**\*\*\*Please note;** > Represents a link. (Icon - please insert appropriate image or picture)

**HOME**

**ABOUT US**

květ služeb (Bloom services) is focused on connecting cleaners with clients in need of an excellent and detailed cleaning services for their homes and offices.

**Motto:** Cleanliness is key to health and wealth

**Mission statement:** květ služeb (Bloom services) represents what cleanliness is all about. Cleanliness is next to Godliness. We clean and organize at its peak with attention to details.

**FAQ >** this link should only be visible to registered cleaners and clients on the květ služeb platform most of which the questions are answered below.

**Contact us >** Email address for both country respectively ([info@květslužeb.cz](mailto:info@květslužeb.cz) [info@květslužeb.de](mailto:info@květslužeb.de))

**\*\*\*Phone numbers: coming soon (germany code = +49 Czech Republic code = +420)**

**Career >** Register yourself as a self-employed cleaner on the květ platform for free and without obligation in just a few steps **here**

**>** Register with us as a cleaner and get paid with every successful clean, refer a friend(s) and get a referal bonus for every successfully registered referral. For more on referral bonus click **here**

**Cleaning offers in your area >**

Register as a self-employed cleaner on the květ platform and receive immediate cleaning offers

**Complete flexibility -** You decide when, where and how often you want to accept offers.

**Determine prices yourself -** You determine the price at which clients can book their services.

**Contact person -** We are here for you with questions around the květ platform**!**

**LOG OUT >**

**ASK? >**

**What you can earn via the květ platform:**

**Choose city** > drop down icon for list of cities for each country respectively

**Weekly availability: 5 hours á 16.14 € price >** showing increase in hours increases price (prices in respective countries)

**Your potential sales per month: 230.20 € >** estimated not actual (estimated for respective countries)

**View offers >** shows avaliable offers within the respective choosen city

Example - Wednesday, May 16, 2018. 11:00 - 14:00. Weekly. Duration: 3 hours. Address: Berlin, 10829. Your sales: € 52.33 (Icon - map)

**Website - For cleaners**

**How to get cleaning offers**

**German (Icon - Flag) English (Icon -Flag)**

1. **Sign up & create a free profile**

Register for free and without obligation in just a few steps as a self-employed cleaner on the květ služeb (Bloom services) platform! Answer a few questions about yourself so that we can send you the matching cleaning offers and upload a photo of your ID. After your profile has been unlocked, you will receive first cleaning offers directly. To be able to work in Germany on an independent basis, you need a trade license. Further information can be found here

1. **Get cleaning offers**

After unlocking your profile you will receive the first cleaning offers in your area. These can easily be sent to you via push notification via the květ služeb (Bloom services) App, via SMS or e-mail - just as you wish! You decide for yourself which offers you would like to accept and at what times. So you always stay flexible.

1. **Make money**

As a self-employed cleaner, you determine your own earnings. You determine in your profile at which hourly rate you would like to receive orders. In addition, you will find in your profile a customary market price for your city. Your customer pays through a secure payment system and you receive your earnings every two weeks directly into your bank account.

**About the květ služeb (Bloom services) platform:**

**What is květ služeb (Bloom services)?**

květ služeb (Bloom services) is the world's leading online market for the provision of household services. This means that we bring together independent cleaning staff and customers via the květ služeb (Bloom services) platform. As a self-employed cleaner, you can get new cleaning offers quickly and flexibly via the Helpling placement platform. Being self-employed means you do not have to look for job opportunities or sit down on cover letters: on the květ služeb (Bloom services), you have access to a broad customer base and are independent of individual clients.

**Květ’s (Bloom’s) success worldwide**

Květ’s (Bloom’s) is already revolutionizing the household services market in more than 20 countries with this model. In the meantime, hundreds of thousands of households around the world have found an independent cleaner on the Květ’s (Bloom’s) platform. More than 95 percent of customers book regular cleaning, which takes place weekly or biweekly or once-off. Due to this high demand, newly registered cleaning staffs are also offered orders in a timely manner.

**Frequently asked Questions**

**How do I receive cleaning offers? >** You get the cleaning offers simply by push notification via our app and by e-mail. You decide for yourself which offers you would like to accept, so that they fit your everyday life best. Push notification is free of charge.

