



Dear Partner,

## **Working with The Organised Cleaning Company Partnership Programme**

Thank you for showing an interest in partnering with The Organised Cleaning Company to work as an approved partner.

We thought it would be useful to give you some summary information about our partnership programme which is detailed below:

### **Contract Cleaning - The Organised Cleaning Company division**

We currently have sites around Central, West and North West London where we are providing clients with daily or weekly contract cleaning services. The sites we have on our books includes offices, blocks of flats, retail stores and warehouse/industrial units. We are also constantly quoting for more work around London within the M25 and the Home Counties.

With our current sites and all new sites that we win, we allocate those sites to the approved partners we are partnered with who then take care of the operational side of each site whilst we manage the client relationship side.

Our approved partners are responsible for all operational elements of each site, which includes:

- Setting up each site with cleaning products, equipment & materials required to carry out the cleaning service on site;
- Managing staff (including covering sickness and holidays etc) carrying out spot checks, ensuring all products & materials are regularly stocked up and cleaning equipment works properly; and
- Carrying out spot checks, correcting any service failures or omissions, notifying us of any changes/alterations to the service or personnel and providing a weekly report for each site on the cleaning performance for that week.

We are responsible for the client management of each site, which includes obtaining feedback about the service delivery, any additional services required on site, payment & credit control and ensuring that partnership payments are made in accordance with our Subcontractor Agreement.

Currently our partners are paid **£11 p/h plus VAT** (if applicable) for sites that they are allocated. Payment is made based on the number of hours cleaning carried out on site each week. So for example, where a site requires 2 hours office cleaning a night for 5 nights a week (Monday to Friday) a partner will charge for 10 hours cleaning per week at £11 p/h (10 x £11 = £110 per week or £132 inc. VAT at 20%)

Our hourly rate is subject to review and increase in line with legislative requirements, such as an increase in the National Minimum Wage rates.



### **End of Tenancy Cleaning - ProClean Team division**

We currently work with 15 estate agents in North West, West and South West London as well as Surrey, Buckinghamshire, Berkshire and Hertfordshire. The majority of our end of tenancy cleans are carried out in and around West Hampstead, Swiss Cottage, Finchley Road, Camden, Maida Vale, Notting Hill, Shepherds Bush, Fulham, Hammersmith, Brentford, Twickenham, Egham, Englefield Green, Slough, Guildford, Kingston, Sunbury, Ealing and Chiswick.

The most popular sized properties are 2bed/2bath flats but we deal with anything from a studio flat to a 6/7 bed house. About 40% of properties need carpet cleaning, and about 10/15% need external window cleaning, gardening & waste removal.

We currently handle between 50-80 cleans a month, which are supported by our approved partners. Agents generally give us between 24/48 hours notice to carry out a clean and all of our approved partners are aware that a quick response to availability is required to carry out our bookings. When we receive bookings from agents, we immediately contact and liaise with our partners for availability to ensure that the work is allocated promptly and carried out.

Our approved partners are responsible for all operational elements of each booking, which includes:

- Collecting keys from agents or meeting clients on site on behalf of our ProClean division and carrying out the clean with their own products, equipment (including carpet cleaning machine) and materials;
- Taking before and after pictures of each property to show the state & condition before the clean and how the property was left on completion of the clean. Our approved partners also provide a summary report for properties where there is extensive damage or items could not be cleaned; and
- In the event that the cleaning carried out by partners is not of the required standard and we are notified by the client, the carry out revisits at no additional cost to bring the property up to standard.

We are responsible for the client management of each booking, which includes obtaining feedback about the service delivery, handling any re-visit requests, payment & credit control and ensuring that partner payments are made in accordance with our Subcontractor Agreement.

For end of tenancy cleaning, we currently pay our partners in accordance with the price list attached at Schedule 1. The price list is based on the size & type of property and whether carpet cleaning is required.

### **Builders & Specialist Cleaning - ConstructClean division**

We currently work with various building contractors, property maintenance companies and facilities management companies throughout London and the Home Counties.



The services we provide to our clients include builders & sparkle cleaning for commercial and residential developments, window cleaning, high level cleaning, emergency cleaning, flood & fire damage cleans, hygienic deep cleans and planned & periodic maintenance.

We currently handle between 5-10 projects a month, which are supported by our approved partners. When we receive enquiries, quote requests and work orders from clients, we immediately contact and liaise with our partners for availability to ensure that the work is priced up and allocated promptly so that it can be completed within the clients timescales.

Our approved partners are responsible for all operational elements of each booking, which includes:

- Where possible, carrying out a site visit with one of our representatives to assess the extent of works required and provide a price for those works. Alternatively, providing a price for works based on plans and specifications provided by clients.
- Assisting with the preparation of Health & Safety requirements, Risk Assessments and Methods Statements and carrying out site inductions for staff.
- Taking before and after pictures of each project to show the state & condition before the clean was carried out and progress reports on how the cleaning is being conducted.
- Our approved partners are also required to get sign off with our completion certificate for cleaning works completed at each stage of the project as well on completion of the whole project to provide evidence that the client is satisfied with the works.
- In the event that the cleaning carried out by our partners is not of the required standard and we are notified by the client, we carry out revisits at no additional cost to bring the property up to standard.

We are responsible for the client management of each booking, which includes obtaining feedback about the service delivery, handling any re-visit requests, payment & credit control and ensuring that partner payments are made in accordance with our Subcontract Agreement.

### **What happens next?**

If you are interested in pursuing this opportunity and partnering with The Organised Cleaning Company as an approved partner, please complete [our online application form via this link](#).

Once we have received your completed form we'll be in touch with next steps to complete your application to partnering with The Organised Cleaning Company and becoming one of our approved partners!

Yours faithfully

**Partnership Management**  
**The Organised Cleaning Company**

