



FreshLet Cleaner Self-Employment Guide

This guide explains how FreshLet works and what you need to know as a self-employed cleaner. FreshLet is a platform that connects clients with independent cleaners, not a cleaning agency or employer. You choose which jobs to accept and how you work, and you are responsible for your own tax, safety, equipment, and conduct.

1. Your Self-Employment Status

You work for FreshLet as a self-employed cleaner. FreshLet does not supervise your work or provide equipment. You are responsible for your own Tax, Pension, National Insurance and expenses. You must be legally entitled to work in the UK and provide valid identification.

2. How FreshLet Works

FreshLet matches clients with cleaners based on location, availability and service type. Clients pay FreshLet directly. FreshLet assigns suitable cleaners, and you choose whether to accept the job. You complete the clean using your own methods and equipment (clients provide hoover, mop and bucket). You invoice FreshLet weekly for hours worked. Invoices may only be submitted once the client complaint window has passed. FreshLet reserves the right to withhold payment while investigating any service related dispute. FreshLet is not obliged to pay fees where an invoice has not been properly submitted in accordance with these terms.

3. What FreshLet Provides (and Does Not Provide)

FreshLet provides bookings, scheduling support, payment handling, communication and job allocation. FreshLet does not provide cleaning products, uniforms, insurance, transport or employment benefits. FreshLet does not guarantee hours.

4. Insurance

Public liability insurance is strongly recommended but not mandatory. You remain responsible for any incidents or damage. If you hold insurance you must keep it valid. FreshLet may introduce mandatory insurance in future. Please see insurance guide notes.

5. What You Must Bring to Each Job

You must bring your own cleaning products and cloths. Eco bookings require eco-friendly products. Standard bookings require everyday products. You must bring appropriate cleaning tools and gloves. Clients provide hoover, mop, bucket and access tools. Do not use unsafe or faulty equipment.

6. Service Types

FreshLet offers Eco Clean, Standard Clean, Mini Refresh, End-of-Tenancy Clean and HostCare

Turnover. You must follow the correct checklist for each service and complete only the tasks included.

9. Extra Time Rules

You must request FreshLet approval before working additional time. Stop and contact FreshLet if the home is larger, dirtier or different from the booking description.

10. Multi-Cleaner Jobs

Some jobs require more than one cleaner. Total labour time stays fixed (example: 6-hour booking = two cleaners working 3 hours each). You are paid for the hours you personally work. You must work cooperatively with other cleaners.

11. HostCare Responsibilities

HostCare includes Standard Clean tasks plus linen change (clean linen provided by client), staging, amenity top-ups, dishwasher check, quick damage check, guest-ready reset and waste removal. You must report late checkouts, missing linen and access issues immediately.

12. What Each Clean Includes:

Service	Minimum Time	Includes	Does Not Include
Eco Clean (Eco Clean uses non-toxic products)	2-hour minimum Extra rooms: 30 minutes each	Kitchen surfaces, hob, microwave interior, sink, bathroom surfaces, toilet, basin, shower/bath, dusting, hoovering, mopping, light tidy and bins.	Oven interior, fridge interior, cupboard interiors, deep limescale, appliance interiors, detailed tasks, full windows or add-ons unless booked.
Standard Clean	2-hour minimum Extra rooms: 30 minutes each	Kitchen surfaces, hob, microwave interior, sink, bathroom clean, hoovering, mopping, dusting, light tidy and bins.	Oven interior, fridge interior, cupboard interiors, deep limescale, appliance interiors, detailed tasks, full windows or add-ons unless booked.
Mini Refresh	1 hour fixed (Standard products)	Light surface reset, light tidy, quick vacuum of main areas.	Dusting, mopping, full kitchen or bathroom cleaning, bins, deep cleaning, extra rooms or add-ons.
HostCare Turnover	2-hour minimum (Eco/Standard products) Extra rooms: 30 minutes each	Standard tasks, linen change, staging, amenity top-ups, dishwasher check, quick damage check, guest-ready reset, hoovering, mopping, tidy-up and waste removal.	Washing used linen, deep cleaning or unbooked tasks.
End-of-Tenancy	4-hour minimum (Standard products) Extra rooms: 60 minutes each	All Standard tasks, oven interior, fridge/freezer interior if defrosted, cupboard interiors if emptied, extractor hood degreasing, dishwasher interior, washing machine drawer/seal, window interiors and tracks, high-level dusting, detail dusting, skirting, radiators, switches, behind/under movable furniture, edge-to-edge hoovering and full mopping.	Exterior windows, mould, hazardous waste, silicone damage or restoration.

13. FreshLet Add-Ons & Bundles – Cleaner Rules

Add-ons and bundles must only be completed if booked through FreshLet.

Add-ons and bundles have fixed tasks and fixed time. Do not extend or modify tasks.

Add-On	Time Needed	Description + Limitations
Oven Clean	60 min	Full single oven deep clean.
AGA / Range Oven	120 min	Full AGA / Range oven clean.
Standard Fridge Interior	45 min	Standard fridge shelves and drawers.
Fridge Freezer Combo (Large/American)	120 min	Large American fridge interior clean.
Standard Freezer Interior (Defrosted)	45 min	Only completed if fully defrosted.
Fridge + Freezer Combo (Standard)	90 min	Standard-size fridge + freezer; freezer must be defrosted.
Cupboard Interiors	30 min	Per room; cupboards must be fully emptied.
Extra 6 Interior Windows	50 min	6 standard interior windows (or 2 floor-to-ceiling windows).
Conservatory Interior Clean	45 min	Includes dusting, interior frames, and floor.
Pantry Clean	75 min	Light organising only; area must be decluttered before arrival.
Heavy Limescale	30 min	One area only (bath, shower, or taps). Not suitable for End-of-Tenancy cleans.

FreshLet Bundles (homes up to 3 bedrooms):

FreshLet Kitchen Reset: standard oven clean, standard fridge/freezer interior, cupboard interiors.

Freezer must be fully defrosted before you arrive. Cupboards must be emptied by the client. Only includes one standard-size oven

FreshLet Bathroom Glow-Up: deep bathroom detail, safe limescale, cabinet interiors. Cabinets must be emptied by the client.

Mould removal is not included. Only covers one bathroom.

FreshLet Home Pro Shine: 6 standard window interiors, skirting boards, switches, cupboard exteriors. Standard windows only, floor-to-ceiling windows count as two.

Excludes patio doors, conservatories, exterior glass.

Bundles must be added to a main service:

- You **cannot perform a bundle on its own.**
- Bundles must be booked by client alongside a:
 - **Standard Clean,**
 - **Eco Clean,** or
 - **HostCare Turnover.**

Product type matches the main booking:

- Use **Standard Products** if the main booking is Standard.
- Use **Eco Products** if the main booking is Eco.
- HostCare uses the product type selected in the main booking.

Bundles have a fixed time:

- Kitchen Reset → **120 minutes**
- Bathroom Glow-Up → **75 minutes**
- Home Pro Shine → **75 minutes**

For full details, see our [cleaner terms and conditions](#).