



# PatMac Cleaning and Facility Management LTD

16 Middlesborough Close

Stevenage, Hertfordshire.

[07413025596/info@patmaccleaning.com](mailto:07413025596/info@patmaccleaning.com)

[www.patmaccleaning.com](http://www.patmaccleaning.com)





## **About Us**

PatMac cleaning and facility management LTD offers a full range of cleaning services to suit any business and any budget. From light office cleaning to deep institutional kitchen cleaning, our highly trained staff will ensure your environment is pleasant, safe, and healthy. For your peace of mind, we carry comprehensive general liability and property damage insurance, and all our staff members are covered by Workers' Compensation.

## **Our cleaning philosophy**

We believe a clean working and living environment is a healthy working and living environment. Our systematic approach to establishing and maintaining the highest standards of cleanliness means you can focus on your work and your customers. Quality control is very important to us. Over our many years in the business, we've developed a failproof system of weekly, monthly, and yearly janitorial maintenance that guarantees results.

## **Our people**

Each member of the PatMac cleaning and facility management team is carefully screened. We hire only the most conscientious and professional candidates. Each cleaner is thoroughly trained in our systems, products, and equipment, and is bonded and insured.

## **Eco-friendly Products**

Considering going green, it has become a healthier option for both your company and the earth. Not only will you have a better working environment knowing you're doing your part

to curb the amount of harmful chemicals being released into our atmosphere — we are all also contributing to a healthier global environment. Eco-friendly products used by us can help to improve your overall indoor air quality and thus contribute to reducing certain health risks, such as: chemical poisoning, skin irritations, and eye and respiratory infections. This is what we stand for.

## **1.0 GETTING STARTED**

The PatMac cleaning and facility management system of establishing and maintaining the highest standards of cleanliness and hygiene has three steps.

### **1.1 CONSULTATION**

Our team of cleaning professionals will visit your sites to determine the current state of cleanliness. Based on a ten-point checklist, they create a deep cleaning plan to establish a baseline for future maintenance. They also outline the daily, weekly, and monthly maintenance routine for the upcoming year.

### **1.2 DEEP CLEAN**

The deep clean is the first step in establishing a routine of daily, weekly, monthly, and yearly maintenance. It sets the stage for maintaining the sanitation of your buildings and properties over the long term. Depending on how your properties are used, we'll schedule additional deep cleans quarterly, biannually, or yearly.

### **1.3 MAINTENANCE**

Your customized janitorial maintenance plan begins right away. Supervisors continuously monitor our cleaning teams to ensure the plan continues to meet your needs and modify the plan to accommodate changes to building demands and use.

## **2.0 OUR SERVICES**

PatMac cleaning and facility management offers a full range of cleaning services for commercial, residential, and institutional properties.

- Office cleaning
- Institutional cleaning for schools, clinics, and correctional facilities
- Cafeteria and kitchen cleaning
- Restroom cleaning and maintenance
- Waste and compost removal services
- Building exterior and parking lot maintenance
- Emergency cleaning

## ABOUT OUR PRODUCTS

We know the health and safety of your tenants and employees is important to you. We supply all our own environmentally friendly and scent-free cleaning products.

## YOUR CUSTOMIZED PLAN AND INVESTMENT

Any range of building types and uses requires a customized approach. The following package outlines the best value for your cleaning budget.

## OUR SERVICE DELIVERY

A team of required cleaners and a supervisor will be assigned to you. It's important that your cleaning team knows your buildings and facilities as well as you do, so we make every effort to keep the team consistent throughout the duration of your contract.

## FEES

There is a standard charge of £12.00 per hour for all general cleaning services and the total cost will depend on the number of hours contracted. Cost for specialized cleaning services are set out on the table below:

Service type	Cost per hour/appliance
Stripping and waxing floors	£30 per hour
Carpet Deep cleaning	£20 per hour
Cleaning of appliances: microwaves/ refrigerators	£20 per appliance

Costs of cleaning supplies/materials are included in the quoted costs.

*Please note:*

Bulk services discount is available and is based on multi-building contract which can be negotiated.

