



FreshLet Cleaner Code of Conduct

Welcome Pledge

Introduction

FreshLet is a platform that connects clients with vetted, self-employed cleaners. FreshLet is not a cleaning agency or employer. We do not supervise your work, control your methods, or provide cleaning equipment. By joining FreshLet, you agree to follow this Code of Conduct to protect clients, yourself and the platform. Failure to follow this Code may result in suspension or removal.

Code of Conduct

By joining FreshLet, you agree to the following standards:

1. Professional Behaviour & Appearance

- Present yourself professionally.
- Be polite, respectful and non-confrontational.
- Maintain good hygiene and wear clean clothing.
- Do not smoke, vape, drink alcohol or eat while working.
- Do not bring other people, partners, children or pets.
- Do not take photos unless FreshLet requests them.
- Be respectful at all times.
- Do not make negative comments.
- Do not enter rooms not included in the booking.

2. Punctuality & Reliability

- Arrive on time.
- Inform FreshLet immediately if delayed.
- Give maximum notice for cancellations.
- Repeated lateness or no-shows may result in removal.

3. Communication Standards

- Communicate clearly and professionally.
- Respond promptly to FreshLet messages.
- Do not discuss pricing, payments or discounts with clients.
- Do not agree to extra work or changes directly with clients.

4. No Off-Platform Work

- Do not exchange personal contact details.
- Do not accept private bookings or cash payments (unless tips)
- Do not take clients off the FreshLet platform (immediate removal).

5. Safety, Access & Property Respect

- Work safely at all times.
- Report unsafe or unexpected conditions.
- Do not open drawers or cupboards unless interior cleaning is booked.
- Do not move heavy furniture unless safe.
- Leave the property secure and tidy.

6. Supplies & Materials

- Bring your own products (Eco or Standard as booked).
- Use only safe cleaning products suitable for surfaces.
- Clients provide hoover, mop, bucket and access tools.

7. Public Liability Insurance

- Strongly recommended.
- You are responsible for incidents and damage.
- Maintain valid insurance if you hold it.
- FreshLet may introduce mandatory insurance.

8. Service Quality Standards

- Follow the correct service requirement(s) and booking information for the booked service.
- Complete all booked tasks.
- Notify FreshLet if more time is required.
- Re-cleans are your responsibility.
- Do not complete unbooked tasks.
- Do not enter unbooked rooms.
- Do not swap tasks in bundles or add-ons.
- Do not declutter or reorganise client belongings.
- Do not remove mould, silicone stains or permanent damage.
- Do not dismantle ovens, extractor fans or appliance parts.
- Do not climb on furniture or unstable surfaces.

- Do not move heavy furniture.
- Do not clean exterior windows unless booked.
- Do not attempt repairs.
- Do not use unsafe equipment.
- Do not bring guests, partners, children or pets.
- Do not discuss pricing with clients.
- Do not accept cash or off-platform work.
- Do not share personal contact details.
- Do not leave the property unsecured.
- Do not ignore hazards – report them immediately.
- Do not swap tasks in bundles or add-ons.

9. HostCare Standards

- Complete linen changes, staging, amenity resets, dishwasher check and guest-ready reset.
- Report late checkouts, access issues or guest-related problems immediately.

10. Extra Time & Adjustments

- Request approval before working beyond the booked time.
- Stop and report if the home is larger, dirtier or not as described.

11. Multi-Cleaner Jobs

- Labour hours are fixed and shared between cleaners.
- You are paid only for hours you personally work.
- Cooperate professionally with other cleaners.

12. Payments & Invoicing

- Clients pay FreshLet before the clean.
- Your payment is released after the 12-hour client feedback period.
- Submit weekly invoices by Friday 5pm using the official invoice template.
- Payments are processed Tuesday 10am.
- Payments may pause during complaint investigation.

13. Confidentiality

- Keep all client information confidential.
- Do not discuss client details.
- Do not share photos unless requested by FreshLet.
- Never share your login details for any platforms or systems assigned to cleaners.

14. Integrity & Honesty

- Be honest about tasks, hours and availability.
- Report accidental damage immediately.
- Dishonesty may result in removal.

15. Performance Reviews (Three-Strike System)

- Lateness, poor performance or conduct issues result in strikes.
- Repeated cancellations may lead potential removal from the platform.
- Serious breaches (fraud, theft, abuse) may lead to immediate removal.

16. Removal from Platform

- FreshLet may remove cleaners for unsafe practices, misconduct, dishonesty, repeated complaints or breaching this Code of Conduct.

17. Agreement

- By joining FreshLet or accepting bookings, you agree to this Code of Conduct.

18. Tips

- Clients may give tips voluntarily.
- Cleaners keep 100% of tips.
- You must not request or pressure clients for tips.

19. Accidental Damage

- • Report accidental damage or breakages before leaving the property.
- • Do not admit liability to the client.
- • Follow FreshLet instructions for photos or notes.
- • Cooperate fully with resolution.

20. Property Closure

- Lock all doors and windows.
- Return keys to the agreed location.
- Leave appliances and heating in a safe state.
- Failure to secure a property may result in removal.

21. Use of Client Equipment

- Do not use unsafe, broken or faulty equipment.
- Report unsafe equipment immediately.
- Do not attempt repairs.

22. Unsafe or Unsuitable Work

- Stop and contact FreshLet if there is mould, infestation, hazardous waste, unsafe electrics or unsafe conditions.
- Prioritise your safety.
- If you feel unsafe, leave immediately and contact FreshLet.

23 Recurring Clients (Weekly/Fortnightly)

- Maintain consistent availability.
- Notify FreshLet at least 48 hours before the next clean if availability changes.

24. Keys & Access Codes

- Keep all access details confidential.
- Do not share codes or key locations.
- Return keys to the correct place after the job.

Welcome Pledge

By working with FreshLet, you agree to deliver every clean to the best of your ability, treat clients and their homes with care and respect, communicate clearly and honestly and take pride in being a trusted, independent professional.