

**“If you are thinking  
of hiring a private cleaner,  
for your protection and peace of mind,  
consider asking a few questions.**

## **PRIVATE CLEANER**



### ***What happens if I am not satisfied?***

Make sure the individual will immediately re-clean the unsatisfactory area and that they take corrective action to ensure the same mistakes do not happen again. Also, ask them to explain their customer care policy.

Your satisfaction is our primary goal and if you are not, we're a phone call or email away. Our work is guaranteed 100% of the time.

### ***How many years have you been cleaning homes?***

Make sure the person you are hiring is reputable, experienced and a trained cleaning professional not someone who treats the cleaning of your home as a part time job. You should also consider asking for references.

MOLLY MAID has cleaned over 5,000,000 homes in the UK since 1984. All of our maids are trained "The MOLLY MAID Way", giving you peace of mind knowing that your home will be thoroughly and carefully cleaned each and every time.

### ***What happens if you are sick or on vacation?***

You don't want to be left literally "holding the bucket" if the person who is supposed to clean your home can't because they are sick or on vacation. Make sure the person you have hired can make alternative arrangements with someone who will clean your home in these instances.

You will be thankful that we never miss your scheduled appointment even if your regular maids are sick or unavailable. We always provide a substitute team so you can count on your home being cleaned on your pre-arranged MOLLY MAID Day.

## *Are you a registered business or do you have a National Insurance Number?*

Make sure person who you have hired is legally entitled to work in the UK.

Every MOLLY MAID Franchise is a registered business and we vet every employee to make sure they are legally entitled to work in the UK.

## *Are you an insured key holder?*

Get the details of their policy and ask them to explain what happens if something in your home is damaged, misplaced or goes missing. Consider asking for proof of insurance and also how they will fix any damage that is not covered through your own insurance cover.

You can feel secure knowing that your local MOLLY MAID Franchise enjoys the most comprehensive insurance cover in the industry.

## *What happens if you are injured while cleaning my home?*

If the individual you hire is injured while cleaning your home, you may be held liable for medical treatment not covered by your own insurance cover. The cost of an injury may be in the thousands of pounds. If you are using a private cleaner make sure to check your insurance to ensure appropriate coverage is in place.

Every MOLLY MAID employee is covered by our comprehensive insurance.

## *Do you bring your own cleaning supplies and equipment?*

Not everyone uses their own cleaning supplies and equipment to clean your home. If they don't, make sure that you have a ready inventory of items to use and that your Hoover is in proper working condition.

We bring our own cleaning equipment and supplies to clean your home. The cleaning supplies are tested to ensure they don't harm our staff but are strong enough to clean your home. Our equipment is regularly maintained and can stand up to the rigours of cleaning many homes.

**MOLLY MAID has provided**

**protection, peace of mind,  
and sparkling clean homes since 1984 in the UK.**

**Call 0800 500 950 to have your home  
cleaned by the professionals at MOLLY MAID.**