

CLIENT INFORMATION FORM

KINDLY COMPLETE FORM IN BLACK INK AND EMAIL BACK TO US.



CLIENT DETAILS

Name and Surname _____

Contact Number: _____

Email Address: _____

Physical Address: _____

Area/Suburb: _____

DOMESTIC SERVICES OFFERED:

Kindly indicate which service you are particularly enquiring about:

Housework Support Services where HelpingHands@Home is the Employer?

☐ Yes ☐ No

Domestic Placement Services where you prefer to be the employer of your domestic helper (we will source and screen suitable candidates according to your unique requirements)?

☐ Yes ☐ No

PROPERTY DETAILS

Property Type

- ☐ House
- ☐ Townhouse (Within a Complex)
- ☐ Flat (Within a Block of Flats)
- ☐ Flat (Within a Complex)
- ☐ Retirement Unit
- ☐ Estate Home
- ☐ Garden Cottage / Granny Flat

Approximate Home Size (m²): _____

- ☐ Single-Storey
- ☐ Double-Storey
- ☐ Triple-Storey

Number of Occupants: _____

Do you work from home?

☐ Yes ☐ No

Do you have Domestic Workers in your employ?

☐ Yes ☐ No

Do you have indoor pets?

☐ No

☐ Dog(s)

☐ Cat(s)

☐ Other: _____

BOOKING DETAILS

Preferred Day(s): _____

Alternative Day(s): _____

Date of Commencement: _____

SERVICE FREQUENCY

☐ Daily (Mon–Fri)

☐ Daily (Mon–Sat)

☐ Weekly (1 day per week)

☐ Weekly (2 days per week)

☐ Weekly (3 days per week)

☐ Weekly (4 days per week)

☐ Bi-Weekly (Every Second Week)

☐ Once Monthly

☐ Twice Monthly

☐ As Needed (Minimum once-monthly or for an additional day with on-going housework support)

PREFERRED START TIME:

☐ 07:30

☐ 08:00

PREFERRED END TIME:

☐ 15:30

☐ 16:00

Other: _____

LOGISTICS

Do public transport services drop off and pick up domestic helpers close to your home?

☐ Yes ☐ No

If no, are you happy to collect your assigned helper from a safe designated area?

☐ Yes ☐ No

HOW DID YOU HEAR ABOUT HELPINGHANDS@HOME?

- ☐ Facebook
- ☐ Instagram
- ☐ WhatsApp Group
- ☐ Referral
- ☐ Existing Client
- ☐ Google Search
- ☐ Other: _____

LIVING AREAS REQUIRING HOUSEWORK TASKS PERFORMED

A form with your selected living areas below will be sent to you with the tasks each of our helpers perform once we have received this form from you.

- ☐ Kitchen
 - ☐ Scullery
 - ☐ Dining Room
 - ☐ Main Bedroom
 - ☐ Ensuite Bathroom
 - ☐ Children's Bedroom (specify number of children's bedrooms and if each has an ensuite bathroom)
 - ☐ Ensuite Bathroom
 - ☐ Guest Bedroom (specify number of guest bedrooms and if each has an ensuite bathroom)
 - ☐ Ensuite Bathroom
 - ☐ Main Bathroom
 - ☐ Lounge / Living Room
 - ☐ Family Room / TV Room
 - ☐ Home Office (work from home set-up)
 - ☐ Study / Hobby Room
 - ☐ Entrance Hall
 - ☐ Passage(s)
 - ☐ Laundry Room
 - ☐ Front Patio / Verandah
 - ☐ Back Patio / Verandah
 - ☐ Laundry (washing of clothes)
 - ☐ Ironing
 - ☐ Window Cleaning (inside)
 - ☐ Window Cleaning (outdoor ground floor windows only)
 - ☐ Other Living Areas not listed above:
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THE BELOW AREAS SHALL INCUR AN ADDITIONAL COST. DETAILS ARE REQUIRED AND SEPARATE TASK REQUIREMENT FORM(S) WILL NEED TO BE COMPLETED AND SENT BACK TO US.

- ☐ Outdoor Office(s)
- ☐ Outdoor Room(s)
- ☐ Staff Accommodation
- ☐ Student Accommodation
- ☐ Garden Cottage(s) / Granny Flat(s) (Whether attached to the main house or not)
- ☐ Other: Describe below:

CLIENT DECLARATION

I confirm that the information provided above is true and correct to the best of my knowledge and understand that a quotation will be prepared based on all information supplied.

Client Name: _____

Client Signature: _____

Date: _____