**Who will provide the cleaning tools and substances? >** Your customer provides the cleaning tools and substances. Before cleaning, tell him or her what cleaning products are available and if important equipment such as a vacuum cleaner or mop is working.

**Květ (Bloom) mediates only households or offices? >** On the Květ (Bloom) platform, more than 95 percent are mainly private households looking for a suitable cleaning power. Office cleaning, on the other hand, is an exception and is skilled.

**What does self-employment mean? >** As a self-employed person, you are your own boss - you decide where, when and what cleaning offers you accept and which prices. In order to work independently in Germany as an individual, you need a trade license . We would like to point out that you have to bear the costs of insurance or taxes. Take care of your health insurance and your taxes. Further information and tips for self-employed cleaning staff can be found in our information portal.

**Find cleaning offers in your area now - Your postal code > View offers**

**Website – For customers / clients**

**Květ (Bloom) >** Find your cleaner online**!**

**Květ is available in the following countries: >** Germany - Květ.de (icon - flag), Czech Republic - Květ.de (icon - flag)

YOUR FIRST CLEAN!SIGN UP TO OUR NEWSLETTER TO RECEIVE:

✔ Exclusive offers

✔ Tips and tricks

✔ Latest updates

Your personal info is safe with us, no spam, just good clean fun!

Email (icon - text box ) > Subscribe now

(icon – tick box) I would like to receive future updates, offers and promotions by email from Květ! \*\*\*You can unsubscribe from the newsletter at any time. at the end of any promotional mail, but why would you want to do a thing like that?

**Find Top Rated Cleaners** > (icons – pics of our 3 top rated cleaners (their names, ratings - 4 to 5stars and their prices)

* **Transparent Pricing**
* **Dedicated Customer Service**
* **Change your cleaner at anytime**

**Enter your postcode (icon - text box) > Let's go**

**How it works**

1. **Enter your postcode -** Enter your postcode to find cleaners available in your area
2. **Choose your preferred date -** Select the preferred date, time and frequency of your clean
3. **Select cleaners and send your request -** Compare cleaner profiles and prices and select who will receive your request

**Enter your postcode (icon - text box) > Let's go**

**Our Statistics**

1. More than 1million cleans
2. Over 100,000 satisfied customers
3. Customer rating 4.9/5stars
4. Live in over 350 cities

World’s leading market for cleaning services > Welcome to Květ, World’s no. 1 online market for finding reliable cleaners. Through Květ you can easily find liability insured cleaners for your home. Scroll through cleaner profiles to compare prices, ratings and cleaning experience and find the best match for you and your home.

Cleaner – ELISABETH (16euros per hour, 4.9 / 5stars, 908 Cleans)

* ID check
* Reference check
* Pets
* Windows
* Ironing

What the customers say about Elisabeth - 5 / 5stars “We love Katrina! Thanks so much for all the help :)”

Hannah W. - 5 / 5star “Katrina is a fantastic, diligent and thoughtful cleaner who has done a really good job on our flat. Our wooden floors look better than ever and everything is left spotless and shiny, we are really happy with everything and would highly recommend her. Thanks Katrina!”

Stephen P. - 5 / 5 stars “Katrina has been great for us. Really accommodating and very thorough. I would recommend her to anyone wanting a professional and thorough service.”

**Enter your postcode (icon - text box) > Let's go**

**Reasons to book via Květ platform**

1. **Liability Insured Cleaners**

On Květ.de, thousands of diligent cleaners are registered with a wide range of prices, expertise and reviews. All registered cleaners are self-employed and liability insured. Simply scroll through different profiles and select your preferred cleaners to find the best match for you and your home.

1. Reliable Customer Service

Our customer service team is always happy to help if you have any questions. You can reach out to them via E-mail or phone. Customers with a recurring booking (weekly or bi-weekly) can reach our VIP customer service by phone from Monday to Saturday 9am to 5pm for all concerns. The number for this is available in your online profile. Our team is always happy to support you and offer all the information you need.

1. A Price to Suit Your Needs

Fair pricing is very important to us. All of the cleaners registered on our platform set their own hourly rates, and so you as a customer can choose your price range by selecting cleaners. During the booking process, you can compare profiles and prices and find cleaners in a price range that suits you best. We will only ever match you with cleaners that fit your desired price range.

