

SERVICE LEVEL AGREEMENT (SLA)

Contracted Mobile Cleaning & Property Care Services

Service Area: East London Residential Areas and agreed commercial locations

Cleanliness is our business, make your home sparkle.

1. PURPOSE OF THE AGREEMENT

This Service Level Agreement ("SLA") establishes the terms, service standards, responsibilities, pricing arrangements and performance expectations between **Fresh Home Cleaning Agency** ("the Service Provider") and the contracting customer ("the Client").

This SLA is designed for **residential, office, guest house and commercial clients** who require once-off or recurring professional mobile cleaning services.

2. CORE SERVICES PROVIDED

Fresh Home Cleaning Agency provides seven core services:

- Standard House Cleaning
- Deep House & Move-In-Out Cleaning
- Airbnb/ Offices & Guest Studios Cleaning
- Grass Cutting
- Upholstery Cleaning
- Mobile Car Wash
- Rugs Cleaning
- Mattress Cleaning

Additional Cleaning Services - Non-Core Services Include:

- Windows Cleaning
- Sliding doors Cleaning
- Garden Maintenance
- Laundry Services (Auto and Hand Wash)
- Oven cleaning
- Fridge cleaning

Note:

Additional Cleaning Requirements are non-core services and are offered strictly as add-ons to a core service booking. They cannot be booked as a standalone service.

Additional services may be provided subject to quotation and availability.

Services are rendered upon receipt of payment.

3. CONTRACTED SERVICE PACKAGES

3.1 Weekly Cleaning Package

Clients who contract Fresh Home Cleaning Agency for **weekly cleaning services** receive: **20%-25% Discount**

The discount applies to the agreed standard cleaning package while the Client remains on the weekly contracted plan.

Frequency: Once every week.

Suitable for:

- Busy households

- Families
- Professionals
- Guest houses
- Offices requiring regular cleaning

3.2 Bi-Weekly Cleaning Package

Clients who contract Fresh Home Cleaning Agency for **bi-weekly cleaning services** receive: **15% Discount**

Frequency: Once every two weeks.

The discount applies to the agreed standard cleaning package while the Client maintains the bi-weekly contract.

3.3 Monthly Cleaning Package

Clients who contract Fresh Home Cleaning Agency for **monthly cleaning services** receive: **10% Discount**

Frequency: Once per month.

The monthly package may be used for standard or agreed cleaning services, with deep-cleaning services quoted according to the property's requirements.

4. COMMERCIAL CLIENT DISCOUNT

Commercial firms that enter an approved contracted cleaning service package with Fresh Home Cleaning Agency receive: **15% Discount**

The commercial discount applies to the agreed contracted cleaning service package.

Commercial clients may include:

- Offices
- Guest houses
- Small businesses
- Professional practices
- Commercial premises
- Property-management businesses

Specialist services such as upholstery, rugs, ovens, fridges and vehicle cleaning may be quoted separately unless included in the commercial service schedule.

5. SERVICE SCHEDULE

The Client and Service Provider will agree on a service schedule before commencement.

Service	Frequency	Discount	Agreed Price
Standard Cleaning	Weekly	20% - 25%	R.....
Standard Cleaning	Bi-Weekly	20%	R.....
Deep Cleaning	Monthly	10%	R.....
Office/Boardroom Cleaning	4 Visits	15%	R.....
Commercial Cleaning	4 Visits	15%	R.....



Note: Final prices depend on property size, condition, service requirements, frequency, travel, equipment and other agreed factors.

6. STANDARD HOUSE CLEANING

Standard house cleaning may include:

- Sweeping
- Vacuuming
- Mopping
- Dusting
- Kitchen cleaning
- Bathroom cleaning
- Bedroom cleaning
- Lounge cleaning
- Dining-area cleaning
- Surface cleaning
- General tidying

The precise scope will be confirmed in the Client's quotation or service schedule.

7. DEEP HOUSE CLEANING

Deep cleaning provides more detailed cleaning than the standard package.

It may include:

- Detailed kitchen cleaning
- Detailed bathroom cleaning
- Shower and tile cleaning
- Detailed floor cleaning
- Detailed dusting
- Accessible cupboard cleaning
- Detailed surface cleaning
- Additional agreed areas

Deep cleaning may require additional labour, equipment and time and may therefore be quoted separately.

8. OFFICE CLEANING

Office cleaning packages may include:

- Work-area cleaning
- Floor cleaning
- Dusting
- Kitchen/breakroom cleaning
- Bathroom cleaning
- Reception-area cleaning
- Common-area cleaning
- Waste-area cleaning
- General workplace cleaning

The commercial service schedule will specify the areas, frequency and required cleaning standard.



