USparkle

A trading name of SPARKLEGO LTD

Tender submission pack

Prepared 22 September 2026

Company details

Company name: SPARKLEGO LTD
Company number: 17471969 (England and Wales)
Incorporated: 21 September 2026
Registered office: 66 Paul Street, London, EC2A 4NA
Trading address: Same as registered office
VAT: Not VAT registered yet

Insurance

Insurer / broker: Simply Business
Policy reference: AZBI5757583XB
Public liability: up to £5,000,000
Employers liability: up to £10,000,000
Valid: 22 September 2026 – 21 September 2027

Cleaning workforce

All cleaners are self-employed contractors, ID-checked and DBS-checked.

What is inside

- Public liability insurance certificate — pages 2–2
- Cleaning risk assessments — pages 3–9
- Company document pack (registration, policies) — pages 10–18
- Services companies want (capability statement) — pages 19–21

Certificate of Insurance

Issue date: 22 September 2026

Simply Business certifies that the information for Sparklego LTD shown here is correct, as of the issue date above.

For full policy terms and conditions, please refer to the policy wording document.

Company name	Sparklego LTD
Policy number	AZBI5757583XB
Trade/Business	Cleaner - office
Public liability	up to £5,000,000
Employers liability	up to £10,000,000
Policy start date	22 September 2026
Policy end date	21 September 2027



David Summers

Group CEO, Simply Business

Simply Business is a trading name of Xbridge Limited which is authorised and regulated by the Financial Conduct Authority (Financial Services Registration No: 313348). Xbridge Limited (No: 3967717) has its registered office at 4th Floor Hylo, 105 Bunhill Row, London EC1Y 8LZ. VAT registration no: 373 1543 05.

Cleaning Risk Assessments

Company-wide risk assessment for cleaning tasks, equipment, chemicals and site hazards

Company	SPARKLEGO LTD (trading as USparkle)
Company number	17471969
Registered office	66 Paul Street, London, EC2A 4NA
Insurance	Simply Business — policy AZBI5757583XB, public liability £5,000,000, employers liability £10,000,000, valid to 21 September 2027
Assessment date	22 September 2026
Review date	22 September 2027 (or sooner after any incident or change of method, equipment or chemical)
Assessment scope	All domestic and commercial cleaning work carried out by USparkle cleaners and approved contractors across the United Kingdom
Assessor	Director, SPARKLEGO LTD

How risk is scored

Risk rating = Likelihood (L) × Severity (S), each scored 1 to 5. 1–6 low (green, monitor), 8–12 medium (amber, further controls planned), 15–25 high (red, work must not proceed until reduced).

L × S	1	2	3	4	5
1	1	2	3	4	5
2	2	4	6	8	10
3	3	6	9	12	15
4	4	8	12	16	20
5	5	10	15	20	25

Rows down = likelihood, columns across = severity.

1. General cleaning tasks

Hazard	Who is at risk	Existing controls	L	S	R	Further action
Slips, trips and falls on wet or freshly mopped floors	Cleaners, clients, public	Wet floor signs placed before mopping and left until dry; clean in sections leaving a dry walkway; non-slip footwear worn; spillages cleared immediately; cables kept out of walkways.	2	3	6	Spare wet floor signs carried in every cleaner kit; checked at monthly kit audit.
Manual handling — moving furniture, buckets, vacuum cleaners	Cleaners	Manual handling covered in induction training; two-person lift for anything heavy or awkward; buckets filled part-full; trolleys and wheeled equipment used; no lifting above shoulder height.	2	3	6	Annual refresher on manual handling recorded in the training module.
Working at height — high dusting, curtain rails, light fittings	Cleaners	No standing on chairs, tables, baths or worktops; only class EN131 step stools or steps supplied by USparkle; extension poles used wherever possible; three points of contact; steps checked before use.	2	4	8	Ladder/step condition check added to the pre-job checklist in the app.
Sharps, broken glass and needles in waste	Cleaners	Never press waste down by hand; puncture-resistant gloves worn; broken glass swept with dustpan and wrapped before binning; sharps not handled — job stopped and reported through the app.	2	4	8	Sharps found on site reported as an incident; site flagged before repeat visits.
Lone working in customer homes and empty premises	Cleaners	Job start and finish clocked in the app so the office knows where each cleaner is; customer address and contact held centrally; cleaners leave immediately and call if they feel unsafe; no working after dark in empty premises without agreement.	2	4	8	In-app check-in reminder if a cleaner has not clocked out 30 minutes after the expected finish.
Fatigue and stress from long shifts or tight schedules	Cleaners	Realistic job durations set at booking; travel time allowed between jobs; breaks built into shifts over 6 hours; cleaners can decline jobs.	2	2	4	Monitor ratings and complaints for signs of over-booking.

