

Terms & Conditions

Updated 19/06/2025



NHClean Limited
TA North Herts Clean Services
Peak House, Works Road,
Letchworth, Hertfordshire
SG6 1GB
www.nhclean.co.uk | 01462 526070

Thank you for choosing NHClean Limited / North Herts Clean Services (NHClean) (we) to implement the works agreed by quotation.

Your (you) (The Customer) confirmation of acceptance of our quote binds us in contract.

Once we have received your confirmation, we issue invoice for any deposits due.

Once deposits are received (if applicable), we will look at our schedule with the basis of starting the works as soon as possible, unless you have provided a date that the works cannot start until passed.

We aim to give up to 7 days' notice for job start dates, except regular window cleaning, that by its nature will be due on or around a regular schedule.

Regular window cleaning will always follow a regular schedule of 4 or 8 or 12 weeks, due dates can change due to poor weather, operational issues or national holidays, dates may change +/- up to 4 days. After Christmas & New Year, window cleaning dates can change by up to 4 weeks and we may take the opportunity to reschedule our diary to reduce travel times / improve NHClean's operational efficiency between jobs. For regular contract window cleaning (4/8/12), we remind customers the day before attending, if cancellations are made once this reminder is sent, we reserve the right to charge the full clean. If gates are locked or access is blocked to areas of the property, we will still charge for a full clean.

Outside jobs, that use chemicals and involve working at height, we must work with weather patterns, this may mean that we give as little as 2/3 days' notice to provide you with a works start date.

Once works have started, if the weather changes, we may have to stop work and return at another date.

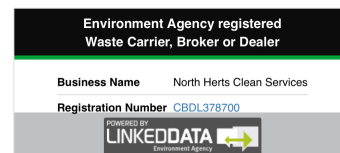
We may have estimated a duration of the works on your quote, we can't be specific in durations, the work may be completed quicker than estimated or may take longer. If the job is completed faster than the time estimated, we would not reduce the quoted price, nor would we expect you to pay more if the job took longer. The quoted price is for the job specified; time scales may be provided as a guidance for your convenience.

We will complete the works as quoted and payment will be due on completion unless otherwise agreed.

We may use photographs or videos that include parts of your property. These may contain before and after shots, our staff working, or our vehicles parked outside. Photographs and videos may be used for promotional material on different platforms including online and physical media. Photographs and videos are owned in full by NHClean, we will remove any distinguishing feature that may identify your property. We do not pay any royalties for any media used. If you do not agree to this, please notify us in advance of any works.

(On Site) Outside Requirements & Work Areas

1. Please move all potted plants, outdoor furniture and items that could be damaged to a safe place.
2. Move cars away from the property to prevent any accidental damage by our operators, or from items falling from roof, including small stones and tiles.
3. We will take reasonable measures, but more than likely grass, borders, trees and plants will show some wear and tear damage from our operations. Our experience shows that most grass, borders, trees and plants will completely recover in a matter of weeks.
4. Our site team will require access to mains pressure outside water taps and a mains electric plug socket (not on an extension), please agree which we can use, if electricity access is restricted, we will resort to using our own generator, an additional charge will be made for fuel and hourly use.
5. If you have a satellite dish or TV aerial, we will take care not to knock or disturb them or their cabling. These items can become deteriorated over time and effected by climate conditions; potentially our work could affect something that had already been weakened, consequently, we cannot be held responsible for reception issues after our works.
6. Conservatories can leak water inside while being cleaned, this can be due to rubber seals that have failed, panels that have slipped from alignment or UV warping. We recommend removing any items that could be damaged by water or covering with plastic sheets. If a leak occurs while we are cleaning, please notify us immediately, we will stop and make an assessment with you. We do not accept any liability for water damage as we cannot factor for structural weakness that would normally go unnoticed.
7. While our works are continuing, all pets must be kept indoors. Please remember to lock cat-flaps, shut any windows, and take care opening any doors that pets could escape from. In the event of an escape, please notify us immediately.
8. While our works are continuing, please refrain from entering work areas, especially areas that have access equipment including ladders and mobile towers.
9. Be aware of cables and hoses that are running across the floor, these could be pulled or moved at any time.



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Things We Cannot Control

We will provide the best possible service for all our customers with care and consideration; however certain eventualities are beyond our control.

1. Dust will likely be prevalent; we cannot clean all surfaces of dust.
2. We cannot be responsible for cracks, marks, depressions, scratches, stains, scrapes etc, on driveways, patios and any paved areas.
3. If any roof or floor area, UPVC frame, soffit, fascia has been previously painted or sealed with any product, we cannot be held responsible for scratches, peeling, flaking, fading or changes in colour.
4. In the event of tiles slipping from a roof, we cannot be responsible for any damage it causes.
5. Water / liquid ingress to property due to existing damage / poor maintenance, this may be through roof surfaces, chimneys, window frames, door frames, vents or cladding including fascia / soffit.
6. Weather is beyond our control, this may delay start dates, stop work once started and cause repeated returns to complete works.
7. Moss falling into neighbouring property, we will clean up where possible.

