



INFORMATION PACK FOR CLEANERS

Who are Bonny Maids?

Welcome and thank you for taking an interest in working alongside Bonny Maids.

Bonny Maids is a company designed to match suitably vetted self-employed cleaners to householders that require domestic cleaning services.

We are an agency and we take responsibility for the quality of the cleaners that we introduce (through our vetting process) and the self-employed cleaner (you) do the actual cleaning and are responsible for your work and how you operate, you are your own boss!

We'll introduce you regularly to new clients and once you have the details, it's up to you if you choose to take on the job or not. These will be regular customers that will require your services on a weekly or fortnightly basis. You can choose to build up as many or as few hours as you wish and can come to an agreement with the householder for the best days and times that suit you both.

As mentioned, you will be self-employed and more detail about that is described later in this pack.

What Next?

Now that you have shown an interest in being on our database, we need to go through some of our procedures before being able to introduce you to potential householders who need your help.

Vetting

Because you will be working in people's homes, sometimes around children and vulnerable people and also that you might be given keys to the property, we need to ensure we have conducted a security vetting procedure which we have detailed below.

Checks required:

References:

We ask that you have a minimum of 1 year experience in a cleaning related role. We request from you a minimum of two references. References from cleaning roles are preferable but not essential.

Identification & address checks:

You must have the right to work in the UK. Please do not progress your application with us if you are not permitted to work in the UK.

We firstly interviewed you on the phone and if you pass this, the last step before we add you to our database and start finding potential householders for you to work with is to check your ID (such as a passport or driving licence) and proof of address dated within the last 6 months (such as a utility bill or bank statement, photos are acceptable).

We will do this by emailing you a link which will give you instructions on how to take photos of your photo ID and take a selfie which will verify your identity. We do this through a 3rd party company called VERIFF.

What Happens When We Receive An Enquiry:

We offer the jobs both via SMS and an app at the same time. Once you are onboard with us, you will be invited to join Bonny Maids app which is where we will post the cleaning jobs. When we receive an enquiry from a householder requiring cleaning services in an area you have told us you are willing to work, we will post it to the app for your area with details of the job such as the general location and the days and hours requested by the householder. At the same time, we will also SMS txt the job description to your mobile phone and all you have to do is reply "YES" to accept. Simple as that. After this, if you are still happy after receiving further details, we will give you their contact details and we will pass your details onto the householder and inform them that you will call them within 48 hours to arrange a meeting. We provide them with your name, phone number and a photo of you for security reasons.

Your First Meeting With The Householder:

We recommend you have an initial meeting with the householder before any cleaning starts although this is not necessary and can be agreed between you and the householder.

There are a few reasons we recommend this. Firstly, so the householder can show you around the property and discuss with you what they would like cleaned. We provide the householders copies of a cleaning schedule list which they will probably complete before you get there so they can give you a copy. You can then decide together on what you think is the best schedule of cleaning for the property based on what they request and your experience.

This is also the chance for you, as the self-employed cleaner, to decide whether you want to accept the job and the tasks that the householder is requesting and if you are not fully happy then you can decline to take on the job.

We advise the following for the first meeting:

- Make sure you have the householder's contact number in case you can't find their property or you are going to be late (please let them know)
- Please be honest with the householder if you think you will not have enough time to complete all the tasks you have agreed on in the time given, it's best to be up front about these things. I'm sure most people would agree a quality job is better than quantity. We advise householders it may take a few weeks for you to get in a routine and to prioritise tasks if they can't all be completed in the time given and then we can discuss increasing the hours if needed.
- If you're unsure how to clean something (maybe a delicate surface or expensive objects) just ask the customer how they would like it cleaned. It's also very important to discuss with them if there are any special/delicate surfaces that need specialist products used on them so as not to damage them. For example, this could be an oak surface that requires special wood cleaner and not to use abrasive sponges.
- Ask them to show you where they store the products & equipment at the first meeting and check they have everything there that you need
- Discuss and agree how any unsatisfactory work will be fixed
- Come to a verbal agreement on the days and times to be cleaned

- Ask if they will be home and how to gain access if not
- Ask if there is an alarm and the code for it
- Agree on the payment per hour and how and when they will pay this to you
- You can come to a verbal agreement regarding everything or you can decide to write a written contract for you both to sign, this is for the both of you to decide

Registering as Self Employed

If you are not already registered as self-employed with HMRC, this is something you will be required to do before you commence any work with a householder and is part of our terms when you agree to be part of our database.

You can use the following link for information on how to register as self-employed:

<https://www.gov.uk/register-for-self-assessment>

Once you have registered with HMRC, all you have to do is fill out an online tax return at the end of each year; it only takes a few minutes!

****Do not enter Bonny Maids as your employer, we do not employ you. You are operating as self-employed.**

Income Tax and National Insurance:

You're responsible for paying your tax & national insurance. You only become liable to pay income tax when your annual profits go over a specific amount but even if you don't owe any you still have to let HMRC know how much you've earned that year. This is called the Income Tax Allowance. As of 03/02/2025 – you can earn up to the personal allowance of £12,570 per year before you need to pay any income tax - that's about 25 hours per week. This is subject to change and current amounts can be found on the UK government website –

<https://www.gov.uk>

You are also required to pay any National Insurance Contributions that apply to you. These are actually included as part of your self-assessment tax return when you complete it and will be included in the overall total you will have to pay if you are liable to pay any so you don't need to fill in any extra forms.

You only need to pay national insurance if you earn over a certain amount. Again, these figures can be found on the government website.

We do not include any figures here because they are subject to change.

Extra Information:

As you are self-employed, you can claim business related expenses which you would need to input on your annual self-assessment.

These could include things such as travel expenses (mileage or public transport), work clothes and phone costs amongst others.

If you claim any benefits (such as housing or job seekers allowance), then you will need to let them know.

You should keep logs, receipts and invoices for all expenses and also what you earn from the householder and the invoices/receipts that provide to them.

You must provide invoices/receipts to the householders you provide work for, this could be as often as you agree with the householder and in whichever way you agree.

For advice and information on being self-employed, visit the following websites:

<http://www.hmrc.gov.uk/selfemployed/>

<https://www.gov.uk>

What we need from you:

Bonny Maids spend a great deal of time, effort and expense in finding householders who need cleaners and finding cleaners looking for work. We pride ourselves on providing great cleaners and having a fantastic reputation but we can't do this without the cleaners like yourself playing your part, you are the core part of our business and without you we wouldn't be here!

To be kept on our database and be offered more work, we need you to:

- Be friendly and polite to householders;
- Keep your agreed arrangements with householders;
- Contact the householder as much in advance as possible if you cannot make an agreed visit;
- Maintain excellent cleaning standards;
- Be registered with HMRC as self-employed.

If you can stick to this, then we will find you the work and will have a great relationship and help to grow each other's businesses.

Frequently Asked Questions:

Who pays me?

The householder will pay you directly.

Once you are both happy, the householder wants to accept your services and you want to accept the job, you can discuss how they will pay you. This should be agreed on the initial meeting with the householder.

For example, you could agree on them paying you by cash at the end of the clean.

How much do I get paid?

We recommend to the householders to pay you £15.00 per hour but because you are a self-employed cleaner, you have the right to negotiate this price but also the householder has the right to decline your services.

Do I get paid if I don't Clean?

No, you only get paid for completing jobs as agreed with the householder. Some householders may still pay you compensation if they cancel the clean with late notice or you can't gain access to the property for example but this is at their discretion and they don't have to. This could be something you discuss in your initial meeting.

What if the householder is not satisfied with the quality of my work?

We request that the householder informs you of this at the end of the clean but this is not always possible if they are not home and you are using their keys so we advise them to contact you within 24 hours in this case.

As a self-employed person, you would be responsible for fixing any issues with the work.

Who provides the products?

We ask the householder to provide the products and equipment for you to use. Do not use any equipment if you need special training and we recommend not to use bleach.

We provide the householder with a recommended list of products and equipment that you might need.

What happens if I accidentally damage something?

Let the householder know immediately and takes photos. Our terms with the customer mean we will not cover anything under the cost of the excess on our insurance policy but by speaking with the householder, you may be able to come to an agreement if anything is damaged under this excess cost.

Can I send a substitute if I cannot attend the job?

Yes, you are self-employed so you can.

It's recommended to discuss this with the householder before doing this and they will likely want us to carry out our vetting procedure on this substitute (which Bonny Maids can do).

***If you send a substitute not vetted by Bonny Maids then our insurance will not cover this person and you should have your own insurance cover paid and in place for them.

Holidays & Sickness

Everyone is sick sometimes and everyone definitely needs to take holidays so don't worry if you can't make it, but you need to let the householder know as soon as you can with plenty of notice because they still need their home cleaned.

We recommend giving a minimum of 14 days' notice for planned absences such as holidays.

For sickness, just speak to the householder as soon as you know you won't make the clean and you can decide with them whether to rearrange the clean to another time if you think you will recover soon and they are happy with this or to arrange another cleaner to cover the visits until you're better.

Bonny Maids can find a replacement cleaner for any holidays and sickness, just let us know as soon as you can.

Do I have to give the householder an invoice or receipt?

Yes. Agree with the householder how often (i.e. monthly, every 3 months) and how they would like it (this could be written on paper or email) and provide them with it as proof of the work for you and them, i.e. how many hours cleaned and what they paid you.

Do I Work Bank Holidays?

You're self-employed so this is up to you. Cleaning on bank holidays is for you and the householder to agree on. If one of you would like to change the day, this is never usually an issue.

Can I Work For The Householder Directly?

No. This is against our terms and conditions which would make you and the householder liable to pay our agency fees for the time you have worked privately. It would also mean your removal from our database and also you will not be covered by our insurance. This is in place for 12 months after you stop cleaning for the householder.

Recommended Tips For Working With A Householder

- Always be on time and if you can't make it, let the householder know as soon as possible to rearrange another time in the week if possible.
Please also let Bonny Maids know
- Treat the work and householders with respect and as you would like to be treated by turning up on the agreed day and time and don't change this unless already agreed with the client (even if you have their keys)
- Householders want a regular service with a regular cleaner so please don't miss visits unless absolutely necessary. If this happens too often, we may look to send another cleaner in and in worst case scenarios remove you from our database
- Never take any animals, children or other people with you (unless a substitute for you)
- If you can't finish everything agreed on to be cleaned, just let the householder know, we recommend if you leave some areas unfinished just inform them so they aren't surprised and wonder why
- Always do your best job. This will keep the householders happy, will give you a great sense of pride knowing you are doing a good job and will open up more offers of work from us

CLOTH COLOUR RECOMMENDED (multiple available each visit)	AREA OF RECOMMENDED USE
Blue	Kitchen
Red	Toilets
Green	Bathroom
Yellow	Dusting
White	Outside front door

Recommended Products & Equipment

This is for your information only.

We provide the following recommended list to householders.

The below table is a list of the cloths and colours we recommend. We advise this to prevent cross contamination & best cleaning practice between areas.

We recommend the following products & equipment are made available for your use:

- Kitchen roll
- Sponges
- Toothbrush
- Bin bags
- Antibacterial Wipes
- Multisurface Spray (Specialist solution for delicate surfaces)
- Limescale remover
- Toilet cleaner & brush for each toilet (no bleach)
- Furniture Polish
- Long-handled Duster
- Mop & Bucket
- Floor Cleaning Solution (specialist solutions for specific floor types)
- Vacuum with multiple ends to use with it.



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