

## **Services**

As a full-service organising consultant, Restored Home Organising will provide the following organising services based on your needs.

### **Initial Consultation**

30 minute Free Initial Consultation Call or Video Chat

The purpose of the initial consultation call and in-home space assessment is to identify and define the client's organising challenges and the vision and goals that they have for the space being organised. Due to the fact that each person's situation is unique, it is essential to get a clear picture of where the client is currently and where they are headed before progressing forward. The initial consultation call or video chat takes approximately 30 minutes and involves asking in depth questions about the space and the current struggles that the client is facing with regards to the organising systems within the space. During the initial consultation call, the client will be made aware of the services and packages available, the fees that are charged for these services and packages and the process of working with Restored Home Organising during an organising project.

### **Space Assessment**

45 minute in-home Space Assessment with a fee of £25

The in-home Space Assessment involves completing the Client Space Assessment Questionnaire, viewing the space to be organised and understanding the struggles associated with the space as it currently is, as well as measuring and photographing the space. Signing the Letter of Agreement and scheduling organising sessions will also occur during the in-home Space Assessment.

### **Organising Sessions**

Minimum of 4 hours (One session)

The time needed for the project organising sessions and implementation varies according to client needs, goals and participation in the organising process. A specific project timeline can not be accurately estimated up front, as clients each require an individual and unique approach to creating and implementing an organising system. Time required for clients to make decisions and other variables can greatly influence estimated timelines and schedules. A custom and unique Organising Plan of Action will be drafted and followed and both the client and Restored Home Organising will have assignments or tasks to complete in order for the project to be a success. Included in the package price will be a maximum of two revisions of the Organising Plan of Action. It is important to note that if the client does not follow these tasks and assignments, the project might not be as successful as possible. Any hours remaining for paid packages that have not been used in the current project may be used by the client for up to 6 months from the date of the last organising session of the current project.

## **Shopping**

Restored Home Organising does not sell organising or storage containers. A fee of £30 per hour will be charged for shopping services. Full reimbursement from the client for the containers purchased will be made to Restored Home Organising. The client is encouraged to shop for storage containers, together with Restored Home Organising, to ensure complete client approval.

## **Follow Up and Evaluation**

30 minute Free Follow Up Call or Video Chat

Once the organising system has been put into place, it is important to evaluate how the system is working. Within thirty days of implementation, Restored Home Organising will provide a 30 minute follow up call or video chat to discuss with the client whether the system implemented is working or not and if any improvements should be made. Restored Home Organising will provide Email feedback with ideas and solutions that the client could possibly further implement to improve the system.

## **Maintenance Packages**

Minimum of 4 hours per month

After the space has been organised by Restored Home Organising, Maintenance Packages can be booked and scheduled for either weekly, fortnightly or monthly tidy up services. The price will vary depending on the frequency of the maintenance visits and the length of time the Maintenance Package will run for. Restored Home Organising offers a 6 month Maintenance Package for £35 per hour, with a minimum of 4 hours per month, or a 12 month Maintenance Package for £30 per hour, with a minimum of 4 hours per month.

## **Services Not Provided**

Restored Home Organising does not provide house cleaning, assembly of furniture, shelving, closet systems, moving of heavy furniture, climbing extension ladders or any other similar type of activities

**Health and Safety**

Restored Home Organising will not operate under conditions that put us or our clients at risk. These conditions include but are not limited to: rodent droppings or rodents being present in the premises being worked in, areas that contain fire hazards, excessive dust or strong odours and fumes, unsafe or unstable buildings, pest infestations, mould affected areas, and any other conditions deemed to be unsafe or unsuitable to work in.

**Smoking and Vaping**

Restored Home Organising will not operate in a home or space where smoking or vaping are present, due to respiratory problems related to asthma.

**Pets and Children**

Pets and children are both sensitive to changes in environment and in order to minimize disruption to the process, it is kindly advised that children and pets are kept safely away from the area being organised.

**Photographs and Marketing**

May we use your before and after photographs for use of marketing materials on our website, blog, newsletter and social media posts?

Yes / No

## **Operating Hours**

Restored Home Organising operating hours are Monday to Friday, 9am - 5pm. Previously agreed upon and requested arrangements can be considered for in person organising sessions on Saturdays from 9am - 1pm. Correspondence with clients, including Email correspondence, phone calls, video chats and text messaging, is restricted to these operating hours and the client must be aware that Restored Home Organising will only respond to any correspondence within the above mentioned operating hours.

## **Fees and Payment Policy**

Payments can be made with BACS payment or in cash.

The Space Assessment fee of £25 is payable at the end of the in-home Space Assessment.

In order to book and schedule the Organising Package Sessions, a 50% upfront payment is required.

The outstanding balance will be due at the end of the organising project.

Restored Home Organising has a no refund policy.

A monthly BACS payment is required for all Maintenance Packages.

Travel costs of 45p per mile will apply for bookings that are over a 30 mile radius of TF1, England.

Restored Home Organising has a no refund policy.

## **Cancellation Policy**

Any appointments cancelled by a client with less than 48 hours notice to Restored Home Organising will be charged for the full amount of the scheduled appointment time, unless in the case of an emergency or limiting weather conditions.

## **Confidentiality**

Due to the nature of the services provided, Restored Home Organising may come into contact with confidential and personal information of the client. Restored Home Organising shall not disclose any personal or confidential information of the client and shall maintain the highest standards of confidentiality. However, this does not apply in the instance that the client grants permission to Restored Home Organising to take before and after photographs of the space and use them for marketing purposes.

## **Limitation of Liability**

The client will review all materials that Restored Home Organising recommends be disposed of by means of recycling, shredding, donation, re-sale, or any other means agreed to between the client and Restored Home Organising. The client agrees that Restored Home Organising and its employees are not responsible for any loss or damage caused by the client's failure to carefully inspect disposed items. The client also agrees that Restored Home Organising and its employees are not liable for any loss or damage, including consequential damages, that the client sustains as the result of services or advice provided by Restored Home Organising or its employees, under this Agreement, including any loss or damage caused by the negligence or fault of Restored Home Organising or its employees.

This Letter of Agreement constitutes the understanding of standard Restored Home Organising services and fees between the parties; its terms can be modified only by a written amendment to this agreement, signed by both parties.