1. Cleaning Services

Whatever it is you need: A regular clean, a deep scrub of your oven or a one off deep clean - The cleaners registered on the Květ platform offer every cleaning service you could need. After your booking is confirmed, just let them know what your priorities are and they’ll make your home shine.

**Enter your postcode (icon - text box) > Let's go**

**Frequently Asked Questions**

**What is Helpling? >** Květ is the leading market for cleaning services in the UK. We are not a cleaning agency or cleaning company, we're an intermediary platform that helps match customers like you with self-employed cleaners. Through Helpling, you can book a cleaner in 60 seconds. Once you have booked a cleaner you should arrange with them what specific cleaning tasks you would like them to undertake, for example ironing or oven cleaning.

**How does pricing work? >** Fair pricing is very important to us. All of the cleaners registered on our platform set their own hourly rates, and so you as a customer can choose your price range by selecting cleaners. During the booking process, you can compare profiles and prices and find cleaners in a price range that suits you best. We will only ever match you with cleaners that fit your desired price range.

**Do I need to do anything before my cleaner arrives? >** Every customer is different and if it’s the cleaner’s first visit to your home, it’s good to give them some guidance. Ideally, jot down a list of cleaning priorities for your cleaner (you can do it per room, or for your entire home). This will help them to focus on the areas that are important to you. When your cleaner arrives, give them a tour and highlight your priorities and any fragile surfaces or items. Don’t forget to show the cleaner where to find your cleaning products and if you have any preferences or surfaces that need special care, make sure to let your cleaner know.

**Do I need to be home for the booking? >** We strongly recommend that you are home for the first clean of your booking to show your cleaner around. Some customers choose to give a spare key to their cleaner, but this decision is based on individual preferences. Please remember that Helpling takes no part in the key-handling process

**What cleaning supplies do I have to provide? >** We recommend to have the following cleaning supplies at home:

* Vacuum cleaner and a mop
* Cleaning cloths x 4
* Feather duster
* Scratch-free sponge
* Toilet Cleaner
* Limescale remover
* All-Purpose cleaner
* Fat solvent
* Further cleaning supplies are required for additional cleaning services, such as:

Interior window cleaning: Glass cleaner

Oven cleaning: Oven cleaner and sponge

**What if I don't like my cleaner? >** We do our best to help you find the right cleaner for your home. However, if for any reason you would like to change your cleaner, you can easily do so in your account and send a new request for another cleaner. It is important to let us know why you would like a replacement so we can then find you the perfect match.

Are the cleaners insured in case of damages? > Yes, in the unlikely event of damage, you do not have to worry as you are protected from any serious harm. All cleaners are covered by a liability insurance which covers all damages above €350. For damages below €350 or the first €350 of any larger damage, you can of course always directly reach out to the cleaner involved and align with him or her on the compensation that you may expect from them. You can find the cleaner's contact details in the confirmation email that you received prior to the cleaning. To ensure a smooth reimbursement process for the insurance relevant cases above €300, please contact us via this form.

liability insurance covers all damages above €450. For damages below €450 or the first €450 of any larger damage, you must first reach out to your cleaner and align with them on the compensation that you may expect. You can find the cleaner contact details in the confirmation email that you received prior to the cleaning. Please ensure to attach all required documentation in order to proceed with your claim.

**Got more questions? >** Please contact us

**Comprehensive Information on successfully registered Cleaners květ služeb (Bloom services) platform (app)**

**Notification**

Hello, (Name of registered cleaner!)

Booking(s) of the day > Shows the cleaning offer for the day. Clicking on it show lead the cleaner to his or her calender.

