



# Belle Casa Cambridge

ISSUE 15

DECEMBER 2014

*Welcome to the December 2014 Belle Casa Cambridge Annual Newsletter*

**Our Contact Details Are:**

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

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New Web: [www.domesticcleanerscambridge.com](http://www.domesticcleanerscambridge.com) (Designed towards Smart-phones / Tablets)*

*Why not look at our Facebook page, [www.facebook.com/bellecasa.cleaning](http://www.facebook.com/bellecasa.cleaning)*

*Why not follow us on Twitter, [www.twitter.com/belle\\_casa](http://www.twitter.com/belle_casa)*

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*It would be helpful for us to have your email address.*

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**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 2 hours, but usually within 30 minutes.*

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**The office will be closed for the following days between 1 December 2014 and 30 November 2015:**

*20<sup>th</sup> December to 4<sup>th</sup> January Inclusive (Christmas Break)  
3<sup>rd</sup> April to 6<sup>th</sup> April Inclusive (Easter Holiday)  
4<sup>th</sup> May (May Day Bank Holiday)  
25<sup>th</sup> May (Spring Bank Holiday)  
31<sup>st</sup> August (Summer Bank Holiday)*

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*The current standard hourly rate to housekeepers is £7.50.*

*The current standard Total hourly rate is £10.75 per hour, which includes the management fee.*

*These rates were last changed January 2011.*

*We appreciate that everyone is going through difficult times and as a result we have decided to hold our rate the same for the fifth year running.*

*We are now in our 13th year operating 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 !  
The Management fee part on signing up will always remain at that rate.*

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*If you are happy with our realistically priced service, please tell others.  
We currently have around 90 housekeepers working with us in the Cambridge area  
and 99% of the time are able to offer our services to new clients.*

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*We would like to thank clients who nominated their housekeeper for an award during last year*

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

*Anna Jedrzejczyk, Kawtar Zain, Emma Chapman, Lynda Ridgeway and Liudmyla Pryima.*

*We would once again like to give you the chance to nominate your housekeeper for an award  
Why not write in, email or call us and tell us why your housekeeper should receive it by  
31 January 2015. The most deserving housekeepers will each receive a reward.*

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*Please remember to call us should you need any help or advice concerning your cleaning.*



*THE DATE OF THE NEXT ISSUE WILL BE: DECEMBER 2015.*



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



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