Cancellation

Any deposits are non-refundable unless the contact is cancelled by NHClean.

NHClean reserves the right to cancel the contract at any time before works are started.

If the customer refuses 3 offers of start dates, NHClean reserves the right to cancel the contract and retain any deposit.

If the customer cancels within 5 days of a confirmed starting of works date, we reserve the right to charge the full quotation price.

Once the works are started, if the customer cancels or stops works without providing evidence of good reason, we will require full payment of the quoted price.

If the customer cancels a regular window cleaning service within 7 days of the next due clean date, NHClean reserves the right to charge for the clean that is due.

Roof Cleaning

We will remove as much moss from tiles as possible, normally at least 80%.

Moss hides cracks, broken and damaged tiles - we will notify you if any damage is found; any compromised broken or unattached tiles would be lowered to the ground for you to arrange your own repairs with a roofing contractor.

Any leftover amounts of moss and its vegetation under structure will be neutralized by the chemical Biocide treatment, these should disappear over time as the weather / environment assists with the process and it disintegrates.

Tiles should return to near their original colour, as the dark biofilms die off, UV bleaching, faded or moss damaged areas will offer different results.

It may take up to a year to visually see the full cleaning benefits of roof treatment, but results will be noticeable within weeks; we find 3 months normally gives good visual results on terracotta / light sand & red clay tiles. Dark tiles in their nature will not deliver as much of a change.

Moss removal may uncover tiles that need to be replaced due to surface damage.

The DDAC treatments we use will leave residual Biocide protection stopping grow back but as we cannot factor for local environment conditions, we cannot offer any guarantee; for continued protection, (as part of your ongoing property maintenance schedule), you may decide to have another application of chemical sooner (1/2/3 years) or when you first notice moss.

Organic treatments will provide different results to Biocide applications.

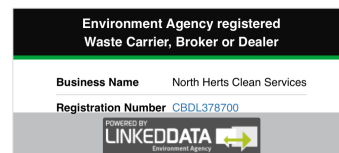
We can remove moss from flat roofs if it has grown into stone chippings by raking and spraying the area with Biocide.

We must be informed of any rain water harvest systems in advance start of works.

Rain water collection systems will be disconnected – these should stay disconnected for a minimum of 3 months after works and longer during drought conditions.

During Chemical Application

- All property windows and doors must be closed.
- For your safety, you must not leave the property during application or dry time, if you have prior arrangements, please plan this with us.
- Pets must be kept secure at all times during works and after chemical application - until our staff have confirmed it is safe to release.



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General Data Protection Regulations (GDPR) Policy Consent

Any information provided by you will be held by NHClean Limited in manual and in electronic format. The information will be processed in accordance with General Data Protection Regulations 2015.

The purpose of holding this information is for administration purposes and to facilitate the job requests.

Disclosure of any of this information will take place only in accordance with legislation or regulatory requirements. Explicit consent will be sought if the company wishes to disclose this information to a third party for any reason.

You have a right to access the personal data held by us and to amend or correct it if necessary.

NHClean Roof Cleaning Guarantee – Terms and Conditions

3-Year Moss-Free Guarantee

Following completion of roof cleaning services by NHClean, we provide a 3-year limited guarantee against the regrowth of moss on treated roof surfaces, subject to the following conditions:

- Guarantee Period:**
The guarantee begins on the date of softwash biocide application and remains valid for a period of 36 months thereafter.
- Scope of Guarantee:**
This guarantee covers the reappearance of moss (bryophytes) only. It does not cover the reoccurrence or appearance of other biological growths or staining, including but not limited to algae, lichen, mildew, or black mould, which may return or develop naturally over time due to environmental conditions.
- Initial Cleaning Phase:**
The softwash biocide continues to work after application. Some staining or residual organic matter may remain initially but will gradually diminish over time as the treatment takes effect and weathering assists the natural cleaning process.
- Exclusions:**
This guarantee does not cover:
 - Any roof areas not treated by NHClean.
 - Damage caused by third parties, physical damage, or subsequent works carried out after treatment.
 - Failure of roofing materials, roof structure, or changes to the roof's condition that could affect moss growth.
 - Roofs where gutters or drainage systems are not properly maintained, contributing to abnormal moisture retention.
- Client Obligations:**
The customer is responsible for maintaining regular gutter cleaning and roof drainage to prevent excessive moisture buildup which can contribute to accelerated regrowth.
- Remedial Action:**
If moss regrowth occurs during the guarantee period, NHClean will re-treat the affected areas at no additional charge. This is limited to reasonable access and treatment of the specific areas where moss has reappeared.
- Transferability:**
This guarantee is non-transferable and applies only to the original customer named on the service invoice.
- General Statement:**
While we guarantee moss-free results for a minimum of 3 years, many treated roofs remain clean for significantly longer under normal conditions. However, NHClean cannot guarantee indefinite prevention of all organic growth due to factors outside our control.

We periodically update these terms and conditions, the latest version will always supersede previous versions, if you are a regular customer, we ask you to check for amendments, before your next works are due.