**My Earnings**

|  |  |
| --- | --- |
| **Earnings for current month >**  Shows the value of all cleans completed and claimed in the previous month from customers (and minus the commission paid to květ služeb). It does not correspond to bank transfers, as these are subject to factors outside of our control. If the number is lower than you expected, you may not have claimed for all your cleanings last month. If today you claim for last month’s cleans they will appear in this month’s potential earnings.  **‘My Earnings’ is only an illustration and should be taken as a guide only.** | **(Amount shown in Euro (€) for Germany**  **Amount shown in Koruna (Kč) for Czech Republic)** |
| **Earnings for the 2rd month >**  This is based on all cleanings that you have claimed so far this month, and all remaining cleanings scheduled to take place.  If you take on new customers or extra cleanings then this value could rise, and cancellations will make it fall.  **‘My Earnings’ is only an illustration and should be taken as a guide only.** | **(Amount shown in Euro (€) for Germany**  **Amount shown in Koruna (Kč) for Czech Republic)** |
| **Earnings for the 3rd month >**  This is based on all cleanings that are scheduled to take place next month.  If you take on new customers or extra cleanings then this value could rise, and cancellations will make it fall.  **‘My Earnings’ is only an illustration and should be taken as a guide only.** | **(Amount shown in Euro (€) for Germany**  **Amount shown in Koruna (Kč) for Czech Republic)** |
| **How can I earn more money? >**   * Earning more money is easy with Helpling - here are some recommendations: * Get more cleaning offers by being the first to accept to new customers * Ask customers to recommend you to their friends and family * Increase your availability and update your work location |  |

**Offers >**

Showing

1. Selected offers (Showing the number of offers)
2. Countdown offers (showing how many offers they are) (clients has the opportunity to pick a cleaner from a lists of cleaners. The selected cleaner wins the offer) countdown time usually 6hours.

**Chat >** This is a platform for cleaners and clients to stay intouch

**Calendar >**

Showing the whole offers of the current and subsequent months (Name of client, phone number, address. Time and date of offer)

(In the Calendar, days with tiny dots will represent accepted offers and days without dots represent no accepted offer(s)).

A click on a dot(s) should display (Name of client, phone number, address. Time and date of offer)

**Help >**

**Cleaner (You online profile, avalability and Prices) (Icon)**

**Profile** (Photo, phone number, email address, home address)

Short note on;

1. About you
2. Cleaning experience

**Avalability** (Time and days of the week cleaner is avaliable and this is visible to clients)

**Prices (Cleaners are able to set their prices)**

**Prices for each country;**

1. **Germany –** 16euros to 25euros per hour depending on cleaners level of experience and rating on the platform
2. **Czech Republic –** 150Kc to 200Kc per hour depending on cleaners level of experience and rating on the platform.

**I forgot my password, how can I reset it? >** Go to květ.de and click on "Login" in the upper right corner. On the next page click on "Forgot your password?" Then enter your e-mail address and finally click on "Reset password". We will email you a link that will allow you to create a new password. If you do not receive this e-mail, please check if it has landed in your spam folder. It may take 5-20 minutes for you to receive the e-mail. Please avoid clicking multiple times - this will block the automatic process.

**How can I change my personal information such as address, telephone number, e-mail address? >** Just login to your profile

**What notifications do I receive in my online profile? >** After you log in to your online profile or app, you'll see a variety of notifications on the homepage: notifications of unrelated invoices, customer change requests, and customer cancellations or messages. In addition, you will receive additional cleaning offers on the start page in addition to your booking requests. These will receive all appropriate cleaning services close to the customer and can be accepted as needed. We advise you to read and answer your notifications on a regular basis.

**How do I receive a referral bonus?** > Our recommendation program is very simple: As soon as a cleaner with **your personal URL** has registered with **květ služeb**, you will receive a so-called "recommendation bonus" from us **once the person has completed 3 to 5cleanings with 4 to 5star rating from clients**. For more information about referrals, see your referral bonus profile in your online profile.

**How do I change my availabilities? >** You would like to adjust your availability? This is how it works:

1. Open the app and go to "More".
2. Under "Profile", click on "Set availability".
3. Specify your availability individually.

You decide on which days and at which times you would like to receive cleaning offers. Our tip: Customers often book for the hours of 7-9 clock.

**Where can I find my district? >** You would like to see the district of your availability? How it works:

1. Log in to your online profile.
2. Click on "My availabilities"
3. Scroll down to the map.

The red needle marks your current district (radius of 13 kilometers). (Icon = a map)

**How can I find my postcode?** > Use Google map to search your current location and look up your postal code on the DPD zipcode overview online.

