



COMPANY PROFILE



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Established in 2019, as a family-owned and operated business, VP Cleaning Services is a facility services business that provides commercial cleaning solutions for businesses of all types and sizes.

Our aim is to ensure our clients are serviced to the highest cleaning standards and maintain exceptional hygiene throughout the whole venue.



ABOUT VP CLEANING SERVICES

What makes us unique:

- Experienced Quality Control and Operational Managers, as well as cleaning crews that provide a high standard of care and service in regard to your cleaning provisions.
- Specialist Knowledge of the cleaning necessities that set the scene to provide a productive and efficient working environment for your staff and customers.
- Renowned reliability that ensures preventative maintenance measures are implemented to provide durability of the working environment and its operational equipment.
- Continual commitment to high quality standards of cleanliness and hygiene that incorporates our obligation of social responsibility to the wider community.

Led by Managing Director Violeta Pavleska, who has acquired over 10 years of experience in the Facility Services Industry alone; VP Cleaning Services is acknowledged as a valued partner for maintenance and improvement of the Facilities Management Services of our clients.

To summarize, VP Cleaning Services is renowned for its thoroughness, reliability and high quality control measures.

Our experienced Quality Control managers form a part of your operational team to ensure the provisions of your cleaning requirements and function as an integrated Facility Management solution for your organisation.



THE VP DIFFERENCE

VP Cleaning Services has been specializing in the cleaning industry for over 10 years. As a family business our strength is continuous interaction with our clients to ensure their cleaning requirements are met to a high-quality standard every time.

Through the use of clear and consistent communication techniques between our cleaning staff and venues, each client of VP Cleaning Services benefits from:

- Individual property management programmes, with 24/7 access to our on call support officers,
- Weekly site inspections.
- Site specific communication logbooks, with preventative maintenance reporting aids.
- Australian Institute of Company Directors trained staff; to ensure the upmost professionalism and understanding of the corporate environment is maintained.

Our primary focus is Commercial, & Strata premises throughout Sydney which ensures we are in the best position to offer excellent cleaning solutions all year round.



CONTRACT MANAGEMENT

VP Cleaning Services is continually improving the management of contracts and systems that are in place to ensure the most effective methods in acquiring staff, reaching a high quality standard and an incomparable service are achieved.

Recruiting the most efficient and presentable staff is a strong advantage of VP. Our Interview process is extremely thorough whereby our Bookings and Operations Manager, Steve Christou, is involved in the final selection of VP Cleaning Staff.

Steve has vast Corporate and Governance experience. He is an elected Councillor in one of the biggest Councils in NSW and previously been elected Mayor where he was in charge of a council of over 1000 staff. Through his Governance & Corporate experience Steve has dealt with some of the largest corporate groups across Australia.

VP Cleaning aims to have the most exceptional team ready prior to commencing any new site making the handover process for all new sites smooth, efficient and seamless.

All cleaners details including photographs and identification will be provided to keep on file and will be continually updated as changes occur.

During the initial stages of a cleaning contract, VP Cleaning Services, will have the Managing Director along with the Operations & Bookings Manager on site, until we are satisfied that the cleaning standards are of exceptional quality to the client and ourselves.

Regular weekly inspections by the Managing Director will occur to ensure high quality cleaning standards are adhered too.

Once the cleaners finish at each respective site, they will be available to meet for a site inspection daily. This is completely optional and dependant on management availability.

A communications logbook will always be present and available onsite for perusal.





CONTRACT MANAGEMENT CON'T

The client will be able to provide feedback through the communication book, whereby VP staff will check the book on arrival the following day.

Comments in the book will be acknowledged and rectified immediately. The communication book will also be used to recognize maintenance issues throughout the venue whereby the cleaners will document any issues identified on their shift.

VP Cleaning Services is renowned for delivering high quality service at an exceptional and affordable value. We will ensure that all time allocated and agreed to in the contract is spent on site with the ability to generate cleaning reports identifying hours each cleaner has spent on site.

VP Cleaning Services main aim would be to thoroughly assess and improve current levels of quality delivered throughout the venues. An inspection report will be presented to our client's management to identify key areas whereby the standard of cleaning requires attention. Once completed the inspection an initial clean will be conducted on all sites to ensure the venue begins at a quality level that the VP Cleaning Team deem of high standard.

