

Customer Guidelines

Thank you for choosing IPM Maintenance! Below are the guidelines we ask our clients to abide by. These guidelines have been put in place in order to provide a safe environment for our staff and set clear expectations with our clients so that we can continue to maintain your business for for years to come! Please review this guideline and let us know if you have any questions!

HOW TO PREPARE FOR YOUR CLEANING:

We are thrilled you chose our company and want to be able to leave your business spotless. In order for us to be able to provide the highest quality cleaning possible, we would just ask for you to do a couple of things to prepare for our arrival. Please make sure all dishes are put away, so we are able to thoroughly clean the kitchen, unless dish duties are specified in your cleaning contract.

INITIAL CLEAN:

To guarantee the provision of our top-notch services, we may need to perform an initial cleaning of your premises to bring it up to reasonable standards. This will enable our cleaning technicians to maintain the cleanliness levels afterwards. It's worth noting that this will result in an extra fee in the Cost of Service section of our cleaning proposal.

ADDITIONAL CLEANING:

Any additional cleaning required, please contact our office or via phone or email. This will ensure the job is scheduled and completed.

No cash or cheques are accepted and all services will be billed monthly.

WORKING ON-SITE:

The cleaning technicians need to be able to work without distractions. Every effort is made for the cleaners to work safely, but we cannot assume liability for the safety of others while cleaning your business.

In the event the cleaners are not able to work without distractions that affect their ability to work in their normal speed, IPM Maintenance reserves the right to charge for their extra time spent in the client's premises.

If for any reason a cleaning technician of IPM Maintenance feels that their safety is compromised enough to leave the job site due to actions by the client, client's staff or guests, the client will be liable for the full cost of the service.

BIO-HAZARD:

Our cleaning technicians' safety and health is of the utmost importance to us, so we ask for you to let us know if there are any potential bio-hazard situations. These can include mould, rodent or bug infestations of any kind, or human or pet urination or faeces.





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If a bio-hazard situation is evident, our technicians will not be able to service your premises and the client will be charged the full rate of cleaning.

Follow-up service cannot be performed until documentation is presented showing the situation has been resolved.

SAFETY:

Our number one concern is for the safety of our clients and our cleaning technicians. Our cleaning technicians will not perform any cleaning higher than 2m unless organised with our office in advance. Any heavy or large furniture will not be moved but will be cleaned around them. Our cleaning technicians will not move large furniture, in order to prevent damage and remain safe.

TIME OF SERVICE:

It is very difficult to commit to an exact arrival time because of our ever changing schedule and the fact that we don't finish cleaning each premises at an exact time.

We service the premises after business hours or between 5.30pm - 6am unless specified.

ENTRY TO YOUR PREMISES:

We offer 3 entry options to choose from:

1. The client may opt to be present to allow us access the day of the service. Please prepare for your cleaner to arrive. If no one is on-site or our cleaners are turned away for any reason, the client will be charged for that day.
2. The client provides a key, security key tags, swipe cards or codes to gain access to the premises. The keys are not marked with any of your personal information in case they are lost. In the event the code given is not correct and cleaners cannot gain access to the site the client is responsible for the lock out will be charged for that day's service as usual.
3. The client can allocate a lock box to place a key inside and provide IPM Maintenance with the pass code. In the event if for any reason the key is not in the lock box or the code does not work when the cleaners arrive to clean the premises; the client is responsible for the lock out and will be charged for that day's service as usual.

NOTE: In the event the client chooses to leave a door unlocked, or place a key under a mat or any other unsecured place for the cleaners to gain entry into the premises, IPM Maintenance will not be held liable for any damages or theft to the client's premises.



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ALARM SYSTEMS:

IPM Maintenance will not be liable for any false alarm charges due to code changes not brought to their attention before servicing the premises.

SCHEDULE CHANGES OF SERVICE:

In the event that the client reschedules, skips or cancels or makes changes to their service, we ask that the client gives (48) hour notice. Without a (48) hour notice the client will be charged for that day's service as usual.

Any changes to the cleaning schedule must be made through our office.

NOTE: Skipping a service will cause the rate for your next cleaning to increase [example - if you are serviced weekly and you skip a service, you will have to pay an additional rate for the extra cleaning.

PAYMENT:

All accounts are tendered monthly and are payable on the 20th of the following service month.

For new clients we offer a 10% discount on the monthly fee for the first three months.

PRICE INCREASES:

Clients are given advance notice of any price increases. IPM Maintenance reserves the right to raise prices at anytime.

PETS:

We love our clients' pets, however, any additional cleaning will incur an additional cost.

BREAKAGE:

It can happen when you least expect it! IPM Maintenance can assume no liability for damage due to pictures not hung securely, items with unstable bases, floating shelves, items not secured properly, etc. Items of extreme value or sentimental value should be cleaned by the client. If an item is broken by one of our cleaning technicians, IPM Maintenance will pay for the replacement cost when value is verifiable. The client needs to save broken item for IPM Maintenance to inspect.



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DAMAGE:

The client should point out any damage to surfaces during walkthrough and before service begins. IPM Maintenance is sometimes called in to correct damage that was already there or that a staff member was responsible for. In this case we will require confirmation request via email.

In areas of the premises with extreme clutter IPM Maintenance reserves the right to skip those areas in order to avoid damaging or misplacing items.

IPM Maintenance uses non-toxic, eco-friendly products that do not stain or warp any surfaces. If you would like us to use specific products instead, please understand IPM Maintenance will not be held liable for any damage caused by those products. To prevent damage and for the safety of our cleaning technicians, bleach will not be used even if requested.

NON-SOLICITATION OF STAFF:

When a client enters into an agreement for services with IPM Maintenance the client cannot engage in a working relationship directly with any staff of IPM Maintenance during the course of service other than through IPM Maintenance.

COMMUNICATION BOOK:

We will supply you with a communication book that is to be used to leave notes for the cleaning technicians of your site.

Please scan the QR code on the cover in the event you want to get in touch with IPM management to report an issue or request a service.

OUR GUARANTEE:

We want you to be absolutely delighted with the cleaning service!

Report any concerns to our office at (09) 820 8476 or to info@ipmaintenance.co.nz within 24 hours after the service. We will return and re-clean the area(s) of concern at no cost to you.