

Strive for a Five

CONTRACT TEMPLATE I

Four Letters for Hard Moments

Australian edition

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Free to use — please read first

These templates are free, and they're a starting point, not a finished contract. They are general information only. They are not legal advice, and Strive for a Five is not a law firm.

Laws differ between states, territories and countries, they change over time, and every cleaning business and every client is different. A template can't know your situation.

Before you use, sign or send any of these documents, please have them reviewed by a qualified legal practitioner where you work. In Australia that's a solicitor or lawyer with a current practising certificate. Your state or territory law society can point you to one.

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Template I: Four Letters for Hard Moments

Template notice. These are templates only. They are not legal advice. Before sending a final notice or a termination letter, check your agreement and consider getting independent legal advice. Keep a copy of everything you send.

When to use these: For the awkward moments: an invoice that hasn't been paid, a final notice, ending a contract, or answering a complaint about a clean.

They run from friendly to firm. Start gently and keep it kind where you can.

Letter 1: Friendly overdue invoice reminder

Use when an invoice is a few days past due.

____ / ____ / ____

To: _____

From: _____ (ABN: _____)

Subject: Gentle reminder, Invoice No. _____

Hi _____,

I hope you're well and the bookings are keeping you busy.

I'm sending a quick reminder about Invoice No. _____ for \$_____, dated ____ / ____ / _____, which was due on ____ / ____ / _____. I've attached a copy in case it's easy to have in front of you.

If it's already been paid, thank you, and please ignore this note. If not, you can pay by bank transfer to:

BSB: _____ Account number: _____ Account name: _____

Reference: _____

If something is holding it up, such as a query about the invoice or a delay on your end, just let me know and we'll sort it out together.

Thank you for your business. I enjoy looking after your property.

Kind regards,

_____ (phone) | _____ (email)

Letter 2: Final notice before small claims

Use after reminders have gone unanswered and you've decided to take the next step.

____ / ____ / ____

To: _____

From: _____ (ABN: _____)

Subject: Final notice, overdue Invoice No(s). _____

Dear _____,

I'm writing about the following unpaid invoices for cleaning services at _____ under our agreement dated ____ / ____ / _____.

Invoice No.	Date	Due date	Amount
_____	___/___/___	___/___/___	\$ _____
_____	___/___/___	___/___/___	\$ _____
Total owing			\$ _____

I have contacted you about this on ___/___/___ and ___/___/___ (by phone / email / message), and so far the invoices remain unpaid.

I would much prefer to sort this out directly. To do that, please pay the total owing by ___/___/___ (at least ___ days from the date of this letter), by bank transfer to:

BSB: _____ Account number: _____ Account name: _____

If you can't pay in full, please contact me by ___/___/___ to agree a payment plan in writing. If something about the invoices is disputed, tell me what and why, and pay the part that isn't.

If I haven't heard from you or received payment by that date, I will consider other options to recover the money, including making a claim through the small claims process in my state or territory, and the costs permitted by that process. I would rather not take that step.

Thank you for dealing with this promptly.

Yours sincerely,

 _____ (phone) | _____ (email)

Letter 3: Notice of termination with notice period

Use to end a cleaning agreement properly, following the notice period in your contract.

___/___/___

To: _____

From: _____ (ABN: _____)

Subject: Notice of ending our cleaning agreement

Dear _____,

I am writing to give notice that I'm ending our cleaning agreement dated ___/___/___ for the property at _____, under clause _____ (Term and ending).

The notice period in our agreement is _____ days. This notice is given on ___/___/___, so the **last day of service will be** ___/___/___.

Until that date, I will continue to clean to the agreed standard, and I'm happy to help make the handover smooth. This could include:

- sharing the property checklist and photo records so a new cleaner can start easily;
- walking a replacement cleaner through the property;
- passing on supplier and product notes.

On or before the last day, I'll return all keys, cards, remotes and access devices, and delete saved codes. Please let me know where and how you'd like me to return them. Any invoices up to the last day will be sent as usual and are due under our payment terms.

(Choose one and delete the other.)

My reason is _____.

I've chosen not to give a reason, and I appreciate your understanding.

Thank you for the opportunity to work with you. I wish you and the property every success.

Yours sincerely,

_____ (phone) | _____ (email)

Letter 4: Response to a host disputing a clean (re-clean offer)

Use when a host or guest says a clean wasn't good enough.

____ / ____ / _____

To: _____

From: _____ (ABN: _____)

Subject: Your feedback on the clean at _____

Hi _____,

Thank you for telling me about the clean on ____ / ____ / _____. I take that seriously, and I'd like to put it right.

Here's what I understand from your message:

- _____
- _____

I've looked at my notes and my arrival and finish photos from that day. (Choose what fits and delete the rest.)

- I can see the point you raised in the photos, and I'm sorry we missed it.
- My photos show the area as clean when I left, and I've attached them. I understand things can change after a clean (a guest, a late check-out, wear), so let's look at it together.
- I'd like to see your photos for the areas you're concerned about, if you can send them. It helps me find what happened.

What I'm offering: I'll return to re-clean the areas you've listed, at no charge, on ____ / ____ / _____ at _____ am/pm, or at another time that suits you. Please tell me if that's not soon enough for your next guest and I'll try to fit you in.

Our agreement says re-cleans for genuine misses are free when raised within _____ hours with a photo, and this falls within that.

(If outside the agreement:) This request is outside the time frame in our agreement, but I'm happy to make a one-off exception because I want you to be happy.

I'd also welcome a quick chat if it would help me understand what you'd like to see differently in future. Getting it right matters to me, and I'd like to keep working with you.

Kind regards,

_____ (phone) | _____ (email)