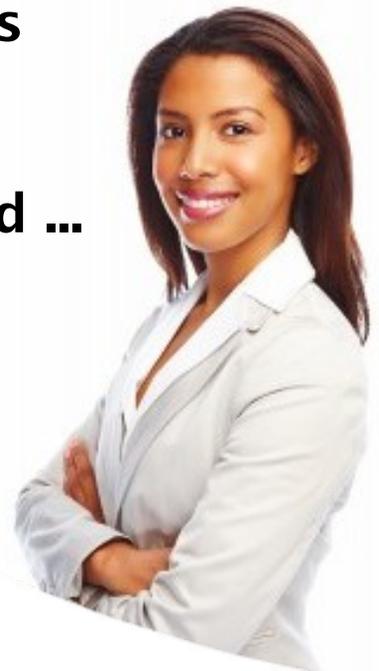


# Welcome to your new cleaning service

- ✓ Affordable
- ✓ Reliable
- ✓ Flexible
- ✓ Experienced cleaners
- ✓ Vetted and insured
  
- ✓ Doing what you need ...
- ✓ ... when you need it



**DIAMOND HOME**  
GIVING YOU BACK THE TIME IN YOUR LIFE  
**SUPPORT**

## OUR SERVICE

Diamond Home Support is a local domestic support provider with offices across the UK.

We will shortly be introducing you to your new cleaner - if we have not already done so. Our aim is to provide the same cleaner on a regular basis, when you need them and at a competitive rate.

We recognise that having a cleaner for many people is not a luxury, but an absolute necessity.

We offer clients a range of domestic service solutions. Our target market is wide ranging from the busy family who need to get back some quality time, to the elderly who need a little extra support around the home.

In addition to our regular cleaning service many of our offices also offer one-off cleaning (e.g. spring cleaning and end of tenancy), home help type services and gardening too. Contact us using the details on the back to find out what other services we offer in your area.

## OUR WORKERS

Diamond Home Support uses experienced self employed workers to deliver a professional service.

All of the cleaners who work with us are vetted and insured.

Our aim is to deliver the service you need, when you need it. We recognise that everyone's needs are unique and so it is important that you tell your cleaner what it is that you need them to do during the time they are in your home.

We use your equipment and materials which enables us to keep our prices low. It also means that we are not at risk of introducing potentially harmful allergens into your home.

We have a variety of cleaners we can offer you so please let us know if the first we offer appears to be not suitable for you.



*Giving you back the time in  
your life!*

## OUR COMMITMENT TO YOU

We work hard to ensure our service is first class and that the cleaners we work with deliver what it is that you need.

However, inevitably from time to time things can go wrong. Should this ever happen we will always do our best to put things right.

If things do not go as you would wish you should always contact us in the first instance.

We promise always to do our best in this respect.



## OUR AGREEMENT WITH YOU

When you joined us you would have signed an agreement. This agreement is simply common sense, but it is worth underlining some important aspects:

- ✓ Our cleaners will use your own equipment and materials. Please make sure they are regularly topped up so that our cleaners can give you a quality service on every visit.
- ✓ Our cleaners are self employed and in the main should be paid the agreed amount directly by you.
- ✓ Our management fee is collected separately from you by standing order.
- ✓ We provide insurance and full support whilst you are a client with us.
- ✓ We will always do our best to provide cover if your usual cleaner is sick or on holiday.
- ✓ To end our agreement just give us one month's notice.



*Giving you back the time in  
your life!*

*Thank you for  
choosing us!*

Call the North Devon  
Office on  
01271 603012



  
**DIAMOND HOME**  
GIVING YOU BACK THE TIME IN YOUR LIFE  
**SUPPORT**