



Belle Casa Cambridge

ISSUE 16

DECEMBER 2015

Welcome to the December 2015 Belle Casa Cambridge Annual Newsletter

Our Contact Details Are:

Belle Casa (Cambridge) Ltd, Orwell House, Cowley Road, Cambridge, CB4 0PP

Tel: 01223 441044 Email: bellecasa_cambridge@yahoo.co.uk Web: www.CleanersCambridge.com

Why not look at our Facebook page, www.facebook.com/bellecasa.cleaning

Why not follow us on Twitter, www.twitter.com/belle_casa

So Many Useful Tips on our Pinterest Boards, www.pinterest.com/bellecasacambri

----- O -----

Our Phone Hours are:

Monday to Friday 9am to 3.00pm, answerphone is available 24/7 (except as indicated below).

We try our best to answer all calls immediately, however if you go to answerphone during office hours it simply means that we are dealing with other enquiries on other lines.

Please leave a message and we will call you back within the hour, but usually much quicker.

----- O -----

The office will be closed for the following days between 1 December 2015 and 30 November 2016:

21 December to 1 January Inclusive (Christmas Break)

25th to 28th March Inclusive (Easter Holiday)

2nd May (May Day Bank Holiday)

30th May (Spring Bank Holiday)

29st August (Summer Bank Holiday)

----- O -----

----- O -----

The standard hourly rate to housekeepers has been held at £7.50 Since January 2011

We have decided to increase the hourly rate to the housekeeper to £8.25 from January 2016, which is only a 10% increase over a 5 year period, we hope you agree this is very good value

We appreciate that this may not be acceptable to all clients but we think this is only fair to our housekeepers who do an excellent job and we also promise that this will not increase again for a minimum of 2 years.

We are now in our 14th year and continue to go from strength to strength and would like to thank all our loyal customers for this.

Our Loyalty Scheme means that we promise never to increase your management fee rate ever !

----- O -----

If you are happy with our realistically priced service, please please do tell others. We currently have around 110 housekeepers working with us in the Cambridge area and 97% of the time are able to offer our services to new clients.

----- O -----

We would like to thank our many clients who nominated their housekeeper for an award

The housekeepers who received £50 of Vouchers each, along with your thanks and ours were:

Angella Maruma, Judy Baker, Marzena Wadas, Rosie Wang, Samantha Coe, Stacie Clark, Szandra Varga, Tracy Silverman, Vasemaca Tabanivesikula, Zoe Shipp

We would once again like to give you the chance to nominate your housekeeper for an award This is a chance to recognise your housekeeper.

We know who we feel should be nominated but this is purely your choice

Why not write in, email or call us and tell us why your housekeeper should receive it, by 31 January 2016. The most deserving housekeepers will each receive a £50 reward.

----- O -----

Why Not Look at Our Pinterest Boards For Cleaning Tips.



THE DATE OF THE NEXT ISSUE WILL BE: DECEMBER 2016.



We would like to finish once again by thanking all of our clients for your custom.



We would also like to give our sincere thanks once again for referring 1 in 5 new clients to us and to wish you all a Happy Christmas and prosperous New Year

