



**A Pre Payment Cleaning Scheme is coming your way....**

Earlier in the year, a pilot Pre-Payment Cleaning Scheme began on the Middle Hill Estate in Aldershot. Feedback from the pilot proved successful and as a consequence, the decision was made to roll out the scheme to the rest of all Service Family estates covered by MODern Housing Solutions (MHS) on a phased basis as follows:

South-East Region	Rollout to commence 01 Jul 09, complete by 30 Sept 09
London Region	Rollout to commence 24 Aug 09, complete by 30 Oct 09
North Region	Rollout to commence 01 Sept 09, complete by 30 Nov 09
South-West Region	Rollout to commence 01 Oct 09, complete by 31 Dec 09
East Region	Rollout to commence 01 Nov 09, complete by 31 Jan 10
West Region	Rollout to commence 01 Dec 09 , complete by 28 Feb 10

*Note: To find out when your estate/area goes live, please visit the MHS website: [http://www.modernhousingsolutions.com/moving/moving\\_pre.asp](http://www.modernhousingsolutions.com/moving/moving_pre.asp) or email us at: [info@modernhousingsolutions.co.uk](mailto:info@modernhousingsolutions.co.uk).*

The chosen company to provide the new cleaning scheme in the North and West Regions is "In-Situ Services" whilst "Ideal Cleaning Services" will be providing the service in all other areas.

In summary, the Scheme will work as follows:

- At the pre-move out visit, the DE Housing Officer will provide you with details of the pre-payment cleaning scheme including the telephone number of the relevant cleaning contractor for your area.
- Should you be interested in using the scheme, you will need to contact the cleaning contractor and a representative will then visit and provide a free, no obligation quote. This quote will be specific to your house and will reflect the amount of work required to get that particular property up to move-out standard
- If you take up the service, you then contact the cleaning contractor who will re-visit the property and provide a 'final' quote. If you are happy with the final quote, then you will be able to pay by phone using a debit or credit card to the cleaning contractor.
- You can then move-out of the property on your agreed date and the cleaning contractor will clean the quarter following handover.

You will receive full details of the scheme by post a few days before the scheme is introduced in your area. Alternatively, the DE Housing Officer will be able to advise you at the Pre Move-Out Visit whether the scheme is now available in your area.

The cleaning is **guaranteed** to meet the move out standard and the property will be cleaned once you have moved out; therefore the occupant is free to walk-away once

the keys have been handed over to the Housing Officer. This is the only cleaning scheme approved by DE and MHS and it has been specifically constructed to reduce the stress of move-out on the family. Occupants should be aware that they are still liable for any damages to the property such as stains on carpets that cannot be removed and they are still required to prepare the garden to move-out standard.

***The Only Pre-Payment Scheme Officially Approved By DE and MHS***