



'We're here to give you more time for the important things in life'

Commercial Client Handbook



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Thank you for choosing Sweep



We're incredibly grateful that you've chosen us!

At Sweep, we are dedicated to making your cleaning needs our priority.

We pride ourselves on having an excellent user friendly booking system and transparent processes.

We go the extra mile to carefully select, vet, and train our professionals. We believe in delivering an exceptional service every time.

It's crucial that our cleaners are prepared and capable of meeting your specific cleaning needs.

We look forward to making your spaces shine!

Domestic clean

Our domestic cleaning service can be tailored to your requirements from your mobile device. Choose if you want a one off clean, every week or every two weeks. We can provide cleaning detergents and equipment or use your own upon request, so that your cleaner is ready to begin your service once your slot has been scheduled and they have everything ready. If you are providing your own, please make sure to have all the necessary supplies. This guarantees that our cleaners have all they require to do the job. (Please check out our client equipment checklist on page 6.)

You may not even need to be present to greet your cleaner, as they already know how to access your property. If this is our cleaner's first time visiting your home, we strongly recommend that you meet them on their first visit. This will give both an opportunity to share any information about particular cleaning requirements, delicate areas and supply locations.



Note: You can always add more time, edit, reschedule or cancel your booking at any time by logging in to your sweep account.

After builders clean

Construction workers have finished your renovations, your space will be dusty and full of unwanted spots or stains. Therefore, it is our top priority to ensure that your space is clean and safe for you to settle in.

In our after builders clean our professionals will remove dust and residue left behind from construction or renovation work. They will thoroughly clean all surfaces, floors, cupboards, windows or fixtures to make your space dust-free and ready for you to relax.

Products and equipment are included to leave your space dust free and smelling fresh with our quality products. Please ensure that there are no piles of materials or large pieces of debris left over from your build.

This service is particularly necessary if any of the following house renovations have occurred:

- kitchen or bathroom renovations
- conversion of the loft
- new extension
- demolishing a wall
- general renovations to homes



Note: To complete the service the building works must be completed. The cleaners who come after the builders will also require access to electricity and hot water. Furthermore, please remember that this is an hourly-based service.

Office/commercial clean

Our skilled team of office/commercial cleaners can assist in providing a hygienic and well-maintained work environment for your employees. Allowing them to concentrate on what really matters, managing your company. Based on your preferences we can provide customised solutions with your recurring cleans. In addition to creating a germ-free workplace, expert office cleaning lowers sick days and increases overall productivity. We at Sweep understand how important it is to keep your workspace germ free, so let us handle that while you focus on providing all of your customers with exceptional service.

If you want us to provide cleaning supplies for your business or office clean, a secure & safe storage space must be available for our cleaners to store our supplies. This reduces our carbon footprint by cutting out the use of vans alternatively you can provide your own. See our equipment checklist to ensure you have the necessary supplies for our cleaners to complete the job.

We hope that our systems will provide you with an easy-to-use and transparent experience. If you have any questions, do not hesitate to get in touch with us.



Our cleaners

Before we consider hiring new cleaners, they are carefully selected and vetted through our hiring process. Once they are logged into our database they are able to take advantage of our state of the art booking system. Where they can view, manage and contact clients directly from their smart device. You just need to fill in your requirements and information for them to be ready to start your service. you can trust that your space will be left spotless and sparkling.

Do not ask our professionals to work for you directly. They have been instructed not to do so, as they will not be covered by our insurance policy.



Keys

Your cleaner now knows how to access your property. If for any reason our cleaner can not access the property on service day, we will contact you directly by phone. If we we have been unsuccessful in reaching you by phone, we will send you an email. You may consider giving your cleaner a spare set of keys, this can be arranged between you and your cleaner. However, we do not recommend this, as the agency is not responsible if any issues occur. We recommend a key code box for safe key exchanges.

Product and Equipment checklist

Here is a product and equipment checklist that we advise all clients to have if you are providing your own:

Equipment

- Sponges
- Cloths
- Brushes
- Broom
- Mop
- Dustpan
- Bucket
- Duster
- Bin liners
- Hoover

Products

- Multi-purpose cleaner
- Window/glass cleaner
- Degreaser
- Oven cleaner
- Disinfectant
- Bathroom cleaner
- Toilet cleaner
- Floor cleaner
- Washing up liquid

Please ensure to have 5 different colored cloths:

Blue	Kitchen
Red	Toilet
Green	Bathroom
Yellow	Dusting
White	Outside areas

If you require us to provide products and equipment...

You can select this option upon booking, giving that you have somewhere to store it at the premises.