## NEXT STEPS

To contract PatMac Cleaning and Facility Management LTD for any number of periods, contact us on the following:

Tel. 0044 7413025596

E-mail: [info@patmaccleaning.com](mailto:info@patmaccleaning.com)

Website: [www.patmaccleaning.com](http://www.patmaccleaning.com)

Alternatively, you may please complete a copy of the agreement as per the Appendix to this document and sent it to the address shown on the cover sheet or by e-mail.

#### **AGREEMENT**

A sample of our cleaning service contract/agreement can be found at the Appendix to this document.

#### **BILLING**

Services are billed at the end of each month and payment is due by the 15th of the following month.

#### **CANCELLATION**

Our cancellation policy requires 30 days' notice by either party and must be given in writing.

#### **COMPLAINTS HANDLING**

PatMac Cleaning Services Ltd. have clear procedures in handling all complaints in order to ensure that all our clients are treated fairly. It is the policy of the company that every complain will be investigated and redress made where necessary.

## **APPENDIX**

### **CONTRACTOR AGREEMENT**

This Contractor Agreement (Hereinafter "Agreement") is made on this day of Date, Month, Year between ..... (Hereinafter "Client") and PatMac Cleaning and Facility Management (Hereinafter "Contractor")

It is agreed as follows:

#### **ARTICLE ONE - CLEANING SPECIALIST SERVICE**

##### **1.1 RETAINER.**

The Client hereby agrees to retain the Contractor to provide cleaning services as the Client and the Contractor may from time to time agree upon, (the "Services") and the Contractor hereby agrees to provide such Services to the Client.

(Hereinafter "Services")

##### **1.2 TERM OF AGREEMENT**

This Agreement shall begin on (Date) and stay in effect until either party gives a full 30 days' notice of agreement cancellation. Upon completion of this Agreement the Contractor shall return any property or documentation belonging to the Client and the Client shall return any property or documentation belonging to the Contractor.

a) The Contractor will not be responsible for financial loss, distress, sickness, or death that the Client may incur during or after the period of this agreement. The Client understands all risks that come with this agreement and understands that they cannot hold the Contractor liable for any damages.

##### **1.3 PROVISION OF SERVICES**

The services to be provided hereunder to the Client by the Contractor shall be provided by the Contractor or whomever the Contractor retains or delegates the work to. The Contractor shall devote such amount of time to completing the projects undertaken by the Contractor. It is agreed and

acknowledged that the Contractor may provide cleaning services to other persons, firms, corporations, organizations, while this agreement remains in force.

#### 1.4 BOARD POLICY AND INSTRUCTIONS.

The Contractor covenants with the Client that he will complete all projects at a proper standard as to quality and timeliness as befits his trade. The Client acknowledges that its policies and instructions may not limit, restrict or remove any power or discretion which might otherwise have been exercised by the Contractor in completing a project.

#### 1.5 COMPENSATION DETAILS AND SCHEDULE

The Client agrees to pay the Contractor a service fee of Price, every month. The Client will make payment to the Contractor before the 15th of every month for the completion of all services specified within this Agreement for the previous month. All outstanding balances more than 30 days will be marked overdue and be subject to a 10% late fee penalty on top of stop of service. All outstanding balances more than 60 days will be marked unpaid, subject to a 20% late fee penalty, and sent to a collection agency for reporting to the credit bureaus

#### 1.6 BONUS OR OTHER COMPENSATION

When and if the Contractor provides specialty services to the Client, the Contractor will invoice the Client for the specialty services on a separate invoice from the general cleaning invoice. The Contractor will inform the Client of the total cost for the specialty service and will require a work order from the Client for it.

### ARTICLE TWO - COVENANTS

#### 2.1 DELEGATION OF SERVICES

The Contractor is at liberty to delegate the performance of the services to anyone the Contractor may choose if the Contractor provides security information (Names, Vehicle Make & Models) on who will be in the building to perform the services on any basis.