2. Equipment

Hazard	Who is at risk	Existing controls	L	S	R	Further action
Electric shock from vacuums, polishers and extension leads	Cleaners, occupants	Visual check of plug, lead and casing before every use; damaged equipment taken out of service and labelled; PAT testing of company electrical equipment every 12 months; no equipment used in wet areas unless rated for it; RCD used outdoors.	2	4	8	PAT test records kept with the equipment register and renewed annually.
Entanglement or contact with moving parts (rotary machines, vacuum brush bars)	Cleaners	Only trained cleaners use rotary and carpet machines; machines unplugged before clearing blockages or changing pads; long hair tied back; no loose clothing or jewellery.	1	3	3	Skill gate in the app restricts machine jobs to trained cleaners.
Trailing cables causing trips	Cleaners, clients, public	Cables run behind the cleaner and along walls; nearest socket used; cable tidied as work progresses; work area cordoned in public places.	2	3	6	No further action — controls adequate.
Noise from vacuums and floor machines	Cleaners	Modern low-noise machines used; exposure short and intermittent; ear protection available for extended floor machine work.	1	2	2	Review if any machine exceeds 80 dB in regular use.
Hot water, steam cleaners and vapour burns	Cleaners	Gloves worn; steam machines pointed away from the body; machines depressurised before opening; no refilling while hot.	2	3	6	Manufacturer instructions kept with each steam machine.
Defective or borrowed customer equipment	Cleaners	USparkle equipment used by default; customer equipment only used if visibly sound and the customer confirms it is maintained; anything doubtful is refused and reported.	2	3	6	Cleaners record refusals in the job notes.

3. Chemicals (COSHH)

Hazard	Who is at risk	Existing controls	L	S	R	Further action
Skin irritation and dermatitis from detergents and degreasers	Cleaners	Nitrile gloves supplied and worn for all wet work; products diluted to manufacturer rates; hands washed and dried after use; barrier/after-work cream available; cleaners report any skin changes.	2	3	6	Skin checks discussed at each supervision; switch to milder product if reported.
Eye and respiratory harm from sprays, bleach and acidic descalers	Cleaners, occupants	Trigger sprays applied to the cloth, not into the air; windows opened and extractors used; eye protection for descalers and oven products; no spraying near occupants or pets.	2	4	8	Safety goggles added to every cleaner kit and checked monthly.
Toxic gas from mixing chemicals (bleach + acid/ammonia)	Cleaners, occupants	Absolute rule: never mix products. One product per surface, rinse between products. Training covers this explicitly. Products kept in original labelled containers.	1	5	5	Mixing rule repeated in the in-app pre-job checklist and annual refresher.
Accidental ingestion or contact by children, vulnerable adults or pets	Occupants	Chemicals never left unattended; caddy kept with the cleaner at all times; products removed from site or locked away at the end of the job; child and pet presence noted at booking.	1	5	5	Booking form flags children/pets so cleaners plan the order of work.
Unlabelled or decanted products	Cleaners, occupants	Decanting only into correctly labelled bottles supplied by USparkle; unlabelled containers disposed of; safety data sheets held for every product in use and available on request.	2	4	8	COSHH file and safety data sheets reviewed annually or when a product changes.
Chemical spills	Cleaners, occupants	Small spills absorbed, ventilated and rinsed; large spills — area evacuated, job stopped and the office informed; spill wiped with water, never another chemical.	2	3	6	Spill procedure printed on the inside of each caddy.

