

Client Ref No \_\_\_\_\_

# Residential Client Service Agreement

Congratulations! You have taken an important step in the process of becoming more organised.

Please read this agreement carefully. It is designed to ensure we understand each other's' expectations and to have a rewarding organising experience. You are most welcome to discuss it with me now and ask any questions you may have before signing.

This agreement is between the client (you)

\_\_\_\_\_ and

**Your Organising Business name** (us), at Registered Business Address

## Scope of Work

We will provide the following services to you (Please tick the required boxes)



### On Site Assessment General Home Organisation

Includes:

- Issue analysis and discussion of needs
- Discussion of storage solutions
- Verbal recommendations

Cost

\$ XXX



### Hands on Home Organising Service

Includes:

- Hands on declutter with you!
- Product recommendations and suggested storage solutions
- Discussion of change management practices
- One delivery of donations to charitable organisation

Cost Senior Organiser

\$ XX per hour

Assisting Organiser

\$ XX per hour



### Follow Up Report for General Home Organisation

Includes:

- Personal action plan
- Information about disposal options
- Suggestions about storage solutions
- Recommendations for change management practices

Cost

\$ XXX

The service will be delivered at the following location

M: your mobile/cell P: your landline  
e: you@yourbusinessname.com.au  
www.yourbusinessname.com.au  
Registered Business Address  
ABN 00 000 000 000 (Australia)

Insert logos eg  
AAPO /APDOLogo

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**Comment [1]:** Note: we have avoided calling this a contract as some clients may feel confronted by this.

Place your company logo in the top right hand side of the page.

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**Comment [2]:** Take two copies of the agreement. Read through the client through the agreement and ask them to sign one for your records and leave the other copy with the client.

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**Comment [3]:** Insert the clients name here. Complete as many details in the form as you can before meet the client.

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**Comment [4]:** List your key services and briefly describe what each service entails. Keep the wording clear and simple.

Your services may range from timed sessions, to whole home packages and everything in between. We have provided 3 possible example.

For more information concerning determining your niche and delivering service please contact us regarding our training.

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**Comment [5]:** Insert the clients address here.

## Our Guarantee to You

We will:

- be honest and respectful of you and your property at all times.
- communicate clearly and without judgement
- communicate fees and estimated timeframe for projects before performing any services
- perform all services with reasonable skill and care.
- maintain the confidentiality of all information of a personal or financial nature obtained in the course of providing our services.
- Respect your privacy at all times. We will not disclose your details to third parties unless you have consented, we are required to do so by law or we need to in order to provide you with our services.
- Never remove anything from your property without your express verbal or written permission.
- endeavour to conduct our business in an environmentally responsible manner.
- adhere to the AAPO Code of Conduct.

## You agree to

- Respect the agreed appointment time
- Communicate any expectations and/or concerns you may have about the work being undertaken.
- Understand the importance of the health and safety of the organiser.
- Implement any agreed action points within the agreed time frame.

## Disclaimer

- Any advice offered is general in nature and, where necessary, independent advice should be sought.
- The decision to dispose of any item or material remains your sole responsibility.
- We assume no liability for the quality or performance of any products purchased under your instruction.
- Where we use/recommend other service providers, we are not responsible for their conduct or work. While we try to use /recommend reputable contractors, where delays, damage or disputes occur, you agree to release us, our employees and/or contractors from and against all liability.

## Payment Terms

- Payment is required within XXXXX.
- Payment is accepted in XXX, XXXX, or XXXX .
- Where an appointment is rescheduled or cancelled without XX prior notice, a cancellation fee of \$ XX may apply.
- Fees exclude any organising products or hardware which may be required. Purchase of products can be arranged on request.
- Fees do not include any costs of disposal.
- Should you terminate our services and we have already commenced work, then payment is required for the cost of work done to date.

\_\_\_\_\_  
Business Representative Signature

\_\_\_\_\_  
Clients Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

M: your mobile/cell P: your landline  
e: you@yourbusinessname.com.au  
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ABN 00 000 000 000 (Australia)

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**Comment [6]:** Before providing a service to dispose of a client's belongings, we suggest you contact your insurer regarding potential liability issues. For more information concerning this topic, contact us regarding our training.

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**Comment [7]:** If you are a member, it is a good idea to provide a copy of the Code of Conduct.

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**Comment [8]:** Insert your payment terms here.

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**Comment [9]:** Insert the forms of payment you accept, eg cash, credit card, direct deposit etc.