9. GUEST HOUSE CLEANING

Guest house services may include:

- Guest-room cleaning
- Bathroom cleaning
- Common-area cleaning
- Kitchen/common kitchen cleaning
- Floor cleaning
- Dusting
- General housekeeping support
- Turnover cleaning between guests

The Client must provide the required room-access and housekeeping schedule.

10. MOBILE CAR WASH

Mobile car-wash services are provided at an agreed customer location.

Services may include:

- Exterior vehicle wash
- Wheels and tyres
- Exterior drying
- Interior vacuuming
- Dashboard/surface cleaning where selected

Additional detailing services may be quoted separately.

11. RUG CLEANING

Rug-cleaning services may include:

- Surface and deep cleaning
- Vacuuming
- Stain treatment where appropriate
- Drying according to the material and cleaning method

The Service Provider may decline to clean rugs where the material, condition or care requirements create an unreasonable risk of damage.

12. UPHOLSTERY CLEANING

Upholstery cleaning may include cleaning of:

- Sofas
- Couches
- Chairs
- Selected fabric furniture

The Client must disclose the material and any manufacturer cleaning instructions where known. Fresh Home Cleaning Agency is not responsible for pre-existing damage, colour-fastness problems or deterioration caused by the condition of the upholstery.

13. MATTRESS CLEANING

Mattress cleaning may include cleaning of:

- Inspection & prep

- Stain pre-treatment
- Deep steam / shampoo extraction
- Sanitizing / allergen treatment
- Final vacuum & drying advice

The Client must disclose the material and any manufacturer cleaning instructions where known. Fresh Home Cleaning Agency is not responsible for pre-existing damage, colour-fastness problems or deterioration caused by the condition of the upholstery.

14. OVEN CLEANING

Oven cleaning may include:

- Interior & Exterior surface cleaning
- Oven door cleaning
- Removable rack cleaning

The Client must ensure the oven is switched off and reasonably accessible.

15. FRIDGE CLEANING

Fridge cleaning may include:

- Interior shelves
- Drawers
- Interior surfaces
- Door compartments
- Exterior surfaces

The Client should remove food and personal items before the service unless otherwise agreed. Kindly defrost the freezer completely before our fridge cleaning service

16. SERVICE QUALITY STANDARDS

Fresh Home Cleaning Agency will aim to provide:

Professionalism

Employees will conduct themselves professionally and respectfully.

Reliability

Services will be performed according to the agreed schedule, subject to reasonable operational circumstances.

Quality

Cleaning will be performed according to the agreed scope and reasonable industry standards.

Safety

Employees will follow appropriate safety procedures and will not knowingly perform unsafe work.

Customer Service

Customer enquiries and complaints will be handled professionally and promptly.

17. CLIENT RESPONSIBILITIES

The Client agrees to:

- Provide safe access to the premises.
- Provide accurate property information.
- Identify hazards before work begins.
- Secure pets where necessary.

- Remove valuable or fragile items.
- Provide water and electricity where reasonably required.
- Ensure the premises are reasonably accessible.
- Treat employees respectfully.
- Make payments according to the agreed payment terms.

18. SERVICE PROVIDER RESPONSIBILITIES

Fresh Home Cleaning Agency agrees to:

- Provide the agreed services professionally.
- Provide suitable staff for the contracted services.
- Take reasonable care of the Client's property.
- Use appropriate cleaning equipment and products.
- Follow reasonable health and safety practices.
- Maintain customer confidentiality.
- Address legitimate service complaints.

19. CLIENTS WHO GAVE INACCURATE INFORMATION

If upon arrival our team finds that the information provided is materially inaccurate (e.g., rooms are significantly larger than stated, property is in a worse condition, additional rooms/bathrooms not disclosed), we reserve the right to:

- Re-quote the job on-site before starting.
- Reschedule the appointment if we cannot complete it in the booked time.
- If the client cancels because they gave wrong information and refuses the re-quote, a call-out fee of R350 will apply
- The company will not be liable for delays or inability to complete a service where this is due to incorrect information supplied by the Client.

20. EQUIPMENT AND CLEANING PRODUCTS

Unless otherwise stated in the quotation, Fresh Home Cleaning Agency will provide the equipment and standard cleaning products required for the agreed service.

Specialised products, equipment or treatments may incur an additional charge.

21. BOOKING AND SCHEDULING

The Client's services will be scheduled according to the agreed service timetable.

The Service Provider may adjust the arrival time where reasonably necessary due to:

- Traffic
- Weather
- Previous appointments
- Equipment problems
- Emergencies
- Circumstances beyond reasonable control

The Client will be informed of significant changes where reasonably possible.