General detail within the scope that is not currently being fulfilled throughout the sites will be targeted immediately and then monitored daily. Through the experienced and reliable management team at VP Cleaning, our clients will be able to have peace of mind when it comes to the cleanliness of its club.

The transition process is VP Cleaning Services advantage in comparison to many cleaning companies throughout the industry as it's based on our extensive experience in dealings with club clients. Our understanding of the process and schedules that occur in a business, which affect our cleaning shifts, has been simply managed on dozens of occasions. VP simply acquires all information necessary across all sites regarding times of clearance, access, outdoor areas etc and mold's the most efficient schedule for our cleaning crew to avoid any interference in operations.





CONTRACT TERMS & CONDITIONS

PRICE VARIATION

The quoted price is for the duration of the contract period, subject to variation in accordance with CPI annual increase and or/award increase.

ADDITIONAL CHARGES

Any Additional Cleaning work to be carried out over and above the work specified in “The Cleaning Schedule” will be quoted for as an hourly rate and charged as a separate cost. An official order number for all work is required.

PAYMENT TERMS

Weekly Invoices will be sent every Monday with payment terms outlined as a monthly account. At the conclusion of the contract, all outstanding monies are due by the handover date. Any and all costs incurred in the collection of outstanding amounts will be charged to the client.

DURATION OF CONTRACT

The contract terms will be a thirty-six month period - with a 3 month probation period.

VARIATION OF CONTRACT

Any variations to the terms of this contract or the “Cleaning Specifications” must be agreed upon in writing by both parties.

CANCELLATION OF CONTRACT

In the event that the cleaning work, in the opinion of the owner’s corporation/decision holder, is not satisfactory, the owner’s corporation/decision holder shall advise VP Cleaning Services in writing. VP Cleaning Services shall rectify the situation within two working days of receiving the notification.

Should the same complaint be registered a minimum of three times the owner’s corporation may give notice to VP Cleaning Services terminating the agreement after thirty (30) days of such notice.



CONTRACT TERMS & CONDITIONS

MATERIALS AND EQUIPMENT

The client is to make available a secure area to store such equipment and materials. Our equipment is serviced and maintained to the highest standard on a regular basis to ensure safety standards are complied with.

NATURE OF SERVICE

Cleaners to clean and maintain all areas confined in the area specification during the designated times, Monday through to Sunday of each week, including statutory and declared public holidays, as well as State Award Union Picnic Day.

PROPERTY DAMAGE OR FAILURE

“Daily” Report to authorised Manager any faults and damage via communication book as supplied by VP Cleaning Services.

CLEANERS ROOM

“Daily” to be kept clean and tidy.

SECURITY AND ENERGY SAVING

- “Daily” Switch of all lights before leaving.
- Keep all windows and doors locked whilst cleaning is performed.
- Lock all windows and doors before leaving.
- Report any security breaches immediately to an authorised Manager or designated after hours contact person.
- Give access only to persons approved by the Manager.
- Report to Manager Items found on the premises.

Notwithstanding the above specification, we undertake to perform any responsible cleaning duty to maintain the premises in highly presentable condition at all times.



CONTRACT TERMS & CONDITIONS

PERFORMANCE OF CONTRACT

The Client has no authorisation to offer any employee of VP Cleaning Services employment within twelve months of cessation of this contract.

The cleaning work will be carried out on a day-to-day basis in accordance with the cleaning specification. Supervision will be provided by our Area Managers who are equipped with a mobile phone and may be contacted any time, twenty-four 24 hours a day to attend to your request. Regular and periodic joint inspections will be carried out with a representative from your Accompany. You will be supplied with performance reports on a regular basis.

FINANCIAL & INSURANCE INFORMATION

FINANCIAL DETAILS

Commonwealth Bank Merrylands

SOLICITORS

O'Sullivan Legal Suite 15, Level 2
123 Clarence Street Sydney NSW 2000

ACCOUNTANT

Lloyds Enterprise Shop 1102, 191 – 1 201
Macfarlane Street Stockland, Merrylands NSW 2160

CERTIFICATE OF INSURANCE

NRMA Public Liability Insurance
Policy Number BP 594-0874
Amount \$20,000,000.00

WORKERS COMPENSATION & ACCIDENT POLICY

ICARE Workers Insurance
Policy Provider QBE Insurance
Policy Number: 238 533 201





CONTACT INFORMATION



Connect With Us!



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