

# Terms & Conditions

**NRJ Cleaning Services wants all our customers to have an exceptional experience. We are providing a service to you, the customer, and believe it is important for each potential customer to be informed of our expectations in order to meet yours.**

Before commencing any work NRJ Cleaning Services will make every effort to point out and document areas of concern, pre-existing damage, or weaknesses. It is not always possible to see every flaw and it is the owner's responsibility to address any concerns they might have at the time of the estimate, or prior to NRJ Cleaning Services beginning work. NRJ Cleaning Services may take photographs of any work carried out on the property for marketing purposes, NRJ Cleaning Services will own the images and will ensure there are no persons or direct address information present in the photographs i.e door numbers. By acknowledging the agreement, you accept that these images may be used by NRJ Cleaning Services for marketing purposes only. Should you wish to have copies please feel free to request them from our team.

**Gutter Clearing** consists of removing debris from the guttering around the property, it does NOT include cleaning the outside of the guttering or the Fascia or the Soffits, this can be booked as an extra service, speak to us if you are unsure what you have booked or to book an additional service.

**Gutter Cleaning** is a separate option that can be purchased with a property wash. Gutter Cleaning refers to the painted exterior surface, not leaves and debris on the inside. Debris can be removed from the inside of the gutter for an additional fee. Gutters with gutter guards are more labour-intensive and incur an additional charge.

## **Pressure Washing**

The customer agrees to permit access to the property where necessary to complete the work during reasonable daylight hours.

1. All prices provided are subject to a free site inspection and written quotation. Any additional work undertaken that did not appear on the invoice will be charged separately after agreement has been sought by the authorised personnel.
2. Any site clearance required prior to works may incur additional charges.
3. Free access to a good water supply and 240V power socket at the client's property is required.
4. Oil, solvent, chewing gum and cement stains may not be removed in all cases.
5. All areas to be worked on within the site / project specifics must be sound in construction.
6. Many sites will require a return visit as surfaces need to be clean and dry before commencing the full restoration including the re-sanding, sealing or treatment work as this element of work is subject to weather conditions that can be out of our control.
7. Pressure cleaning may loosen or remove unsound, broken, damaged or perished surfaces, pointing, blocks, paving stones and insecure brickwork. In all cases the cost of any reinstatement will be the customer's responsibility. These works may be carried out by us or by a third party.
8. NRJ Cleaning Services will use its best endeavours to commence the work on or as close as possible to any appropriate start dates agreed. Failure to meet any agreed start date due to inclement weather or for reasons beyond our control will not be a condition to cancel the agreement.

## **Roof Scrape Moss Removal & Treatment**

A roof scrape consists of removing the heaviest of the roof moss to expose more of the roof tiles which will allow it to respond better to the treatment. Moss sometimes grows inside hidden cracks and the cracked masonry piece may work loose, although we will always endeavour to prevent any tile cracking, it is not the fault of NRJ Cleaning Services should the moss be hiding a damaged tile that is brought down by the roof scrape. Any remedial work can be carried out by our recommended roofer.

You may find visible moss organisms remain on the roof, but these will be taken care of by the treatment. Usually first signs can be seen within 5 days, where the algae/Lichen/Moss has turned Orange/Yellow before it becomes dried and flaky and is blown off the roof or washed away by the elements over time whilst it self cleanses. NRJ Cleaning Services will aim to clean the tiles to the best of its original state from the factory,, however colour change is common once dirt is cleaned off, and by accepting the terms and conditions NRJ Cleaning Services is not liable for any changes in colouration under the moss and after biocidal treatment.

All work is undertaken from the safety of the ground, harnessed in, by roof ladder or by the use of a tower scaffold - this minimises damage to roof tiles that can be caused by walking on them. PASMA states that

scaffold towers may not be safe above 17mph winds - we will therefore postpone a clean on windy days where a tower is necessary in line with insurance guidelines. A roof scrape is best followed by a Biocide treatment, we will not accept a job with scrape only. Our Biocide is biodegradable. The Biocide removes the remaining Algae and any organic moss organisms and provides a barrier to assist in protecting the roof from further regrowth although we recommend a maintenance treatment every 18 months.

Work is carried out on the understanding you are confirming the roof has no leaks. If you have notified us of any leaks and the work has continued as planned, this is because you have agreed that it will be okay to do so. NRJ Cleaning Services will not accept any responsibility for roofs that are not in a good state of repair.

All guttering in the vicinity of the roof scraping will be checked for clearance as part of the roof moss clearing work, but not cleaned unless agreed prior within the quote.