22. PAYMENT TERMS

The Client will pay according to the agreed quotation and payment schedule.

Payment options may include:

- PayFast
- EFT/bank transfer
- Card Payments
- Capitec Cell-phone Banking(0736221797)
- Monthly debit order
- Arranged monthly payment plans
- Other approved payment methods

Monthly Payment: R_____

Payment Date: _____

Commercial clients may be invoiced according to the agreed commercial payment terms.

All payments for cleaning services must be made directly to Fresh Home Cleaning Agency.

23. DISCOUNTS

The agreed discounts apply only to the contracted services:

- **Weekly residential cleaning — 20% -25%**
- **Bi-weekly residential cleaning — 15%**
- **Monthly cleaning — 10%**
- **Commercial contracted cleaning — 15%**

Discounts do not automatically apply to additional services unless expressly included in the quotation.

24. CANCELLATION

For recurring contracts, the Client should provide **at least 7 days' written notice** to cancel the service agreement unless another notice period has been agreed.

For individual appointments, the Client should provide at least **24 hours' notice** when cancelling or rescheduling.

Late cancellations or missed appointments may result in a reasonable charge where costs have already been incurred.

25. RESCHEDULING

Appointments may be rescheduled subject to availability.

Where the Service Provider must postpone a service because of unsafe weather, operational emergencies or other circumstances beyond reasonable control, the appointment will be rescheduled where reasonably possible.

26. REFUNDS AND SERVICE CREDITS

Where a client has prepaid for services that have not yet been delivered, the Client may request a refund or service credit subject to the applicable contract terms.

Services already completed are generally not refundable simply because the Client changes their mind.

Where a legitimate service-quality issue occurs, Fresh Home Cleaning Agency may offer:

- Corrective cleaning;
- A return visit;
- Service credit; or



- Another reasonable remedy.

27. DAMAGE AND LIABILITY

Fresh Home Cleaning Agency will take reasonable care while performing its services.

The company will not ordinarily be responsible for:

- Pre-existing damage;
- Normal wear and tear;
- Defective fixtures or appliances;
- Undisclosed hazards;
- Damage caused by incorrect manufacturer instructions;
- Items that were already damaged or unstable.

Any suspected damage should be reported promptly, preferably within 24 hours of the service.

28. HEALTH AND SAFETY

Employees may refuse or stop work where conditions are reasonably considered unsafe.

Examples include:

- Dangerous electrical conditions
- Unsafe heights
- Hazardous substances
- Aggressive animals
- Structural hazards
- Serious pest infestations
- Other significant safety risks

Specialist or hazardous cleaning requires separate assessment and quotation.

29. CONFIDENTIALITY & POPIA

Fresh Home Cleaning Agency will respect the confidentiality of Client information.

Personal information will be processed in accordance with applicable South African privacy legislation, including POPIA.

Client information may be used for:

- Bookings
- Customer communication
- Invoicing
- Payment processing
- Service delivery
- Administration
- Legal requirements

30. PERFORMANCE MONITORING

For contracted clients, Fresh Home Cleaning Agency may conduct periodic inspections to monitor:

- Cleaning quality
- Staff performance
- Service completion
- Customer satisfaction
- Compliance with the agreed scope



For commercial clients, formal inspection reports may be used where required.

31. SERVICE REVIEW

The parties may review the SLA periodically to determine whether:

- Service frequency remains appropriate;
- Additional services are required;
- Pricing needs to be updated;
- Cleaning standards need to be adjusted;
- The service schedule should change.

Any material changes should be agreed in writing.

32. TERMINATION

Either party may terminate the agreement according to the agreed notice period.

Fresh Home Cleaning Agency may suspend or terminate services for serious reasons including:

- Non-payment;
- Repeated access problems;
- Unsafe working conditions;
- Threats, harassment or violence;
- Serious breach of contract;
- Unlawful requests;
- Other circumstances making continued service unreasonable.

Outstanding amounts for services already provided remain payable.

33. AGREEMENT DETAILS

CONTRACT DETAILS

Commencement Date: _____

Contract Period: _____

Service Package: _____

Frequency: _____

Discount: _____

Monthly Fee: R_____

Payment Method: _____

FRESH HOME CLEANING AGENCY

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CLIENT	FRESH HOME CLEANING AGENCY
Name/Company: _____	Authorised Representative: _____
Contact Person: _____	Position: _____
Telephone: _____	Signature: _____
Email: _____	Date: _____
Service Address: _____	
Signature: _____	
Date: _____	

Once completed, please forward all final documents to our official email address: info@fhcleaning.co.za.