

one less[®]
thing 

CLEANING & HOME SERVICES



Cleaner Handbook

onelessting.co.uk

1 Welcome

We aim to find you cleaning work which matches the hours you'd like to work and areas you'd like to cover. Maximising your earning potential by reducing travel and non-working time.

Our aim is to match you with client cleaning work which matches hours you'd like to work and area(s) you'd like to cover - all whilst maximising your earning potential by reducing travel and non-working time.

You will be able to build up your hours with clients who have either weekly or fortnightly (or sometimes one-off) cleans to build up the amount of hours you require.

As you are self employed you are responsible for handling your own payments from clients and registering with HMRC to file your tax returns, this isn't difficult to do and can all be done online.

We are looking forward to working with you and providing work that fits into your life.



Following your successful interviews we'll ask you to sign our simple cleaner agreement and request two professional references, carry out a DBS-check (with your permission) and ask you to complete an initial test-clean (which we pay for). We'll give you feedback on the key elements that make an excellent cleaner, including good punctuality, a positive attitude and of course a high standard of cleaning. This is also an opportunity to make the work we provide and standards we expect match what you're looking for before we begin to match you with clients.

Don't worry if this sounds involved as we're here to guide you through each step. Our objective is to find excellent cleaners that suit the type of work we provide - and we're here to help make the process as smooth as possible for you.

If you're not already registered as self-employed with HMRC you'll contact them to register as such. This is a quick and simple process which results in you being assigned a 'UTR number' which you'll then provide to us for our records.

Once you have successfully completed our application process you'll be added to our roster of approved cleaners. We'll then start sending you client jobs that match your desired work location(s), hours and availability.

As your cleaning work will build up over time you'll be able to get used to each new client and make sure you're comfortable with the amount of hours you are working as it grows.



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Getting started with One Less Thing

In order for us to introduce you to our clients you need to successfully complete our cleaner approval process.

This is designed to be as simple and friendly as possible, whilst allowing you to demonstrate your domestic cleaning skills and experience.

The first stage is to apply online through our website. We aim to make this as easy as possible whilst allowing you to tell us everything we need to know. You can also call us for a chat if you have any questions before applying.

To get started go to onelessting.co.uk/cleaning-opportunities.

Once we have received your application we'll review and confirm back to you. If your application is successful we'll arrange an initial call with you to talk everything through, then an in-person or video call interview.



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Meeting clients

Each client we match you with may want to meet you before the cleaning starts to discuss their requirements. This may include accessing their house, which rooms/items they do or don't want to be cleaner, where their cleaning products and equipment are stored etc.

Other clients may prefer to meet you at the start of the first cleaning session.

Whatever point you first meet each client, it is important to make sure you present a professional and helpful attitude. You should arrive on time and make sure you answer any reasonable questions each client may have, as well as asking any questions you may have.

The client will usually show you around their home and explain to you what they would like to be done during the cleaning. We also provide checklists on our website which can be left for you at each visit. It's important to understand and follow the instructions that are left as the client may have different priorities for their cleaning for each visit (for example focusing on a spare room if they are expecting guests).

If the client has an alarm make sure they either provide the code to you, or ensure it's not set on your scheduled visits. You should also agree how you will access the property each time (more later in this guide).

You should also discuss where the client stores their cleaning products and equipment, and if there are specific products for things like wood, leather or flooring. You should agree with the client where products will be kept so that they are stored in a safe and secure place, especially if there are children in the home.

It is important to make sure you're happy with the jobs as once you have them we would expect you to maintain regular clients consistently.

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Keys and access information

Clients usually provide access in one of the following ways:

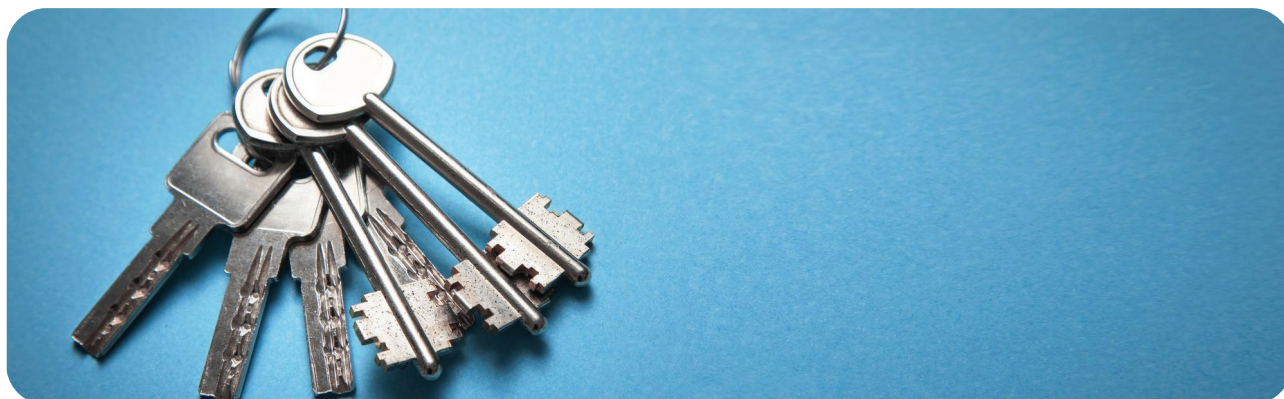
1. Providing a key for you to hold whilst you are their regular cleaner
2. Via key safe located on the outside of their property
3. By being present for each cleaning visit

If the client provides you with a key then you should immediately record this with a key handover agreement (available on our website here) for both your and the client's protection.