Please note: These supplies will be restocked at no extra charge for the duration of our contract.

Cleaning guidelines:

Kitchen: Clean Surfaces, Floor, Int/Ext Microwave, Exterior Appliances, Disinfect Sink, Empty & Re-bag Bin.

Bathroom/WC: Clean Surfaces, Floor, mirrors, Disinfect Bath, Shower, Sink, Toilet, Bidet, Empty & Re-bag Bin.

Bedroom: Make Beds, Dusting, Clean Surfaces, Floor, Skirting Boards, Screens, Mirrors and Accessories.

Living room/Dining room: Dusting, Clean Surfaces, Floor, Screens, Frames & Accessories.

Hallway/Stairs: Dusting, Clean Surfaces, Floor, Mirrors & Accessories.

Study/Office: Dusting, Clean Surfaces, Floor, Screens & Accessories.

Utility room/Cloakroom: Dusting, Clean Surfaces, Floor, Screens & Accessories.

Pantry/Storage room: Dusting, Cleaning Floor & Surfaces.

Balcony/outdoor areas: Cleaning Floor, Railings, Banisters & Outdoor Furniture.

Add-ons: Ironing, Dishwashing, Interior Windows, Laundry, Change Bed Sheets, Antiviral Sanitisation, Doors, Interior Kitchen Cabinets, Interior Cupboards, Interior Oven and Fridge.

Please Note: You can always add more time if your house needs a deeper clean or our time estimates fall under your desired cleaning time.

Meet your cleaner

It's very important that we match the right people to each job, we highly recommend meeting your cleaner on their first visit. This will give both of you an opportunity to make sure you are both aware of what is expected and they can familiarize themselves with the space.

Time management

Our booking system is designed to give the cleaner enough time to complete your cleaning service on schedule. If for any reason they are unable to finish on schedule, you can always add more time to future bookings.

If you feel they have enough time to complete your service and you're unsatisfied with the results. Please fill out our incomplete service complaint form: www.sweepgibraltar.com/send-a-complaint

Once we receive your complaint we will review this with our team and you will receive an update within 48 hours.

Insurance

Our cleaners are fully insured and covered in case of any accidents or damages. It's very important that you let us know of any damages so that we can resolve the issue immediately. Please fill out our damaged goods complaint form: www.sweepgibraltar.com/send-a-complaint

Once we receive your complaint we will review this with our team and you will receive an update within 48 hours.

Booking Management

You can reschedule or cancel your booking from your Sweep account free of charge, up to 24 hours before service start time. A 50% charge will be applied if you reschedule or cancel within 24 hours before service start time

Payment

We don't accept cash only card payment or bank transfers, this makes the booking process easy & safe. Once you have selected your required service just fill in your card payment details before checking out, you will be invoiced at the end of the month.

Absences

Our cleaners are aware that they should contact the agency as soon as they know that they will be unable to attend the job. As soon as the agency is informed, we will assign you another cleaner and inform you directly as soon as these arrangements have been made.

