



2011

Building Cleaning Maintenance

FAQ



Here we have tried to answer some of the most asked questions...

FAQ

If you like your cleaning staff, but would prefer to change your contract cleaning company, is it possible to retain the staff and change to BCM cleaning services in a quick, no-fuss, efficient manner?

From our years of experience in dealing with new office cleaning contracts, we are able with thorough planning and client liaison to make the changeover a seamless process whilst also dealing with all appropriate legislation. The only difference you will notice is the obvious improvement in service and standards.

What are your hourly rates?

We do not have a general fixed hourly rate which is chargeable to customers. All jobs are priced according to task, whether it is a commercial service, builders clean or a one off clean. Variations such as equipment and materials used are also taken into account when calculating the final cost.

Do you supply everything required?

Yes, as a general rule, we supply all the labour, equipment, machinery and materials required to carry out the task within the agreed price. We can also supply all the consumables such as toilet rolls, hand towels, refuse sacks, bin liners etc... these would be invoiced at the end of each calendar month accordingly.

How do we pay you?

Commercial customers are invoiced at the end of each calendar month and are given a standard 30 day's from invoice date payment term.

Are all your staff vetted?

Yes, we take out an employer's reference and require proof of address and entitlement to work in the UK along with a copy of their passport and Driving licence for our records.



Do all staff receive training and development?

This is where BCM excels, all managers and supervisors receive comprehensive training in the skills and qualities required to manage the sites they are allocated. All cleaning operatives receive in-house and on-site training in all areas needed to carry out their given duties. All Health and Safety issues and company policies are covered in their initial induction.

Will we always have the same cleaner?

Yes, we always try to maintain continuity as this helps build a healthy rapport and trust with our clients along with added security.

Do you have high staff turnover?

No, due to the way in which we train, remunerate and treat our staff we are able to retain their services for very long periods. We have staff that have been with us for over 8 years.

How often do you attend?

We clean either daily, once, twice or three times a week. Our service is tailored towards your company's requirements.

What time do you arrive?

This can be mornings, afternoons or evenings, we build our contracts around your company's actual needs.

Are you fully insured?

We have comprehensive insurance cover which amongst other things covers Public Liability for £5,000,000, employers liability and also loss of keys cover.

Can you provide references?

Yes, once you have received a formal quotation from us and are considering going ahead, we will be happy to provide you with a list of customer contacts.

Can you unlock/lock and alarm the building?

Yes, this is a regular service we offer all our clients large or small, this can be beneficial as a client, as we will carry out our service outside normal working hours and thus not disrupt your staff.

Are we issued a cleaning contract?

Yes, contracts are signed before going ahead with any work along with the opening of an account.

Can we contact you outside office hours in case of an emergency?

Even better, you will be given a unique customer PIN to access our brand new customer resource centre. At this central point of contact we can help you with any emergencies that may arise 24 hours a day, 365 days a year.