**How can I change my postal code areas? >** Login to your profile

**How can I add a longer break? >** To put a longer break in your profile, go to your online profile on "Vacation (time out)" and click on the blue button "Vacation (time out) add". Now you can specify the start date and end date of your time-out. If you click on "Orders affected", you will see an overview of all orders that were booked during your break. We recommend that you register the longer break at least two weeks in advance, so that we can arrange for possible assignments to other cleaners. Your customers will then be automatically informed by e-mail of your absence. With this email your customers have the opportunity to request a replacement. The general booking with your regular customer remains. All bookings after your registered vacation take place as usual (except customer cancellations).

**How can I add a time out? >** you need further help? Could we not answer your question? Do not worry, you are welcome to contact us for more information Contact us

**Who can view my external profile? >** Your profile can only be viewed via the květ platform.

**How can I edit my external profile? >** You want a change in your external profile? Write us a message to [info@kvetsluzeb.de](mailto:info@kvetsluzeb.de) or [info@kvetsluzeb.cz](mailto:info@kvetsluzeb.cz) and we take care of your request.

**I want to set my own price. How exactly does it work? >** As a service provider, you can decide on the Helpling platform how much a customer pays for your cleaning per hour. Therefore, there is now the possibility to adjust your customer price in your online profile under "My prices". Just try it out and change the price in 10-cent amounts in the first box for single and regular orders. The květ support team will be happy to help you with any questions.

**Where can I change my price? >** In your online profile you will find the section "My prices". To adjust your price, just follow this link:

For Germany:

Online profile: <https://www.kvet.de/providers/my_prices>

App: <https://www.kvet.de/mobile/provider/my_prices>

For Czech Republic

Online profile: <https://www.kvet.cz/providers/my_prices>

App: <https://www.kvet.cz/mobile/provider/my_prices>

**How do I know which price fits my service? >** You can set your hourly rate on the květ platform - conveniently online in your profile under "My Prices". Here you can get help, eg what price other cleaning staff with a similar profile in your region have set. Basically, you can freely decide and judge. If you want, květ will be happy to help.

**What can I do if I do not receive any / few cleaning offers at my new price? >** There are many reasons for this: For example, customers in your area may be used to other prices. Our recommendation: Just take a look at your profile in the board for additional cleaning requests! There you will find more offers - but at a lower hourly rate. Of course, you can also accept these.

**When should I increase my price? >** For a price increase, many factors can play a role. Tests have shown that customers often associate better quality of cleaning, punctuality or reliability with a higher price. If you want to increase your price, the following questions can help you:

**How can I delete my profile? >** You no longer want to order from květ and want to delete your profile? Send us a message requesting a data deletion with the email address registered with us: [info@kvetsluzeb.de](mailto:info@kvetsluzeb.de) or [info@kvetsluzeb.cz](mailto:info@kvetsluzeb.cz) for respective countries.

**What happens to my data after deleting the data? >** As soon as you have sent us an e-mail asking you to delete your profile, the process of deletion is initiated. In individual cases, however, this process can take up to 3 months.

If the conditions for the deletion of your data are present, you will receive a new message or confirmation of the deletion.

Please note that deletion of your data is only possible if

1. all outstanding invoices have been processed,
2. no open collection procedures exist,
3. no claim notification is in progress,
4. other clarifications regarding customer feedback are still pending, and
5. There are no more recommendations in the activation process.

If none of these points are open, your data will be removed from the system and you will receive a new message with the final confirmation of deletion.

However, if there are currently active invoice requests, we ask you to edit them immediately. Otherwise these invoices will automatically be canceled after a period of 21 days (this may result in cancellation fees / processing fees) and the contractual relationship between you and květ služeb ends.

Associated with this, an automatic cancellation takes place from the newsletter.

In addition, we point out that after the data deletion you no longer have access to the květ platform and thus the invoices for your tax return are no longer available. We recommend that you download all invoices already.

**Payments, Bills and Invoices (Icon) >**

**When will I receive my money? >** The payment is free of charge twice a month . The first payout period includes orders from 1-15. of the month and will be paid no later than the 24th of the month. The second payout period includes orders from the 16th to the end of the month and will be paid no later than the 9th of the following month. The money will be transferred directly to the account indicated in your profile.