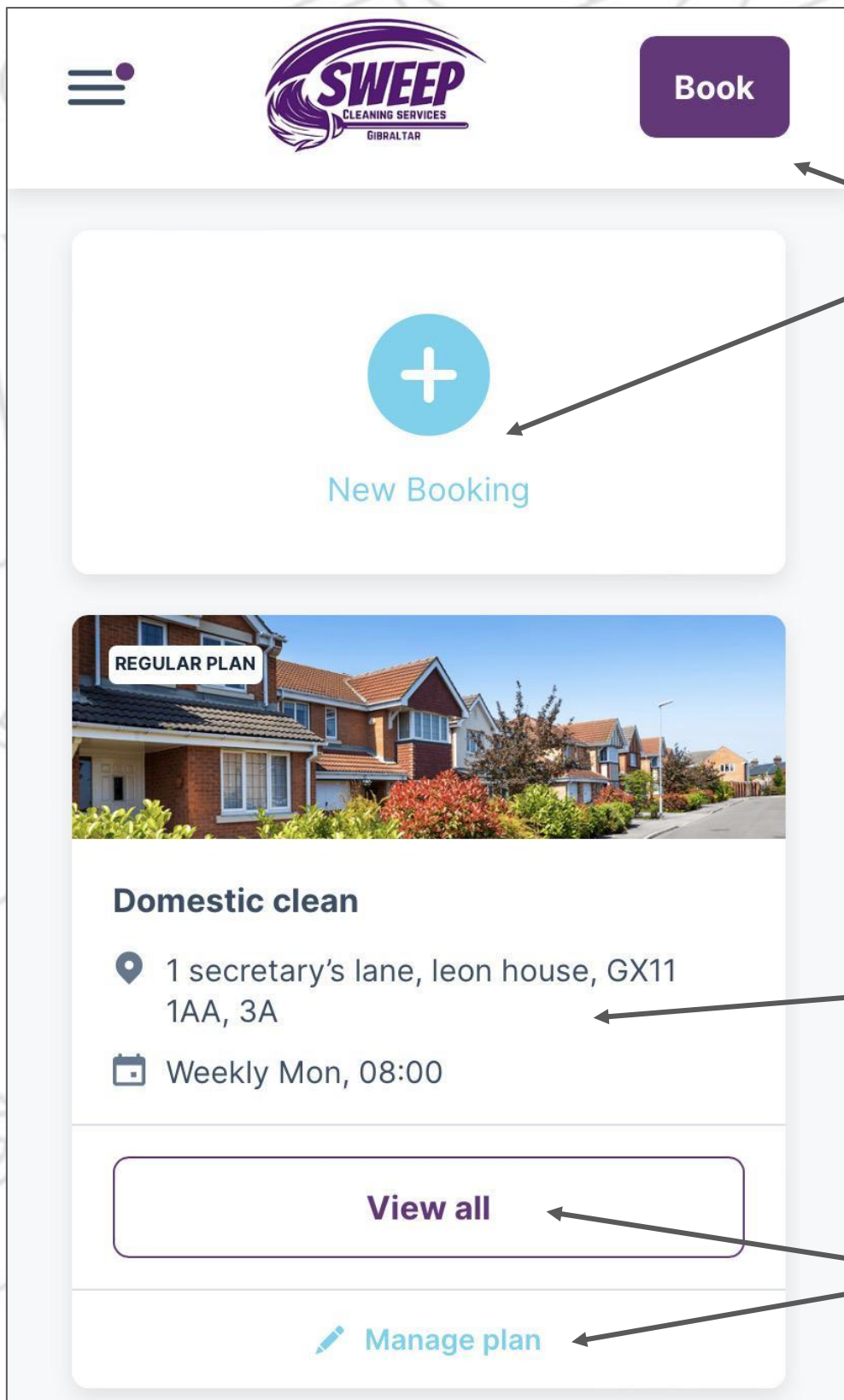
Complaints

We apologise if you have any complaints about our service, please visit our website where you can find our complaints form:
www.sweepgibraltar.com/send-a-complaint

Once we receive your complaint we will review this with our team and you will receive an update within 48 hours.

Sweep account

Once you have created your Sweep account and accepted our quote after our scheduled meeting, you will have access to view and manage your cleaning service from the comfort of your mobile device. Please visit our help centre on our website for further help and information on how to manage your bookings.



Book a new service/request a quote

Booking details, date/time and frequency

View, edit, reschedule or cancel bookings

Our top 10 cleaning tips

- 1. Start with a plan:** Before diving into cleaning, create a checklist or schedule to ensure that every task is covered.
- 2. Declutter first:** Remove any unnecessary items or clutter from the space to make cleaning more efficient.
- 3. Dust from top to bottom:** Start by dusting higher surfaces like shelves and ceiling fans, then work your way down to lower surfaces like tables and countertops. This prevents dust from settling on already cleaned areas.
- 4. Use microfiber cloths:** Microfiber cloths are great for capturing dust and dirt without spreading it around. Use them for wiping surfaces and polishing. Just make sure to use one colour for each product used.
- 5. Pay attention to high-touch areas:** Areas like doorknobs, light switches, and handles tend to accumulate dirt easily.
- 6. Tackle stains promptly:** Treat stains as soon as you spot them to prevent them from setting in. Use appropriate stain removers and follow the instructions on the product.
- 7. Don't forget about the floors:** Vacuum or sweep the floors first to remove loose dirt, then mop using a suitable cleaner for the floor type. Pay extra attention to high-traffic areas.
- 8. Do not mop around furniture.** Always ensure to pull back and mop under the furniture if possible.
- 9. Clean in sections:** Divide larger spaces into smaller sections and clean them one at a time. This helps maintain focus and ensures that no area is overlooked.
- 10. Finish with a fresh touch:** After cleaning, add a pleasant scent to the space by using air fresheners, diffusers, or natural alternatives like fresh flowers or essential oils.



We hope you find that Sweep cleaning services is everything you expected and more!

Please leave a review on our website! We would also appreciate if you can follow, like and share our social media accounts!



Thank you for using our services!

Want to book another service?

Office opening hours

Monday - Friday

9:00 - 16:00

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