



# Belle Casa Cambridge

ISSUE 20

DECEMBER 2019

*Welcome to the December 2019 Belle Casa Cambridge Annual Newsletter*

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

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*Why not join 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)*

*So Many Useful Tips on our Pinterest Boards, [www.pinterest.com/bellocasacambri](http://www.pinterest.com/bellocasacambri)*

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## **Our Phone Hours are:**

*Monday to Friday 9.30am to 2.30pm, 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.*

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**The office will be closed for the following days between 1 December 2019 and 30 November 2020:**

*23 December to 01 January Inclusive (Christmas Break)*

*10 to 13 April Inclusive (Easter Holiday)*

*08 May (Early May Bank Holiday — VE Day)*

*25 May (Spring Bank Holiday)*

*31 August (Summer Bank Holiday)*

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*The standard hourly rate to housekeepers will increase to £10.00 from 01 January 2020, which we feel is fair as the rate has been held for 2 years.*

*We always promise that any change in the hourly rate to the housekeeper will not increase for a minimum of 2 years.*

*We are now in our 18th year and continue to go from strength to strength and would like to thank all our many loyal clients for this once again.*

*Our Loyalty Scheme means that we promise never to increase your management fee rate ever, even if you have been with us since we opened the Cambridge Office in 2002 !*

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*If you are happy with our sensibly priced service, please do tell others.  
We currently have over 110 housekeepers working with us in the Cambridge area  
and 95% of the time are able to offer our services to new clients.*

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*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:*

*Orla Picking, Paula Dawson, Teresa Parry, Cheryl Mmonu, Sarah Poole  
Natalie McSweeney & Abby Brown, Sonya Gibson, Julie McGregor, Sophie Babouris*

*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.*

*Why not write in, email or call us and tell us why your housekeeper should receive it, by  
31 January 2020. The Most Deserving Housekeepers will each receive a £50 reward.*

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*Why Not Look at Our Pinterest Boards For Cleaning Tips.*



THE DATE OF THE NEXT ISSUE WILL BE: DECEMBER 2020.



*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 nearly 1 in 3 new clients to us  
and to wish you all a Happy Christmas  
and prosperous New Year*