4. Site and environmental hazards

Hazard	Who is at risk	Existing controls	L	S	R	Further action
Biological hazards — bathrooms, bodily fluids, waste, mould	Cleaners	Colour-coded cloths (red for toilets, blue general, yellow washroom, green kitchen); disposable gloves and aprons for bathrooms and waste; hands washed after every area; hepatitis awareness in induction; heavy mould jobs quoted as specialist work with RPE.	2	4	8	FFP3 masks stocked for mould and heavy soil jobs.
Builders' cleans and end-of-tenancy sites — dust, debris, unfinished works	Cleaners	Site walked and photographed before work; dust masks, gloves and sturdy footwear worn; no work alongside active trades where practicable; no clearing of construction waste or hazardous material.	3	3	9	Pre-visit site check required for every builders' clean over 4 hours.
Asbestos in pre-2000 buildings	Cleaners	Cleaners never drill, sand, scrape or disturb ceilings, artex, pipe lagging or panels; any suspected material — stop work, leave the area, inform the office and the client.	1	5	5	Client asked to confirm an asbestos register for commercial pre-2000 premises.
Aggression, harassment or unsafe behaviour by occupants	Cleaners	Cleaners may leave at any time without penalty and are paid for the time attended; incidents logged in the app; repeat customers blocked; no cleaner sent back to a site after a reported incident.	2	4	8	Incident log reviewed monthly by the director.
Animals and pets on site	Cleaners	Pets noted at booking; customers asked to secure animals; cleaners not required to work in a room with a loose dog; bites or scratches reported and treated.	2	3	6	Pet question kept mandatory on the booking form.
Fire and emergency evacuation	Cleaners	Escape routes identified on arrival and kept clear; equipment never blocks fire doors or wedges them open; site alarm procedure followed; cleaners report to the assembly point and inform the office.	1	5	5	Commercial sites asked for their fire procedure at contract start.
Driving and travel between jobs	Cleaners	Valid licence, MOT, tax and business-use insurance required from any cleaner driving to jobs; no phone use while driving; routes planned with realistic travel time.	2	4	8	Driving document checks recorded in the compliance module.
Working in occupied public areas — offices, schools, venues	Cleaners, public	Barriers and signage used; work timed outside busy periods where possible; trolleys never left unattended; DBS-checked cleaners only for schools and vulnerable settings.	2	3	6	Skill and DBS gating enforced by the booking system.
Infectious disease control	Cleaners, occupants	Hand hygiene, single-use cloths in high-risk areas, cleaners do not attend work when unwell, disinfectant used on high-touch points.	2	3	6	Procedure reviewed against UKHSA guidance annually.

Personal protective equipment (PPE) supplied

Item	Used for
Nitrile disposable gloves	All wet work, chemical handling, bathrooms and waste
Puncture-resistant gloves	Waste handling, builders' cleans, glass
Safety goggles	Descalers, oven cleaners, overhead spraying
Disposable aprons	Bathrooms, bodily fluids, heavy soil
FFP2 / FFP3 masks	Dusty builders' cleans, mould remediation
Non-slip closed-toe footwear	All jobs
Wet floor signs	Any mopping or wet cleaning
Knee pads	Floor-level and bathroom work

Training and competence

• Every cleaner completes induction training before their first job: health and safety, COSHH and chemical safety, manual handling, lone working, safeguarding and infection control.

• Specialist tasks (rotary and carpet machines, builders' cleans, work at height beyond a step stool) are skill-gated in the USparkle app — only cleaners with the recorded training are offered those jobs.

• DBS checks are held for cleaners working in schools, care settings and with vulnerable adults.

• Training records, certificates and refresher dates are held in the compliance area of the USparkle system and are available to clients on request.

Accidents, incidents and emergencies

• All accidents, near misses, damage and aggressive behaviour are reported through the USparkle app the same day and recorded in the accident book.

• Reportable injuries, dangerous occurrences and occupational diseases are reported to the HSE under RIDDOR.

• First aid kits are carried in every cleaner kit; serious injury — call 999 first, then the office.

• Damage claims are handled through the USparkle claims process and, where needed, the Simply Business public liability policy (£5,000,000).

• Incidents are reviewed monthly by the director and this assessment is updated where a control has failed.

Site-specific assessment

This company-wide assessment is supplemented by a site-specific check carried out by the cleaner on arrival at every job, recorded in the app: access and escape routes, floor condition, occupants present (children, pets, vulnerable adults), electrical points, equipment condition, and anything unexpected. Work does not begin until any new hazard is controlled or the office is informed.

Declaration

I confirm that these risk assessments have been carried out for SPARKLEGO LTD (trading as USparkle) in line with the Management of Health and Safety at Work Regulations 1999, the Control of Substances Hazardous to Health Regulations 2002, the Manual Handling Operations Regulations 1992, the Provision and Use of Work Equipment Regulations 1998, the Work at Height Regulations 2005 and the Personal Protective Equipment at Work Regulations 1992 (as amended). They are communicated to all cleaners and reviewed at least annually.

