

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
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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, Checktrade 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
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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?
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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.