**\*\*\*Remember, invoices will only be transferred if:**

1. your details (account details, personal details, etc.) are complete
2. The invoices have been confirmed by you

**\*\*\*(Endeavor to always update your account details to avoid delay payments)**

**\*\*\*(Inconsideration of public holidays and bank holidays)**

**\*\*\*(All cleans completed and payments claimed in a specific month from customers (and minus the commission paid to květ).**

**What is the commission for** **květ? >** Details on the commission can be found > here. (link to an uploaded pdf file in German or Czech Republic. Depending on the Country)

**Where do I deposit my account data? >** You can deposit and adjust your account information via the app in your profile. Here's how it works:

1. Log into the Helpling Partner app
2. Select "More" from the bottom of the menu bar
3. Click on "Bank details"

Alternatively, you can also send us an email with your account details to: [info@kvetsluzeb.de](mailto:info@kvetsluzeb.de) or [info@kvetsluzeb.cz](mailto:info@kvetsluzeb.cz)

**May I accept cash? >** Unfortunately, you can not accept cash. All cleaning jobs provided through **květ** are handled through the platform. Payments of the customers are made exclusively cashless. Otherwise, invoicing and processing via the h květ platform is not possible.

**How do my clients pay for my cleaning? >** clients are charged for every successful and completed clean via online via direct transfer or via card immediately. Write us a message through our contact form and let us know how you feel about your cleaning experience.

**When there is a problem with the payment? >** If the message "Payment Issue" appears in your online profile, there may have been an error in the customer's payment process. In such cases, we inform the customer. You too can contact your customer and tell them that an invoice has not yet been paid.

**Orders and Customers >** Below is a sample list of articles belonging to the category. If you would like to find more articles, please use the search bar at the top of the page.

**How do I receive cleaning offers? >** Once you have specified your availability, you will receive the first cleaning offers in your area. They come to you simply via push notification via the Helpling Partner app, via SMS or e-mail - just as you wish! You can also see these offers in the "News" section of the app or in the "Notifications" section of the start page in your online profile.

**How can I respond to cleaning offers? >** They receive cleaning offers through different channels and can also answer about them. This is how it works:

**SMS**(5euros per month): The most direct way. Just click "YES" if you want to accept the cleaning offer. “NO” if you want to decline the cleaning offer.

**Push notification (5euros per month)**: Click on the push notification to get all the details on the cleaning offer. In the app, you accept the cleaning offer or reject it, as you wish.

**E-Mail (Free of charge):** In the e-mail you will already receive extensive details about the order. Further information on the order can be obtained by clicking on the e-mail in your customer account. There you confirm the cleaning offer or reject it.

**Hint:** Pay attention to the date, time, duration, frequency and distance before accepting. As soon as you have accepted the cleaning offer bindingly, the customer will be informed directly by notification about your commitment. For a complete overview of all cleaning services in your area, visit our Helpling Partner app or your online profile.

**Feedback and ratings >** Below is a sample list of articles belonging to the category. If you would like to find more articles, please use the search bar at the top of the page.

**More > You need further help? Could we not answer your question? Do not worry, you are welcome to contact us for more information > Contact us**

**Comprehensive Information on successfully registered Clients květ služeb (Bloom services) platform (app)**

**Register >** Create an account as a client in need of quality services from our newbies, advanced and experienced cleaners květ služeb (Bloom services) platform.

**Booking >** You can book a cleaner near you. Review cleaners profile and availability, select cleaner and select quote /price, indicate number of hours, date and time. Then proceed to payment.

**Payments? (Icon) >** You pay for every successful clean (direct bank transfer to (květ služeb (Bloom services) platform account details)) or via direct card debit. Via card – include card detials and card will be charged authomatically once cleaning is completed.

**Feedback and ratings (Icon) >**

**Clients >** rate each cleaner after each successful cleaning (This leaves room for improvement and how satisfied you are with the cleaning). How it works;

1. Over all rating 1 to 5stars (1 being the lowest and 5 being the highest)
2. Quality: 1 to 5stars (1 being the lowest and 5 being the highest)
3. Communication: 1 to 5stars (1 being the lowest and 5 being the highest)
4. Reliability: 1 to 5stars (1 being the lowest and 5 being the highest)

**Calender and Modification (Icon)** > Clients can modify their calendar to suit He or she with respective cleaner (every cancellation(s), date and time change is a two way communication between clients and cleaners)

**Chat** (Icon) > for client to keep intouch with approved cleaner

**More** > You need further help? Could we not answer your question? Do not worry, you are welcome to contact us for more information > Contact us