Signed	
Name and position	Director, SPARKLEGO LTD
Date	22 September 2026
Next review	22 September 2027

USparkle

Company document pack — details, insurance, policies and cleaning capabilities

This pack is prepared for clients, letting agents, facilities managers and tender teams who ask for our company information before awarding cleaning work. Print it, email it as a PDF, or attach the sections you are asked for.

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About USparkle

USparkle is a professional cleaning service and booking platform. Customers book online in minutes, see the full price before they pay, and follow their clean live from booking to completion. Every clean is carried out by a vetted cleaner working to a written checklist, with photo proof on request.

We operate across the United Kingdom, Europe, the United States, the Middle East and Africa — 25 countries in total — with local currency, local pricing and support in eight languages.

Book a clean	usparkle.app
Request a tailored quote	usparkle.app/quote
Business and contract accounts	usparkle.app/business
Verified customer reviews	usparkle.app/reviews

Fields shown as dotted lines are to be completed with your current registered and policy details before this pack is sent to a client.

1. Company details

Item	Detail
Trading name	USparkle
Registered company name	SPARKLEGO LTD
Company registration number	17471969
Registered office address	66 Paul Street, London, EC2A 4NA
Trading address (if different)	Same as registered office
VAT registration number	Not VAT registered yet
UTR / tax reference	.....
Business contact email	.....
Business contact number	.....
Website	usparkle.app
Year established	2026 (21 September 2026)
Areas covered	25 countries — UK, Europe, USA, Middle East, Africa
Business type	Cleaning services provider and booking platform

2. Insurance and cover

Certificates are attached separately on request. Cover is renewed annually and clients are notified of any change before renewal.

Cover	Insurer	Policy number	Limit	Renews
Public liability	Simply Business	AZBI5757583XB	£5,000,000	21 Sep 2027
Employers liability	Simply Business	AZBI5757583XB	£10,000,000	21 Sep 2027
Treatment risk / accidental damage	Not included in current policy			
Key cover / loss of keys	Not included in current policy			
Equipment cover	Not included in current policy			

Damage or loss is reported the same day through our incident and damage claim system, logged with photographs, and passed to our insurer where the claim exceeds our own settlement limit.

3. Our policies

Summaries of the policies most often requested. Full signed policy documents are available on request and are reviewed at least once a year.

Health and safety

We protect our cleaners, our clients and anyone else on site.

- A written risk assessment is completed before work starts at any commercial site.
- Cleaners are trained in safe manual handling, working at height and slip prevention.
- Wet floor signs and appropriate PPE are carried to every job.
- Accidents and near misses are reported the same day and logged in our incident system.
- Equipment is checked before use and faulty equipment is withdrawn immediately.

COSHH and cleaning products

Chemicals are controlled, labelled and used correctly.

- Safety data sheets are held for every product we use and supplied to the client on request.
- Products are kept in original labelled containers and never decanted or mixed.
- Cleaners are trained on dilution, ventilation and the protective equipment each product needs.
- Eco-friendly and fragrance-free product options are available where a client requests them.

Safeguarding, vetting and right to work

Only checked people enter a client's property.

- Identity and right-to-work documents are verified for every cleaner before their first job.
- DBS checks are obtained where the work involves schools, care settings or vulnerable adults.
- References are taken and skills are verified before a cleaner is approved for a service type.
- Cleaners follow a written code of conduct covering privacy, respect and property.
- Any concern about a vulnerable person is escalated to management the same day.

Keys, security and confidentiality

Access to a client's property is controlled and traceable.

- Keys are held under a reference code only, never with an address attached.
- Key handovers and returns are logged, with the date, time and person recorded.
- Alarm codes are stored securely and shared only with the cleaner attending.
- Cleaners must not admit anyone to the property and must not use client facilities.

Data protection and privacy

Customer information is handled lawfully and kept to a minimum.

- We collect only the details needed to deliver and invoice the clean.
- Customer data is stored on secured systems with access limited by role.
- Photographs taken as proof of work are used only for quality and dispute resolution.
- Customers can request a copy of their data or ask us to delete it.
- Payment card details are handled by our payment provider and never stored by us.

Quality, complaints and the happiness guarantee

If a clean is not right, we fix it.

