



Service Proposal

Presented To:

Le Chateau Royal
Condominium

July 15, 2024



Presented By:

Danny Montoya

Director of Business Development,

Direct: 954.289.7317

Email: danny@kleen1.com



July 15, 2024

Le Chateau Royal Condominium Association
3540 S Ocean Blvd,
South Palm Beach, FL 33480

Ladies and Gentlemen:

It is a privilege for us to submit the following proposal to provide **La Chateau Royal Condominium**, first-class, professional housekeeping, and cleaning services.

Kleen1 is a full-service commercial cleaning and property maintenance company. Since 2003, our staff of over 400 employees has been providing professional services to high-profile properties in Miami-Dade, Broward, and Palm Beach Counties.

Our emphasis on frequent and open communications between our management, staff, and customers, in addition to hands-on management supervision, sets Kleen1 apart from the competition. No compromises will be made in our service, and quick responses to your needs will always be our top priority!

Enclosed is our proposal describing the services we will provide to meet the needs of your property.

If you desire, we will add, delete, or modify any services, as we are flexible in all aspects. We welcome the opportunity to service your property and look forward to building a long-term relationship.

Sincerely,

A handwritten signature in black ink that reads "Danny Montoya".

Danny Montoya
Director of Business Development



Service Agreement

CUSTOMER

Le Chateau Royal Condominium Association
3540 S Ocean Blvd,
South Palm Beach, FL 33480

SERVICE TO BE PROVIDED

Kleen1 will provide general housekeeping and cleaning services at the customer's premises more specifically set forth in this Service Agreement, Scope of Work and Terms of Service attached.

PERSONNEL AND THEIR DUTIES

Housekeeping Staff ("Team Members"):

All Kleen1 team members will be screened, and background checked. Team members will receive training from an experienced manager. Each team member will have specific daily duties detailed in Kleen1's Property Operations Manual.

Fill-In Staff

In the event a Team Member is unable to report to work because of illness, etc., Kleen1 shall provide a qualified replacement staff member to cover the absent Team Member's shift. Fill-In Staff shall be provided at no charge to Customer.

iKleen (Quality Control):

Kleen1's iKleen system automates the quality control process and allows our Quality Control inspectors to electronically document, photograph and track any quality deficiencies. Deficiencies are up-loaded to Kleen1's QC database and are delivered to the Housekeeping Supervisor and Area Manager to be addressed expeditiously.

A Kleen1's QC inspector will inspect the property on a regular basis to ensure all tasks are being completed in a professional manner and to assure overall "Quality of Service".

Area Manager:

Kleen1's Area Manager will be responsible for supporting the Housekeeping Supervisor. The Area Manager's duties will include training, adherence to safety

procedures, QC review, special projects, equipment, and human resources. The Area Manager shall make frequent, **unannounced visits** to the property to ensure schedules and work assignments are being adhered to.

Executive Team:

Kleen1's hands-on Executive Team will be actively involved in supporting the property, which will include frequent **on-site visits** and communication with property management. Kleen1's Executive Team will be the Customers direct contact for customer service.

TIME AND ATTENDANCE:

Kleen1 shall install and maintain a **GPS Validated Timeclock** system to ensure that all staff-members are following their assigned manning schedule. Customer shall provide access to their Wi-Fi network to connect to the timeclock system.

UNIFORMS

To present a professional appearance, all team members will report to work in uniform. All team members will be required to adhere to the Kleen1 uniform policy. Uniforms shall be provided at no charge to the Customer.

EMPLOYEE CODE OF CONDUCT

The integrity of our company and employees is of the utmost importance. All Kleen1 employees are required to follow an **Employee Code of Conduct** which governs such conduct including company policies, personal appearance, behavior in the workplace.

TRAINING

Professional training is what sets Kleen1 apart from the competition. All team members will be required to complete Kleen1's operational training program.

SUPPLIES AND CHEMICALS

Kleen1 shall provide all cleaning equipment, cleaning supplies and chemicals.

CONSUMABLES

Customer shall provide all consumables, including but not limited to, trash liners, hand soap, hand sanitizer, gym wipes, paper hand towels, and toilet paper.

MACHINERY AND EQUIPMENT

Kleen1 will provide all Cleaning Machinery and Equipment required to perform the services set forth in this agreement.

CUSTOMER SERVICE

Kleen1's Customer Service will be available (24 x 7 x 365). Customer Service can be contacted toll free at **800-718-4551** or via our automated customer service system service@kleen1.com.

INSURANCE

During the term of service, Kleen1 will maintain general liability insurance in the aggregate amount of \$2,000,000.00, naming the customer as additional ensured. During the term of service, Kleen1 will maintain Workers Compensation Insurance in statutory amounts.

FEES

One (1) Day Cleaner, twenty-five - (25) hours per week – (Monday – Friday) (5 hours per day)

Monthly Fee - \$2,440.00

ACCEPTANCE

This Service Agreement including Kleen1's Terms of Service and Scope of Work are hereby agreed to and accepted.

