

# Jim's Window Cleaning

## Window Cleaners

### 100% Satisfaction Guarantee

Jim's Group guarantees all jobs against defects in materials and workmanship. If you are not satisfied with any aspect of the job, contact the Franchisee first. If you are not satisfied with this outcome, then contact our office by ringing 131 546.

Conditions are as follows:

1. Our Franchisees must be given the opportunity to fix the problem.
2. If they cannot, our local Franchisor will be responsible to solve the issue.
3. If neither can satisfy your complaint, we will mutually agree on an industry expert to inspect the job (at our expense) and will arrange to fix any faults found. However, if no fault is found then you will pay the inspection cost and the matter will be closed.
4. If a complaint to our office has not been resolved in 30 days, email Jim personally on [jims@jims.net](mailto:jims@jims.net). The entire resources of Jim's Group stand behind the guarantee.

The Jim's Group



The first Jim's Cleaning Franchisee was signed in September 1994, which was also our first Franchisee outside the Mowing Division. Jim's Cleaning is still the largest Jim's Division apart from Mowing, and the largest domestic cleaning business in Australia.

In recent years it has experienced rapid growth under the leadership of Haydar Hussein after many years of frustration I decided to hand the business to someone who had more experience in the field, when Haydar took over the Cleaning division we had just six Franchisees.

Haydar has developed this into 6 different divisions, Jim's Cleaning, Jim's Carpet Cleaning, Jim's Window Cleaning, Jim's Pressure Cleaning, Jim's Car Cleaning and Jim's Blinds now with more than 520 franchises, Haydar is a impressive business person no other Franchisor has managed to develop their business as he has. With around 65,000 new clients booked every year. Demand for our services is such that more than 12,000 leads went unserved in 2013 for lack of enough local franchisees. The market for cleaning is such that we could easily be ten times its current size.

Jim's Cleaning Franchisees take pride in their standards of customer service. Registered complaints have fallen dramatically in recent times, to an average of only one per Franchisee per year. This is especially impressive when it is considered that Franchisees typically service a thousand or more jobs a year, and a complaint is registered even for being five minutes late returning a phone call.

Haydars careful selection system means that we choose only the best, the training and support systems work towards helping each Franchisee and Franchisor achieve the most they are capable of.

Jim Penman

Cleaning Business, Jim's Cleaning Group

Call **Jim's Cleaning** for home and office cleaning, domestic and commercial cleaning. From windows to blinds, from cars to kitchens, from carpets to driveways, from factory floors to office floors - **Jim's Cleaning** does it all. **Jim's Cleaning** is Australia's leading home and commercial cleaning service with services available in every State and our reputation is top class.

We cater for both home and business owners and provide 6 specialist cleaning divisions to ensure that your home, car or commercial property is clean from top to bottom, inside and out.

**Jim's Cleaning** is a national award winning company dedicated to cleaning Australian homes and businesses. We pride ourselves on our enthusiasm to perform and complete the best job possible for you.