- Every clean follows a written checklist agreed with the client.
- Complaints are acknowledged within one working day.
- Any issue raised within 48 hours of a clean is put right with a free re-clean.
- Repeat issues trigger a review of the cleaner's training and, if needed, a change of cleaner.
- Two-way ratings after every visit keep standards visible and measurable.

Equal opportunities and fair work

We recruit and treat people fairly.

- No applicant or cleaner is treated less favourably on any protected ground.
- Cleaners set their own availability and are never penalised for declining work.
- Pay is transparent, itemised and issued with a payslip for every pay period.
- Support and training materials are provided in eight languages.

Environmental policy

We reduce the impact of our work.

- Concentrated and refillable products are used to cut plastic waste.
- Microfibre cloths are washed and reused rather than thrown away.
- Cleaner journeys are grouped by area to reduce travel.
- Waste is separated for recycling wherever the site allows it.

Business continuity and cover

Work still happens when someone is unwell.

- If a cleaner cannot attend, an approved replacement is offered before the visit is missed.
- Customers approve any substitute cleaner before they attend.
- Sick-release and holiday cover are handled automatically by our dispatch system.
- Emergency support is available to cleaners during every shift.

4. Cleaning service capabilities

What we deliver, who it suits and how it is usually priced.

Service	Included	Suited to	Pricing
Regular domestic cleaning	Same trusted cleaner weekly or fortnightly; kitchens, bathrooms, floors, dusting, beds	Households, busy families, elderly clients	Hourly
Deep cleaning	Oven, fridge, limescale, skirtings, inside windows, cupboards, carpets on request	Pre-event, spring cleans, neglected properties	Fixed price
End of tenancy cleaning	Full check-out standard clean with photo evidence and a free re-clean if the inspection fails	Landlords, letting agents, student housing	Fixed price
Holiday let changeovers	Same-day turnaround, linen and laundry, restocking, damage reporting	Airbnb hosts, cottage agencies, serviced flats	Per changeover
Office and commercial cleaning	Early or out-of-hours cleaning, bins, desks, kitchens, washrooms, floors, key holding	Offices, co-working spaces, business parks	Monthly contract
Communal areas	Stairwells, hallways, bin stores, glass, signed visit sheets	Block managers, housing associations	Monthly per block
Builders and post-works cleans	Dust and paint removal, sparkle finish, site induction, own PPE	Builders, shopfitters, developers	Day rate or per job
Retail and hospitality	Out-of-hours cleaning, food-safe kitchen work, washrooms, allergen-aware products	Shops, cafes, restaurants, gyms	Weekly or monthly
Schools, clinics and care	DBS-checked staff, infection control, colour-coded equipment, audit records	Nurseries, practices, care homes	Termly or annual
Specialist add-ons	Carpet and upholstery, jet washing, window cleaning, waste removal, ironing	All clients	Per item or hourly

5. How we work — standards and guarantee

Standard	What it means for the client
Vetted cleaners	Identity, right to work and references checked before a first job.
Written checklist	The client agrees what is cleaned; the cleaner works to that list.
Photo proof	Before and after photos on request, stored against the job.
Live tracking	The client sees the cleaner on the way and when they arrive.
Full price up front	The price is shown before payment — no surprise charges.
48-hour guarantee	Any issue raised within 48 hours is put right with a free re-clean.
Approved substitutes	No unknown cleaner attends without the client approving them first.
Clear invoicing	Monthly invoices with VAT where applicable, and downloadable PDFs.
Language support	Support and cleaner materials in eight languages.

6. References and declaration

Client references — available to contact on request.

Client	Work carried out	Contact
.....	.....	.....
.....	.....	.....
.....	.....	.....

Declaration

I confirm that the information in this document pack is accurate at the date of signing, that the insurance cover stated is current, and that the policies summarised here are in force and applied across our operations.

Signed	.....
Name	.....
Position	.....
Date	.....

Prepared for USparkle — usparkle.app. Insurance limits, policy wording and document requirements vary by client and by country; always check the exact requirement in each contract or tender before signing.

7. Ready-to-send reply templates

Copy these word for word and change only the words in [square brackets]. Reply the same day — the fastest clear answer usually wins the work.

A. First reply to a company asking for cleaning

Email — send within a few hours of the enquiry.