This should be signed and dated by your and the client (ideally with you both retaining a copy for your records). You are responsible for any client keys which you hold.

It is also essential that keys which you hold are not kept with any address information which could directly identify them (including, for example, a label on key ring).

In the unfortunate event that a key is misplaced you must let both the client and us know immediately.



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One off cleans and covering for other cleaners

As well as weekly and fortnightly cleaning, we also arrange one-off cleans for clients.

These usually take longer than a regular cleaning service and are paid at a higher rate than the regular cleaning rate.

We find that one off cleans that are done to a high standard can often turn into regular clients.

We may ask you to cover for cleaners who are off on holiday or unavailable due to sickness for more than a couple of days. In these cases you may not have the opportunity to meet the client in advance so it's important to follow any written instructions carefully.

Once the client's regular cleaner is available again they will resume service for the client.

One-off cleans and temporary cover gives you a chance to add extra hours to your regular work. It also helps us to provide a consistent service, leading to good reviews and more clients using our service.



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Payment and rates of pay

Your payment may vary depending on the job, the area you work in and the current market rate and will be discussed when offered each client job.

We regularly review cleaning prices in line with the current market to make sure that they're attractive to our approved cleaners whilst also being competitive in the market.

If you provide an excellent, reliable cleaning service you may find that clients leave you more money than the agreed rate. This does not need to be reported to us as this is your money.

We are able to provide you with confirmation of working hours if you are making applications for employment based benefits.

As you are self-employed, you will be paid directly by the client on the day of each. This will either be in cash or by bank transfer (if you arrange this with the client).

We do not pay you nor do we deduct money from the money you are paid by clients. Clients pay us a separate agency fee which is agreed in advance and covers the cost of our vetting and placing cleaners, arranging temporary cover, insurance and account management.

We strongly advise you not to accept payment in advance from any clients as this can lead to misunderstandings or difficulties if the client decides to cancel. Any money taken in advance of completion of work will have to be immediately repaid by you if the service stops for any reason.

You work on a self employed basis which means you will handle your own payments from the clients and file your own tax returns with HMRC. Even if your income does not exceed the tax free allowance you must report your income to HMRC, if you are eligible to pay tax HMRC will tell you how much when you file your tax return, which can be done online.

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Working in clients homes

You should always provide a reliable and consistent service to your clients and arrive on the day and time that has been arranged. If you are going to be late or need to reschedule, contact the client directly at the earliest opportunity.

Needing to rearrange or occasional lateness can happen occasionally. However if this is done regularly clients become frustrated and may request a more reliable cleaner.

It's much easier to maintain your existing clients with a high quality and reliable service than it is to arrange new clients.

If you need to change a regular or previously arranged day/time then you should check with a client with as much notice as possible - and arrange an alternative which is convenient for them. Consistency is key to successful regular cleaning so please try not to change days and times too often.

You should never take anyone else into a clients home (including children, partners, friends etc). Not only is this unprofessional and a breach of clients trust but no one other than you is insured to be on the premises.

If the client leaves a checklist then you should work through it in the priority order they have indicated.

If you don't have time to complete everything then it's best to leave a note. If you find that you regularly don't have enough time in a property every visit please let us know so that we can discuss increasing the time or frequency of visits and/or reprioritising jobs accordingly to suit the available time.

Do not unplug or switch off any appliance that needs to stay switched on for any amount of time. Plugs and switches for alarms or kitchen appliances (for example) that need to stay on such as fridges and freezers.

If an item is broken for any reason during your cleaning visit you should inform the client as soon as possible.

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Sickness and holidays

You should give as much notice as possible if you need to take time off due to sickness, and at least two weeks notice for holidays.

When organising holidays you should ask the client if they would like temporary cover and - if so - ask them to contact us directly to arrange this.

If you are only going to be off sick for a day or two try to rearrange your client for later in the week if possible.

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Leaving One Less Thing

If you decide to move on from One Less Thing please let us know before discussing this with any clients. We will contact clients directly and make arrangements for a new cleaner.

Once this is done you can speak to them about it if you would like to as we appreciate you would like to say goodbye to clients you have been working with.

We would like to remind you that taking clients of One Less Thing privately or other than via our service is strictly prohibited. We have a zero-tolerance policy regarding this aspect of the cleaner agreement which you have signed.



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