

The Kleen Team - FAQs

What areas do you cover?

We cover all areas across Oldham, Rochdale and Greater Manchester.

Hourly Rates

Hourly rates start from £15.00 per hour dependent on the service required. We do however offer a free no obligation quote in the home or an onsite survey for commercial cleaning with the purpose of discussing your requirements. Our quotations are guaranteed and valid for 1 month. (Please note: a minimum of two hours per visit for all cleaning services).

How do I pay for the service?

For one off cleaning appointments we require a 50% deposit prior to cleaning taking place.

Regular domestic cleaning services payment is due on the day each cleaning visit has taken place customers will be supplied with an invoice, which includes all information needed on the various methods of payment accepted, such as cash, cheque and bank transfer. The Kleen Team stresses that payment should be made within 24 hours of the cleaning taking place unless otherwise agreed in writing. We reserve the right to stop / suspend the service if invoices have not been paid by the due required date.

What extra services will my cleaner provide (Domestic)?

We can offer additional services from ironing, laundry, interior window cleaning and fridge cleaning.

Do I need to provide the cleaning supplies?

Our cleaning staff will call as planned to your property or business with a full cleaning kit which contains all, equipment and cleaning materials needed to carry out your requirements. Our cleaning staff will be wearing a company uniform so they are easily identifiable.

What if I am not satisfied with my house cleaning?

If for any possible reason you are not completely satisfied with your domestic cleaning, just simply give us a call within 24 hours of your cleaning appointment and we will return to re-clean the area you are dissatisfied with, at no additional cost to you.

Do I need to do anything in my home before the cleaner arrives?

We like to advise that you spend some time tidying or clearing up where necessary. This will allow us to use our time proactively, giving you the best value for your cleaning costs.

Are you insured?

Our service is 100% guaranteed and fully insured for employee and public liability up to and including £5,000,000 (Please see document in legal).

Can I book a clean on Public / Bank Holidays?

Unless prior arrangements have been made, the cleaning day will be re-scheduled to another day. We can provide a cleaner. However, A premium rate would apply.

What happens if I provide a key?

Your keys are held at our secure site which is monitored by CCTV security cameras. Client keys are only issued to the cleaner for the day of the clean; all keys are returned to our office once the service has been carried out. Each key is kept in its own pouch and locked away in our safe in-between cleans.

What if I cancel the service how do I get my house key returned?

If you wish to no longer wish to use the service and we hold keys for your property, we will always require you to collect your own keys from our offices at Earl Business Centre Dowry St OL8 2PF.

Are your cleaners vetted?

All our cleaners are required to supply checkable references and required to undergo a DBS Disclosure where necessary prior to any offer of employment.

What types of cleaning do you offer?

Our experience team will undertake all types of cleaning from office cleaning, contract cleaning, surgery cleaning, school cleaning, commercial cleaning, industrial cleaning, one off cleans, deep cleaning, end of tenancy cleaning, event & party cleaning, domestic cleaning, spring cleaning, retail cleaning, home help support, builders cleaning, exterior window cleaning, carpet cleaning, oven and cooker cleaning.

Terms & Conditions

Please see our policy in the legal section of the websites footer.

Are you Pet Friendly?

We are a pet friendly organisation. All that we ask is that our cleaners are introduced to your pets and any specifics are discussed with the cleaner on the day the service starts or with the office prior to the service commencement date.

What are your customer service hours?

Our customer service team is available Monday to Friday 8am until 6pm or email us at info@thekleenteam.co.uk or call us on 01457 872456

Will I have the same cleaner to clean each visit?

Where possible you will receive the same cleaner each visit unless she/he either goes on holiday or is sick, in these circumstances you will be notified of a replacement cleaner or have the option to skip the service until your preferred cleaner is back in work.

Do you work weekends?

We can provide weekend cleaning we do charge a premium if you want a cleaning service carried out on a Saturday or Sunday.

What if I don't like the cleaner?

If for any reason you do not like the cleaner who we have provided, we can provide a replacement to ensure you are absolutely satisfied by the service.

Cancellations of service & change of appointment

New Clients: As a new client, you may cancel the scheduled cleaning up to 7 days prior to the initial quotation. A charge may apply if you cancel on the cleaning day; this is to cover administration losses incurred and the cost of our cleaner's lost time.

Regular Clients: A cancellation fee may apply if the scheduled cleaning appointment is cancelled less than 24 hours prior to its commencement.

If you need to cancel an appointment, please give The Kleen Team at least 24 hours' notice prior to the pre-booked day of your clean. Failure to do so will incur a cancellation fee of 50% of the total clean price. You can contact us regarding cancellations by phone on 01457 872 456 or via email on info@thekleenteam.co.uk.

Customers who wish to completely cancel the cleaning service. A notice period of a minimum 30 calendar days will be required in writing and the giving reasons to info@thekleenteam.co.uk

Please take time to browse through our website. If you have any questions then please do not hesitate to call The Kleen Team, we will be glad to assist you or answer any queries that you may have.

For commercial office cleaning call The Kleen Team for a free of charge, no-obligation quotation on 01457 872456 or alternatively contact us via email on info@thekleenteam.co.uk.