CUSTOMER:

By: _____

Title: _____

Print: _____

Date: _____

Kleen1, LLC.

By: _____

Title: _____

Print: _____

Date: _____

Kleen1, LLC. Terms of Service

1. Service: Kleen1, LLC ("KLEEN1") shall provide service as set forth in the Service Agreement. Any additional services that may be required shall be provided for an additional fee pursuant to a separate written Agreement between the parties.

2. Term: The term of Service shall commence on the date that the services herein are to commence and shall continue in full force and effect for a period of one year from such date. This agreement shall automatically renew on a year-to-year basis providing that neither of the parties notifies the other party, in writing via Certified Mail, of an election not to renew the agreement, which notice must be received by the other party no later than sixty days prior to the expiration of the current term. The Fees for service shall be increased by four percent each year.

3. Termination: This Agreement may be terminated by either party with 30 days written notice via Certified Mail. All notices to Kleen1 shall be delivered to 151 N. Nob Hill Road, #154, Plantation, FL 33324.

4. Equipment and Supplies: CUSTOMER shall provide KLEEN1 with storage space for its equipment and supplies, which shall be in a secure area. All equipment and supplies provided by KLEEN1 shall remain property of KLEEN1 and shall be removed by KLEEN1 upon the expiration or termination of this agreement. 2-Way Radios required by CUSTOMER, shall be provided by CUSTOMER.

5. Over-Time / Holidays: Over-time hours, provided at the request of CUSTOMER, shall be billed at time and one-half per man-hour. Unless otherwise set forth in this agreement, this agreement does not include service on legal holidays and no credits shall be issued to the Customer for legal holidays. Fees for services performed on legal holidays, at the request of CUSTOMER, shall be billed additionally at time and one-half.

6. Collection of Fees: With respect to compensation or fees due and owing from CUSTOMER to KLEEN1, in the event that KLEEN1 uses the services of a collection agency or an attorney to collect such amounts owed, CUSTOMER shall pay all such costs, and said delinquencies shall bear interest at the highest legal interest rate permitted by law, until fully paid.

7. CUSTOMER agrees that during the term of this Agreement and for a period of one (1) year from the termination or expiration of this Agreement, it shall not employ, hire, or permit to be hired or give compensation to any person or company, directly or indirectly (through another company), who was an employee, vendor or sub-contractor of KLEEN1 at any time during the nine (9) month period prior to such termination.

8. KLEEN1, its agents or employees, shall not be liable to CUSTOMER for any loss or damage not caused by KLEEN1'S own gross negligence. CUSTOMER shall indemnify and hold KLEEN1, its employees and agents, harmless from any liability and/or

damages, including attorney's fees, resulting from any injury or damages, including damages caused by any acts or omissions of customer, unless such injury or damage is caused by KLEEN1'S own gross negligence. KLEEN1 shall not be responsible at any time for security, control, or maintenance of any portion of the property.

9. In the event KLEEN1 falls under a minimum wage increase, government mandate, rules, regulations, or taxes that increase Kleen1's costs to provide service, including but not limited to the Affordable Care Act (ACA), CUSTOMER shall pay KLEEN1 additional sums necessary to offset Kleen1's increased cost.

10. Fees shall be invoiced on the first day of each month (or billing period) that service is provided and are due and payable (via ACH) upon receipt. Invoices shall be subject to any applicable sales tax. Invoices unpaid within 30 days of receipt by shall be considered delinquent and shall be subject to a late payment fee of 1.5% per month. In the event Customer's invoices are delinquent, Kleen1 reserves the right to suspend service, with (24) hours notice, until such time Customer's account is brought current. Suspension of service does not relieve Customer from any of the terms and conditions of this Agreement.

11. In the event of any dispute between the parties, the prevailing party shall be entitled to recover its attorneys' fees and costs.


12. KLEEN1 shall be responsible for payment of any applicable taxes, workers compensation or other insurance required by law to perform said services.

13. Out-of-pocket expenses including, special equipment rentals, propane, gas, additional chemicals, and additional supplies not included in the Service Agreement shall be reimbursed to KLEEN1 by Customer

14. Consumables: Unless otherwise set forth in this Agreement, Customer shall be invoiced separately for; paper products, liners, air fresheners, hand soap, feminine products, urinal screens and other consumables requested by customer.

15. This Agreement, including any schedules and attachments hereto, constitutes the entire Agreement between the parties hereto pertaining to the subject matter as set forth herein. Any and all written or oral agreements heretofore existing between the parties pertaining to the subject matter of this Agreement are expressly canceled and superseded by this Agreement. All amendments to this Agreement, including any changes in services to be furnished as specified in the Agreement or any of its attachments, must be in writing and signed by both parties to this Agreement.

16. Section 4, 6, 7, 8, 10 and 11 shall survive termination or expiration of this Agreement. This Agreement shall be construed and interpreted in accordance with the laws of the State of Florida, and venue shall be in Broward County, Florida for all disputes arising out of this Agreement.


Customer Initials