With all biocidal treatment, we must insist that all pets and persons are kept within the home or outside of the work area at the time of scraping and treatment. Limiting risk of falling objects and chemical overspray will ensure safety for everyone. This is a non-negotiable term of our contract

## Render Cleaning

On the day of the work being carried out, please ensure all windows and vents are kept closed during the treatment stages.

If you have pets, please keep them indoors whilst the work is being carried out and for a minimum of 2 hours after the final treatment has been done the team on the day will advise of the best timings for you and your pet.

Rough Cast (Pebbledash) may lose some of the pebble but this will be extremely minimal

A test patch may be required prior to the work being scheduled and can also be requested at time of quoting.

## Insurance

The Company is covered by a public liability insurance and employers liability and a copy can be provided on request.

**Water Usage:** By acknowledging this agreement, you agree to provide NRJ Cleaning Services the right to use an on-site water supply as needed to complete the stated project without compensation. If an exterior water supply is required, it will be at an additional charge. It is the customer's responsibility to make sure the water supply is on and in working order before we arrive.

**Electrical Usage:** By acknowledging this agreement, you agree to provide NRJ Cleaning Services the right to use an on-site source of electricity as needed to complete the stated project without compensation. If an exterior source is required, it will be at an additional charge.

**Safety:** While NRJ Cleaning Services is on location and performing work on your property, you are responsible for keeping all children, as well as other individuals away from the work area. NRJ Cleaning Services will attend the property to complete a risk assessment which forms part of the Project Action Plan.

**Payments:** Payments to NRJ Cleaning Services are due according to the quotation schedule for window cleaning, for any other service payment must be made upon completion.. Cash or BACS Transfer are the only current accepted payment methods. Late payment fees may occur if not received in accordance to your agreed quote.

**Scheduling:** Scheduling in a business which productivity relies upon the weather can be difficult. Inclement weather may affect scheduling. We try our best to keep scheduling conflicts to a minimum, however, circumstances that are beyond our control may affect your project start and completion dates. You will be notified of any changes

**Removal & Replacement of Area Contents:** Removal and replacement of grills, outdoor furniture and cushions, planters and any other decorative or functional items are the responsibility of the property owner/manager. Should we need to remove items from the area, we will not be responsible for any damage, breakage, or for storage issues. An additional charge may be applied for time and labour devoted to the removal of these items. All areas MUST be clear prior to any work being undertaken.

During the wet weather gardens may become very wet and some may become muddy where the team has had to stand to complete the work, we will always endeavour to remain on pathways where possible.

**Cancellation: In the unlikely event that** NRJ Cleaning Services has to cancel or rearrange our services due to weather, machine breakdown or any other event - NRJ Cleaning Services will aim to inform the client at the earliest possible time. In the unlikely event the customer wishes to rebook or cancel any services (with the exception of window cleaning), the customer must state so within a minimum of 7 days before the clean is due

to commence, failing to do so will result in a 25% charge. Failure to give a cancellation notice within 3 days of a clean is due to commence will result in a 50% charge as work and materials are scheduled weeks. and at times months in advance.

**Damages:** Any damages must be discovered and reported to Insert Company Name within 3 days of completion of service. The company will have 30 days to correct the damage caused by negligence either itself or by an independent contractor. NRJ Cleaning Services holds public liability insurance - copies can be seen upon request. NRJ Cleaning Services is not responsible for damages due to improperly installed fascia, loose shingles, broken or opened windows, improperly sealed windows and doors, wood rot, defective construction, improperly secured wires, loose or improperly installed gutters or broken roof tiles and ridges. NRJ Cleaning Services expects your property to be in good repair and weather tight. This includes, but is not limited to, all electrical service including receptacles and light fixtures. Doors and windows shall also be weathertight.

- Please allow access to at least one working water tap preferably an exterior one and at least two functioning electrical outlets.
- Please ensure all doors and windows are shut tightly to save any water entering the property through the windows during any cleaning process. NRJ Cleaning Services does NOT accept any liability of windows or properties that may leak.
- Please remove all sensitive items such as door mats, plant pots and vehicles from the immediate area to avoid any incidents.
- If you have requested skip hire, please note, these are at an additional charge as stated on your quote schedule. NRJ Cleaning Services accepts no liability for the skip hired, any liability claim should be directed to the hire company of whom NRJ Cleaning Services will provide details prior to any work being carried out.
- During the work being carried out, the property may see some splashback or dirt, this will all be cleaned down before the job has been finished.

I have read, understand, and agree to the terms and conditions as stated above.

Signed: ..... Print Name:  
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Position/Homeowner : ..... Dated:  
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Please return to NRJ Cleaning Services prior to your appointment date