

OUR SERVICE CHARTER

The Neatspace Standard

Six commitments every Neatspace client can count on - written down, measured every month, and backed by our 24-hour re-clean guarantee.

01 Reply within one business day Every enquiry and every request from a client gets a response from our team within one business day.	02 Written quote within 24 hours After a free site walk-through, you receive an itemised scope of works and quote within 24 hours.
03 The same trained team A dedicated, police-checked team looks after your site - inducted to it, briefed on your written scope, with trained back-up cover for leave.	04 Monthly quality inspections We inspect your site against the scope at least monthly, score every area and send you a short report.
05 24-hour re-clean guarantee If anything in your scope is missed, tell us and we'll re-clean it within 24 business hours, at no cost.	06 No lock-in, ever Stay because the service is good. 30 days notice, monthly invoicing and no hidden extras.

How we keep to it: every site has a written scope, a checklist the team completes each visit, supervisor spot checks and a scored monthly inspection. Our performance against these commitments is reviewed every month. Full details are in our Quality Control Manual, available to clients on request.

Signed for Neatspace Commercial Cleaning Pty Ltd	Date
Director	October 2026