Subject	Cleaning services for [company name] — USparkle
Message	Hello [name], Thank you for your enquiry. USparkle provides professional [office / end of tenancy / communal area] cleaning across [area], and we would be glad to look after [company name]. We can start from [date]. Based on what you have described, our price would be around [£price] per [visit / month], which includes [what is included]. We are fully insured with £5m public liability, every cleaner is vetted and references checked, and every clean follows a written checklist agreed with you. If anything is not right, we put it right free of charge within 48 hours. I have attached our company document pack with our insurance details, policies and service list. Happy to visit the site or set up a trial clean whenever suits you. Kind regards, [your name] USparkle — usparkle.app [email] · [phone]

B. Replying to a job advert or tender

Email — when a company advertises for a cleaning contractor.

Subject	Application — [contract or advert title]
Message	Hello [name], I am writing regarding your advert for [contract / cleaning services] at [location]. USparkle is a professional cleaning company operating in [area] and we would like to be considered. In short: we are fully insured (£5m public liability, £10m employers liability), all cleaners are ID and reference checked with DBS checks where the setting requires them, and we hold written health and safety, COSHH and data protection policies. We can cover [days and hours needed] and provide [number] cleaners with full supervision and signed visit records. Attached: our company document pack, insurance certificate and two client references. I can complete any pre-qualification form you use and attend a site visit at your convenience. Kind regards, [your name] USparkle — usparkle.app [email] · [phone]

C. Letting agent — end of tenancy and changeovers

Email — first approach or reply to an agent.

Subject	End of tenancy cleaning for [agency name]
Message	Hello [name], We handle end of tenancy and changeover cleaning across [area] and work with several landlords and agents. Our end of tenancy clean is a fixed price from [£price] for a [2-bed] property, includes the oven and inside windows, and we send before and after photos with every job. If a check-out inspection flags anything, we return and re-clean free of charge. We can usually cover same-day or next-day bookings and hold keys under a reference code only. Would it help if I sent a price list for each property size? Kind regards, [your name] USparkle — usparkle.app

D. Builder or developer — post-works sparkle clean

Email or WhatsApp — keep it short, builders read quickly.

Subject	Sparkle clean for [site name]
Message	Hi [name], We do post-construction and sparkle cleans across [area] — dust removal, paint and sticker removal, glass, floors and final finish ready for handover. We bring our own equipment and PPE, work to your site induction, and carry £5m public liability and £10m employers liability cover. Day rate [£rate] per cleaner, or I can price the whole job if you send the floor area and finish date. Thanks, [your name] — USparkle · [phone]

E. Short message — WhatsApp, Bark, Checkatrade or text

Message — under 100 words, send within minutes.

Message	Hi [name], thanks for your request. We are USparkle — professional cleaners covering [area]. For [job described] we would charge around [£price], including [what is included]. We are fully insured, all cleaners are vetted, and if anything is not right we re-clean free within 48 hours. We could do [day and time]. Would you like me to hold that slot? You can also send full details here: usparkle.app/quote

F. Follow-up when they have not replied

Email — send 3 to 4 days after your first message.

Subject	Following up — cleaning for [company name]
Message	Hello [name], Just following up on my message about cleaning for [company name]. I know these things get busy. The offer stands: [£price] per [visit / month], starting [date], fully insured with a free re-clean if anything is missed. If it would help to see the standard first, I am happy to do one trial clean at no obligation. Kind regards, [your name] — USparkle

G. Price question — when they say it is too expensive

Email or message — hold your price, explain the value.

Message	Thank you for being straight with me. Our price includes insurance, vetted cleaners, supervision, all products and equipment, and a free re-clean if anything is missed — there are no extras added later. If the budget is fixed at [£their budget], I can adjust the scope instead: [for example fewer visits per week, or core areas only] and keep the same standard. Would you like me to price that version?

H. Winning the job — confirmation

Email — send the moment they say yes.

Subject	Confirmed — cleaning for [company name]
Message	Hello [name], Thank you for choosing USparkle. Here is your booking confirmed: Service: [service] Start date: [date] Days and times: [schedule] Price: [£price] per [visit / month] Invoicing: [monthly in arrears, [x] day terms] Your cleaner will be [name], and you will get a message when they are on the way and when they finish. Your checklist is attached — tell me anything you want added or removed. Kind regards, [your name] — USparkle · usparkle.app

Tip: attach your insurance certificate as a PDF every time — do not just mention it. Buyers choose the company that answers fastest, prices clearly and proves the cover.