#### 2.2 WARRANTY OF SERVICES

The Contractor warrants that all services shall be completed within the times agreed upon at the outset of the project unless the time for completion of the project is changed or extended by mutual agreement in writing. The Contractor agrees and warrants that all services performed shall be of a professional quality, and the Contractor agrees to rectify any deficiencies immediately upon notification by the Client.

## 2.3 TENDER FOR BIDS

The Client agrees and warrants to the Contractor that no bids will be solicited or accepted from other cleaning & janitorial companies during the term of this agreement except until 30 days or less remaining on it. The Contractor understands that the Client may decide to change service providers in the future, therefore the Contractor will allow a window of 30 days before agreement expiry so that the Client may look at other cleaning & janitorial companies.

## 2.4 TOOLS OF THE TRADE

The Contractor is at liberty to supply its own equipment and supplies unless otherwise agreed upon with the Client in writing. The client may ask the Contractor to provide the Client with a 2 different service prices. (1 price including equipment, and 1 price without equipment).

## 2.5 COMPLETION OF PROJECT

The Contractor shall be responsible for the completion of the project.

## ARTICLE THREE - INDEPENDENCE OF CLEANING SPECIALIST

### 3.1 HOURS OF SERVICE

The Contractor is free to service the Client such hours as he elects to provide the service is completed between the hours agreed upon at the start of this agreement.

### 3.2 MANNER OF SERVICE

The Contractor shall control the manner in which the services are performed & completed and shall be responsible for determining how to do the work, and what resources and time is required whether or not other people shall be retained by the Contractor for the purpose of completing the project.

## ARTICLE FOUR - TERMINATION

### 4.1 TERMINATION OF AGREEMENT BY CLIENT

The Client may terminate this agreement at any time by giving the Contractor a full 30 days' notice of agreement cancellation in writing.



#### 4.2 TERMINATION OF AGREEMENT BY CONTRACTOR

The Contractor may terminate this Agreement at any time by giving the Client a full 30 days' notice of agreement cancellation in writing.

#### ARTICLE FIVE - CAPACITY

##### 5.1 CAPACITY OF CONTRACTOR

It is acknowledged by the parties here to that the Contractor is being retained by the Client in the capacity of Independent Contractor and not as an employee of the Client. The Client and the Contractor acknowledged and agree that this agreement does not create a partnership or joint venture between them.

#### ARTICLE SIX - GENERAL CONTRACT PROVISIONS

##### 6.1 HEADINGS

Headings are inserted for the convenience of the parties only and are not to be considered when interpreting this agreement.

##### 6.2 ENTIRE AGREEMENT

This Agreement between these parties with respect to all of the matters herein and its execution has not been included by, nor do any of the parties rely upon or regard as material, any representations or writings whatever not incorporated herein and made a part hereof and may not be amended or modified in any respect except by written instrument signed by the parties hereto. Any schedules referred to herein are incorporated by reference and form part of the Agreement.

##### 6.3 LEGAL MATTERS

Should any legal action be required to enforce or interpret any part of this Agreement, the winning party shall be entitled to their legal costs. In the event that any of the provisions of this Agreement are held to be invalid or unenforceable in whole or in part, all other provisions will nevertheless continue to be valid and enforceable with the invalid or unenforceable parts severed from the remainder of this Agreement.

#### 6.4 AGREEMENT MODIFICATIONS

Any modification to any section of this Agreement shall be conducted in writing by both parties.

#### 6.5 GOVERNING LAW

This Agreement shall be construed in accordance with the laws of the State/Province of England, Scotland and Wales, without regard to the jurisdiction in which any action or special proceeding may be instituted.

#### 6.6 COMMUNICATION

Any Communication required between the parties concerning the terms in this Agreement shall be made in writing.

The Client has provided the following as contact information:

Address: \_\_\_\_\_

Company: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

The Contractor has provided the following as contact information:

PatMac Cleaning and Facility Management

16 Middlesborough close / 07413025596 / patmaccleaning@yahoo.com

The parties hereby indicate by their signatures below that they have read and agree with the terms and conditions of this Agreement in its entirety.

SIGNING SPACE

PatMac Cleaning and Facility Management \_\_\_\_\_

Date:

{client name} \_\_\_\_\_

Date: