



Franchise Package List

- Business registration
- New Smartphone supplied and setup
- 3 Embroidered Shirts with logo
- 100 fridge magnets with your business details
- 2 @ 600mm x 300mm branded car sign magnets
- 1 @ Invoice book
- 1 @ Franchise manual

Cleaning chemicals

- 1@ Orange Solve 500ml
- 1@ Orange Squirt 5 litre
- 1@ Orange Squirt 1 Litre
- 1@ Zest Bathroom 1 Litre
- 1@ Zest Bathroom 5 Litre
- 1@ 1 500ml Enviro Friendly Glass Cleaner
- 1@ Enviro Friendly Mould Kill
- 1@ Stainless steel clean
- 1@ Orange Air freshener





Franchise Package List

- Vacuum with power head (Back Pack)
- Spare stainless wand
- 3 Labeled Spray bottles
- 2@ Non scratch sponge/scourers
- 2 @ 600mm x 300mm branded car sign magnets
- 1@ White pad scrubber
- 25 @ Microfibre Cloths
- 1@ Mop with handle
- Mop Bucket
- 1@ 2 Step Ladder
- 1@ Pull along basket
- 1@ Extendable Cob web brush
- Special hard floor tool
- Static duster
- 1 @ Box disposable gloves
- Window Squeegee
- Dust Pan
- Toilet Brush
- Hard scrubbing brush





Pocket PC

Technology the easy way!

We want your life as a Your Cleaner franchisee to be organised, efficient and as simple as possible which is why we all use a pocket pc (really just a big mobile!)

We supply (+ setup and train you to use) with a brand new pocket pc that has a mobile phone built in. You can put your sim card from your current phone into the pocket pc and it is up and running! (You can stay with your current mobile phone provider)

The pocket pc connects to the internet wirelessly to help us communicate!

When we book a job for you or send an email, the information goes instantly to your pocket pc. The same works when you send us information. It is an important part of our commitment to eliminate paper from the business and to help you work smarter rather than harder.

Jobs show automatically in real time so you know exactly when your next job is. You can use your finger to tap the screen and the appointment will show all information regarding the customer.



Here are some of the ways we use it on a daily basis:

- All jobs are sent to you wirelessly and instantly – a little reminder will tell you when something has changed or you have a new job.
- We communicate to each other via email wirelessly & you can send them to friends and family too
- Accounts, newsletters and other information is sent to the device
- All of your customer contact details are stored securely on it allowing you to find information about customers wherever you are.
- It's your mobile telephone – you can use it how you like of course but it's a handy tool for calling the office & customers.

Your pocket pc works as an everyday mobile phone and mobile email device with the added benefit of a calendar that is always up to date! If you are uncomfortable with technology, don't worry.... there isn't really anything to learn. All you need to do is be able to turn it on and off and the information is on the front screen.



Franchise purchase process

Meeting to discuss the business opportunity and answer questions

Pay deposit

Pay deposit of \$200 for document preparation (this will be refunded off the price of your business).

Supply documents

You will be provided with a copy of Your Franchise agreement, Disclosure Document and the Franchise Code of Conduct. You will then wait 14 days before you can sign your franchise agreement. You are not bound to a contract at this stage, it is an opportunity to properly consider the offer and get advice if required.

Note: Disclosure document must be held for 14 days before franchise agreement can be signed – this is the time where you can take the agreement and documents to an advisor – you are not signing any legally binding documents at this stage but you do need to sign the acknowledgement of disclosure document form to say that you received the disclosure docs from your cleaner.

Final Meeting

If you are going ahead with your franchise, we ask you to sign the agreement and we will witness. We will answer any questions you have during this meeting. Your 7 day cooling off period then begins. We are happy to answer any questions during this period.

Note: This is the legal document that we get you to sign in our presence; we witness it and keep it in the office. You have a seven day cooling off period with this contract and after that time you are legally bound to the agreement and officially become a Your Cleaner franchisee/s.

Pay for Franchise Package \$14990.00

We will arrange for all of your equipment and supplies to be delivered to you, some items will take up to 14 days to arrive but most will be received within 7 days. Training dates are confirmed and marketing your area begins.

Training commences

Train with an experienced franchisee for 5 days and also complete required office training. You will start to receive jobs after your training is completed and you are ready to work on your own.



YourCleaner FAQs – Adelaide

Q: How long is my agreement for?

A: Ten years comprising 2 periods of five years each.

Q: Why do companies charge a franchise royalty?

A: The royalty that is payable each month allows the Franchisor (Your Cleaner) to have the funds to administer the cost of running the franchise system including franchisee support, training, infrastructure, technology, marketing, promotion & administration. It also contributes to the profits of the company.

Q: Who do I buy my products from?

A: We have negotiated purchase agreements with our suppliers to ensure that you purchase quality products at the lowest prices. You will receive a list of suppliers in your training manual and it will be referred to during your training.

Q: How do I find my customers?

A: Our proven marketing programme includes paid letterbox drops, online marketing, referrals and print advertising supported by your own efforts will ensure that you are allocated jobs from date of commencement and on an ongoing basis. You will also achieve a high level of customer referrals as you establish your business. We handle all queries from customers and book the jobs for you.

Q: Do I need any prior experience?

A: No experience is required as we train you in all aspects of home cleaning. We also give you comprehensive training in how to operate your business successfully and give ongoing training whenever you require it.

Q: Can I sell my franchise?

A: Yes you can sell your franchise at any time with no additional fees payable. There is a charge if you would like us to sell it for you.





YourCleaner FAQs – Adelaide

Q: Why can other franchisees operate in my area?

A: We know from experience that some areas are very high demand and others are low demand. To provide customers and franchisees with the best experience with our company, it is beneficial to ensure that areas of high demand have adequate representation and lower demand areas are not over represented. If you live in a lower demand area, we will discuss areas we think will be best for you and also be close to your home.

Q.What happens when I am on holidays?

A: Customers understand that you will have holidays just as they do! As long as you tell them well in advance, there is never a problem. If you are fully booked then you will organise the time off with your customers prior to starting your holiday. If you are still looking for work, we will book in jobs so that you will have immediate work and income on your return.

Q: What training will I receive?

A: Your Cleaners comprehensive training includes hands on training by YOUR CLEANER until you are ready to proceed (usually 5 days). You also receive training in administration, book keeping and how to manage your business (usually 1-2 days).

Q: Who do I call if I need help whilst working or after hours?

A: Tony Richter is the contact for all franchisee enquiries. He will assist you with any day to day issues. If your vacuum breaks down, you have forgotten how to do something or need help with directions, give Tony a call and he will help you immediately and come out to you if required. At some stage over the next 12 months, Area managers (master franchisees) will be allocated to the four regions of Metropolitan Melbourne. These managers will be there solely to assist in daily operations and generate business for you.





YourCleaner FAQs – Melbourne

Q: How long is my agreement for?

A: Ten years comprising 2 periods of five years each.

Q: Why do companies charge a franchise royalty?

A: The royalty that is payable each month allows the Franchisor (Your Cleaner) to have the funds to administer the cost of running the franchise system including franchisee support, training, infrastructure, technology, marketing, promotion & administration. It also contributes to the profits of the company.

Q: Who do I buy my products from?

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YourCleaner FAQs – Melbourne

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Q.What happens when I am on holidays?

A: Customers understand that you will have holidays just as they do! As long as you tell them well in advance, there is never a problem. If you are fully booked then you will organise the time off with your customers prior to starting your holiday. If you are still looking for work, we will book in jobs so that you will have immediate work and income on your return.

Q: What training will I receive?

A: Your Cleaners comprehensive training includes hands on training by YOUR CLEANER until you are ready to proceed (usually 5 days). You also receive training in administration, book keeping and how to manage your business (usually 1-2 days).

Q: Who do I call if I need help whilst working or after hours?

A: Bhavin Shah is the contact for all franchisee enquiries. He will assist you with any day to day issues. If your vacuum breaks down, you have forgotten how to do something or need help with directions, give Bhavin a call and he will help you immediately and come out to you if required. At some stage over the next 12 months, Area managers (master franchisees) will be allocated to the four regions of Metropolitan Melbourne. These managers will be there solely to assist in daily operations and generate business for you.