Cleaning work companies are asking for

USparkle | What buyers want, and the paperwork to have ready before you bid

1. The services most in demand

These are the cleaning contracts UK businesses, landlords and public bodies advertise most often. Each row shows what the buyer actually asks for and how they usually pay.

Service	Who is looking	What they ask for	Typical pay basis
Daily office cleaning	Offices, co-working spaces, small business parks	Early morning or evening cleans, bins, desks, kitchens, washrooms, floors; key holding	Monthly contract price per site
End of tenancy cleaning	Letting agents, landlords, student housing	Full deep clean to check-out standard, oven and carpets, same-day photos, re-clean if the inspection fails	Fixed price per property
Holiday let changeovers	Airbnb hosts, cottage agencies, serviced flats	Same-day turnaround between guests, laundry and linen, restocking, damage reporting	Fixed price per changeover
Communal area cleaning	Block managers, housing associations	Weekly stairwells, hallways, bin stores, glass; signed visit sheets	Monthly per block
Builders / post-works clean	Builders, shopfitters, developers	Sparkle clean after works, dust and paint removal, site induction, own PPE	Day rate or price per job
Retail and hospitality	Shops, cafes, restaurants, gyms	Out-of-hours cleaning, food-safe kitchen work, washrooms, allergen-aware products	Weekly or monthly contract
Schools, clinics, care	Nurseries, dental and GP practices, care homes	Enhanced DBS checked staff, infection control, colour-coded equipment, audit records	Termly or annual contract
Regular domestic cleaning	Households, busy families, elderly clients	Same trusted cleaner weekly or fortnightly, key handling, flexible hours	Hourly, paid weekly or monthly
One-off deep cleans	Anyone, often before events or a move	Oven, fridge, limescale, windows inside, carpets; before and after photos	Fixed price per job
Specialist add-ons	All of the above	Carpet and upholstery, jet washing, window cleaning, waste removal, ironing	Priced per item or per hour

2. The paperwork they will ask you for

Almost every company asks for the same documents before they will award work. Have these saved as PDFs in one folder so you can reply the same day.

Document	Why they want it	Ready?
Public liability insurance (£5m recommended)	Standard minimum for offices, agents and public contracts	
Employers liability insurance (if you use staff)	Legally required once anyone works for you	
Treatment risk / accidental damage cover	Covers breakages in a client's home or office	
Company registration or sole trader UTR	Proves you are a real, registered business	
VAT number (if registered)	Needed for larger commercial invoices	
Proof of identity and right to work	Checked for every cleaner on site	
DBS checks (enhanced for schools, care, clinics)	Non-negotiable for vulnerable settings	
Health & safety policy	Requested in nearly every tender	
COSHH sheets for your products	Required wherever chemicals are stored on site	
Risk assessments and method statements (RAMS)	Required for builders cleans and most commercial sites	
Staff training records	Shows your cleaners are trained, not just hired	
Equipment and PPE list	Buyers check you are not borrowing their kit	
Two or three client references	The single most common request	
Example invoice and payment terms	They need to know how and when you bill	
Data protection / privacy statement	Asked for whenever you hold customer details	
Waste carrier licence (if you remove waste)	Only needed if you take rubbish away	

3. What to send with your first reply

Keep it to one page and three attachments. Buyers pick the company that answers fastest and clearest.

Send	What to say
A short cover note	Who you are, the areas you cover, how quickly you can start, and one line on the guarantee.
A one-page service and price sheet	The service they asked about, what is included, and a clear price or day rate.
Insurance certificate	Attach the PDF, do not just mention it.
Two references	Name, business, and a line about the work you did for them.
A link they can book from	https://usparkle.app/quote — lets them send job details straight to you.

4. Where to find the work

Where	What is there
Find a Tender / Contracts Finder (gov.uk)	Public sector cleaning contracts for schools, councils and NHS sites.
Bark and Checkatrade	Households and small businesses asking for quotes today.
Letting and estate agents in your areas	Steady end-of-tenancy and changeover work; call or drop in.
Builders and shopfitters	Post-works sparkle cleans; often repeat work from one good job.
Facilities and block management firms	Larger contracts for offices and communal areas.
Holiday let owners and agencies	Weekly changeovers, very reliable in season.

Prepared for USparkle — usparkle.app. Insurance levels and document requirements vary by buyer; always check the exact wording in each tender or contract before you sign.