given verbally to the supervisor on arrival. All work will be scheduled in advance, and the supervisor will be sure all tasks are completed. The team cannot handle special requests without prior arrangements (see Special Projects, below). Please help us by not giving special instructions to anyone on the team except the supervisor.

Here's the way most cleaning is done: On arrival at your home, the supervisor will inspect your rooms and then direct the work. Upon completion, the supervisor will inspect the rooms again to ensure the work has been done correctly. The supervisor will then see that the house is left as it was upon entry and will lock all windows and outside doors.

Supplies

[Your Business Name] supplies our teams with all appropriate cleaning supplies and equipment. We have tested these products and know they perform safely and efficiently. Our employees are trained to use these products and equipment. We do not know if this is the case when we use our customers' products and equipment. Please do not ask us to use your items. Use of products not provided by [Your Business Name] will void our Guarantee and Liability.

Theft

The best protection is precaution. Please DO NOT leave out any money or valuables which could be lost or taken. Team members who find valuables left out will notify the supervisor and record them on the Checklist. Our employees do not bring their purses or personal items into your house. You are protected from theft by a Janitorial Bond. If a theft is suspected, our bond requires that you file a police report with local authorities.

Tipping Employees

We are very pleased to say we have been asked about these many times. Our employees are paid by [Your Business Name] and offered incentives for improving our service. It is quite acceptable if you wish to leave a tip for them because you are happy with their work. They appreciate this vote of satisfaction.

Trash

All trash cans in the house will be emptied and cleaned as needed. [Your Business Name] will not dispose of any items not already in a trash can. We never know what might be important to you. This includes soda cans, empty bottles, leftover food, etc.

Vacation

The company is closed [Your Dates of Closure] to allow our employees some well-deserved vacation time. We chose this time as it is generally slow. Please plan your cleaning schedule accordingly. If you foresee a conflict at this time, please let us know in advance and we'll make every effort to accommodate you.

[An alternate paragraph might be about your plans to replace a cleaner that is on vacation.]

Other Legal Terms

[Be sure to include other legal notices here that are required by your insurance or legal advice.]

From the Owner

All of us at [Your Business Name] take pride in our business and the homes we service. We hope you will share in our pride by working with us. We want to perform in accordance with your special needs as well. As a valued client, you deserve the best service we can provide. We will take every consideration to ensure your continued satisfaction with [Your Business Name].

Customer Approval Required Before Work Can Be Completed:

Customer Name:

Customer Approval Signature: