

Cleaning Services Agreement

(PLEASE FILL IN USING CAPITAL LETTERS)

Sodexo client nr. (if electronic service vouchers): _____

Between:

1. The Contractor: **Active Cleaning Services SPRL** with its registered office at Boulevard du Triomphe 137, 1160 Auderghem ; and
2. The Client: (Mrs. / Mr.)

Address

Email :

Date of birth:...../...../.....

Telephone number :GSM

Contact person (ex.: door closed) :

Last Name/ First Name:

Tel/GSM :

Number of desired working hours:hours (min 3H end max 9H by day)

Weekly

Every 15 days

Name of the desired worker:

Desired days:

Monday from..... To Hours

Tuesday from..... To Hours

Wednesday from..... To Hours

Thursday from..... To Hours

Friday from..... To Hours

Saturday from..... To Hours

Benefits

Desired benefits:

Cleaning

Laundry care

Preparing meals at home

Ironing at home

Service Vouchers:

- Regular service vouchers (paper format)
- Electronic service vouchers

Are you present during the benefits from the housekeeper?

- Yes
- No

Door opening and closing:

- Client present
- Key
- Code
- Key + code

Maintenance specifics concerning maintenance equipment, furniture or other:

.....

.....

Do you have any pets?

- Yes
- No

If yes, please specify

What arrangements do you have for your animals when the household helper is at your place?

.....

Description of your place

Surface (m²).....

Floor

numbers.....

Room

numbers:.....

Bathrooms and

Lavatory:.....

Other : Office Dressing Playroom Laundry

Specific chores:

Tidy up

- Each time
- Once per month
- Once every 3 months
- Once every 6 months
- Once a year
- Never

Oven:

- Each time
- Once per month
- Once every 3 months
- Once every 6 months
- Once a year
- Never

Fridge:

- Each time
- Once per month
- Once every 3 months
- Once every 6 months
- Once a year
- Never

Basement:

- Each time
- Once per month
- Once every 3 months
- Once every 6 months
- Once a year
- Never

Attic:

- Each time
- Once per month
- Once every 3 months
- Once every 6 months
- Once a year
- Never

Windows:

- Each time
- Once per month
- Once every 3 months
- Once every 6 months
- Once a year
- Never

In order to process your requests and your file, we must have access to certain personal information (email address, telephone number, postal address, etc.).

Do you agree with The General Data Protection Regulation (GDPR)?

(You can find the consent clause on www.activecleaning.be)

- Yes, I agree.

Background:

A. the Client is of the opinion that the Contractor has the necessary qualifications, experience and abilities to provide cleaning services to the Client;

B. the Contractor is agreeable to providing such cleaning services to the Client on the terms and conditions set out in this Agreement;

In consideration of the matters described here above and of the mutual benefits and obligations set forth in this Agreement, the receipt and sufficiency of which consideration is hereby acknowledged, the Client and the Contractor agree as follows:

Article 1 : Objet

Active Cleaning Services SPRL agrees to:

1. Provide help at home as cleaning activities that include:
 - house cleaning;
 - washing and ironing the laundry;
 - occasional little sewing work;
 - small shopping errands;
 - cleaning of the residential windows;
2. Provide support for elderly, ill or disabled persons in their household chores, in their travels or in their spare time;
3. Active Cleaning Services SPRL agrees to keep the confidentiality of the information given by the Customer (the registration at the cleaning services it is made in collaboration with Sodexo).

Article 2: Terms and termination of agreement:

The present agreement is concluded for:

- An indefinite period;

This contract can be terminated without prior notice by the Client after the first service in the event of dissatisfaction by sending a registered letter or email to the company Active Cleaning Services (trial period).

In addition, the present agreement may, whatever its duration, be terminated by both parties by registered letter or by sending an email at contact@activecleaning.be with a prior notice of 1 month. The notice applies to 3 working days after sending the registered letter or the email.

In the event of non-compliance with this clause, Active Cleaning Services SPRL will be entitled to charge you the hours lost during the notice period (at the price / hour that Sodexo refunds to the Contractor).

Article 3 : Customer commitments:

- Do not require to the housekeeper dangerous or too hard tasks(as moving furniture), unsuitable or in violation with the basic rules of hygiene;
- Ensure that the provided equipment is operating in proper conditions, the quality and the quantity of the cleaning materials are sufficient and labeled (check the annex 1);
- Guarantee a minimum of order in the house by clearing the premises, so that the housekeeper can clean effectively and safely.
- Do not ask to perform any tasks other than those for which the agreement is signed;
- Do not ask to perform any other activities than those provided for by the law as regarding the service vouchers(art. 1 of the Royal Decree from 12th of December 2001 concerning the service vouchers published in Moniteur Belge on 22nd of December 2001). More information? For Wallonia and Brussels: www.titresservices2016.be; for Flanders: www.dienstentcheques2016.be <http://www.werk.be/onlinediensten/dienstentcheques>
- To prevent the Contractor in case of contagious disease, in order to prevent the spread of the disease;
- Indicate the presence of animals in the house;
- Ensure that the work of the housekeeper take place in suitable conditions as regarding safety, hygiene and health (do not ask to wash windows or terraces outside in case of frost, rain or hot weather);

If paid by **regular service vouchers**, the Client hand it the same day of the benefit to the housekeeper filled in with the date when the benefit took place and signed.

If paid by **electronic service vouchers**, the Client must confirm the benefit via Sodexo website upon email receipt.

The Client is asked to fulfill the payment within 15 days at the latest.

In case of delay in payment, Active Cleaning Services SPRL reserves the right to stop any benefit to the default Client.

This Agreement will be governed by and construed in accordance with the laws of the Kingdom of Belgium. The parties submit all their disputes arising out of or in connection with this Agreement to the exclusive jurisdiction of the Courts of Bruselles.

Article 4 : Benefit terms

Within the work regulations, work schedules, activity plan of the housekeeper as well as the access to the Client's house will be established between the Contractor and the Client.

If the number of hours provided or schedule change, the Client will give notice to Active Cleaning Services SPRL 15 days in advance, if possible (Direct contact to the agency).

The Client who goes on holiday, or who doesn't need the services of the housekeeper during a period, will have to notify Active Cleaning Services SPRL 15 days in advance (Direct contact to the agency).

Article 5 : General agreements

The Contractor's worker can keep the key of the house only if the Client gives his /her express authorization by written and after informing the manager of Active Cleaning Services SPRL.

The Contractor will also require written permission from the Client to make an extra key to use in case of eventual replacement.

The housekeeper is under the authority of Active Cleaning Services SPRL.

If the Client has a complaint to make, he/she has to address it to Active Cleaning Services SPRL.

Article 6 : Absence from work

The Contractor ensure that the work is carried out correctly, using competent workers according to the agreed schema.

In case of sudden incapacitation of the housekeeper, Active Cleaning Services SPRL proceeds to the replacement of the worker within 24 hours if there is availability in changes in the work schema. The Contractor will make every effort to provide for the replacements if the Client demands. However, this one cannot be guaranteed.

In case of replacement, there may be changes in the working hours and/or the date.

Article 7 : Unscheduled Customer's absence

Order of ONEM:

- If the worker could not execute the tasks provided due to Client's negligence/ unscheduled absence (except for emergencies) and this one doesn't announce Active Cleaning Services SPRL, the Contractor can claim the amount for equivalent hours usually provided;
- The Client is not allowed to require to the housekeeper benefit less than 3 hours or more than 9 hours a day.

Article 8 : Loss and theft

The Client must always exercise the most elementary prudence regarding money and valuables objects.

In case of suspected theft by the worker, the Client must always notify the Contractor and immediately make a statement to the police and ask a copy of it.

Only the worker can be prosecuted for theft.

Article : 9 Insurance

The Contractor warrants that it is adequately insured for injury to its employees and other incurring loss or injury as a result of acts of Contractor or its employees. Any damage report or accident report should take place within 48 hours at least to Active Cleaning Services SPRL. The insurance company will assess the responsibility of the housekeeper's damage. In case of acceptance of the damage, the damage will be repaired upon presentation of the purchase or repair invoice of the damaged property / equipment, taking into account its state of dilapidation. The Contractor is responsible for the workers compensation insurance allowances legally owed in case the worker is a victim of a work accident or an accident on the way to work. In case of material damage, the Client must immediately notify the manager of Active Cleaning Services.

However, to avoid any abuse, small damages as broken dishes or trinkets will not be insured. The Contractor disclaims liability for all damage caused by normal use and wear of the cleaning equipment. As regarding the bigger damages, larger than 250€, a file will be created and sent to the insurance company.

Article: 10 Disputes

If problems related to the application of this agreement will appear both parties will make every effort to find a solution.

In case of non-compliance with this agreement Active Cleaning Services SPRL reserves the right to terminate it without notice.

The present agreement is concluded in 2 original copies and each side acknowledge having received one.

You can contact us :
Email : contact@activecleaning.be
Phone number : 022 / 303.303

Bruselles,.....//

For approval,

Active Cleaning Services SPRL

For approval,

The Client



VÉRIFIEZ SI VOUS POSSÉDEZ LE MATÉRIEL

D'ENTRETIEN MÉNAGER ADÉQUAT

À L'AIDE DE NOTRE CHECK-LIST !

1. En général

- Manche télescopique pour balai, tête de loup, mop, dont la taille doit correspondre à la hauteur de l'épaule de l'aide-ménagère

2. Travail en hauteur

- Marchepied
- Escabeau stable (3 marches max.), idéalement avec garde-corps

3. Dépoussiérage (meubles, sols et autres surfaces)

- Tête de loup télescopique
- Microfibres (en suffisance, idéalement une par usage spécifique)
- Aspirateur compact, léger et avec manche réglable
- Balai à manche télescopique
- Ramassette avec manche
- Plumeau (avec manche de +/- 90 cm)

4. Nettoyage des sols à l'eau

- Grand seau (10L) avec essoreuse
- Seau de petite taille (5L)
- Mop ou microfibre avec manche télescopique

5. Nettoyage des sanitaires

- Brosse WC
- Racleuse de douche

6. Nettoyage des vitres et miroirs

- Microfibre spéciale vitre
- Petite racleuse

7. Repassage

- Planche réglable
- Fer à vapeur (suffisamment puissant)
- Allonge électrique
- Vaporisateur d'eau

N'hésitez pas à en discuter avec votre aide-ménagère !
En fonction des surfaces à nettoyer, elle aura peut-être d'autres besoins spécifiques de matériel.





Check if you have the adequate housekeeping equipment!

1. **Generally:** - telescopic handle for broom, mop, whose size must correspond to the height of the shoulder of the housekeeper.
2. **Work at height:** footboard, ladder (3 steps maximum) ideally with railings.
3. **Dusting:** mop, microfiber cloth, vacuum cleaner, broom with telescopic handle, dustpan with handle, feather duster with handle +/- 90cm.
4. **Floor cleaning:** large bucket (10 l) with wringer, small bucket(5l), microfiber mop with telescopic handle.
5. **Bathroom and lavatory cleaning:** WC brush, shower squeegee.
6. **Windows and mirrors cleaning:** microfiber cloth for windows, windows squeegee.
7. **Ironing:** adjustable ironing table, steam iron, electrical extension cord, water spray.

Do not hesitate talking with your housekeeper!

Depending of the surfaces to clean she may need specific products and equipment.