



Dear Sir, Madam,

Who is Bliss?

Bliss is a young company with a huge amount of experience in office, council, residential and domestic cleaning. Our environmental approach is very unique in the business.

Bliss has effectively maintained its industrial relations and has never been involved in any dispute, internally, externally or otherwise. We work compliant to the industry minimums and we always value and support our cleaners. Bliss has had an ethical and reputable standing within the industry and business community.

We recruited specialists in every area of cleaning and we added that extra knowledge needed in the cleaning business to make that special difference. Within our company we also have over 25 years of European experience and eye to detail, this has put our company to the highest level ever experienced in the cleaning industry. We are focusing on training and developing our vision.

We focus on cleaning, quality, communication and a long time partnership.

We have experienced cleaners who have experience in housekeeping and domestic cleaning. Where the difference is between our company and others is that you directly deal with the people that take care of you. No sub-contracting to another company, no middle contact person, it's just you, us and the cleaners. This gives you a more personal service and easier to deal with, and more importantly, you will receive a far better service, that is our guarantee. All managers and supervisors, were hands on themselves and know what the cleaning business requires to achieve great results. We go out to our sites, train and supervise.

This makes our service a lot more personal than with other companies and ... more affordable.

Bliss is a one stop service company that can provide all the needs that the customer wants.

We know, it is hard to find the right people, and taking on the cleaning yourself is difficult too and it is still not giving you a result that is up to your satisfaction. We can finally provide the service you're looking for.

You will:

- Be able to calculate an exact budget as there are no and won't be any extra charges.
- Save money
- Have a far better cleaning

ABN 21 902 910 020 ACN 151686547
19 Wilma avenue Mulgrave Vic 3170
Office - Andrea: 0469388580 Ph: 03 95460358
Fax: 03 95460357



- Have less headaches
- Only have to focus on marketing and renting out properties.
- Receive an excellent service with no comparison

We know what your requirements are and we can set the standards a lot higher than they are now.

How do we plan our start up?

1. Introduction meeting to see where we can be of assistance to you.
2. Meeting to set out the requirements and contract negotiations.
3. Contract agreement, set up starting date.
4. Set up of property cleaning specifications (check list).
5. Property visit and highlighting important areas.
6. Set up operations
 - How to receive the daily cleaning schedule
 - Daily report of cleaning operations
 - Ongoing communication between the property manager and Bliss
 - Chemicals
 - Bed linen and towel supply
 - Set up property cleaning cupboard
 - Ordering tools and set up each property
 - Providing contact numbers from Boutique and Bliss
7. Induction to the site supervisors and cleaners
8. Training new or current cleaners and Supervisors two weeks prior to start up.
9. Final meeting for last minute changes and line out start up
10. Start up.

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B L I S S

Public liability Insurance



JODH SINGH
107 WINDELLA CRESCENT
GLEN WAVERLEY
VIC 3150

Total Amount Due: 8875.74
Payment Due Date: 09/06/10
Page 1

NEW BUSINESS NOTICE

Your Proposal for insurance has been accepted. Cover is being provided until 4pm on the Payment Due Date shown above. Please pay the Total Amount Due by that date. Kindly note that no other notice will be issued.

All Enquiries: BUSINESS INSURANCE CENTRE
GPO BOX 1387 MELBOURNE 3000
Phone: 13 10 10

Policy Number: GS00113778
Date Issued: 10/05/10
Client Phone No:0432460067

TRADE INSURANCE- POLICY SUMMARY

If the Policy covers more than one Situation, the Policy Sections shown below as INSURED may not apply to every Situation.

SECTIONS INSURED

- * PUBLIC & PRODUCTS LIABILITY

SECTIONS NOT INSURED

- * FIRE AND OTHER DAMAGE
- * BUSINESS INTERRUPTION
- * ACCIDENTAL DAMAGE
- * BURGLARY
- * MONEY
- * GLASS
- * GOODS IN TRANSIT
- * FRAUD & DISHONESTY
- * EQUIPMENT BREAKDOWN
- * GENERAL PROPERTY
- * PERSONAL ACCIDENT AND ILLNESS
- * TAX AUDIT
- * CONSTRUCTION

Please refer to the following page(s) for details of your insurance.

PAYMENT ADVICE

See reverse of this notice for details of payment options.

APPROVER ID: J547 /452
Policy GS00113778 T
JODH SINGH

Total Amount Due: 8875.74
Payment Due Date: 09/06/10

IMPORTANT: Please read the back of this notice for important information regarding your "DUTY OF DISCLOSURE" and your insurance contract. /52/ /

Payment Reference: 09 37 00113778 24

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Work cover

CERTIFICATE OF CURRENCY



1. STATEMENT OF COVERAGE

The following WorkSafe Insurance policy covers the employer's liability under the Accident Compensation Act 1985 (and amendments).

This Certificate is valid from:

30/06/2011

to:

30/06/2012

The information provided in this Certificate of Currency is correct at:

25/07/2011

2. EMPLOYER'S INFORMATION

Employer or Policy Number:

13523037

Legal Name:

BLISS SERVICES GROUP PTY LTD

Trading Name:

ABN:

21 902 910 020

ACN/ARBN:

151 686 547

3. IMPORTANT INFORMATION

This policy commences and finishes at 4.00pm on the dates specified above.

Andrew D'Amico
Priority Operations Manager
QBE Workers Compensation (MC) Ltd
1 Corporation Road of Victoria Street
A/CN/ARBN: 151 686 547
C/O: Ene 47/25 Mulgrave VIC 3170
Tel: 03 9546 2444
Fax: 03 9546 2444
Ene: 03 9546 2444

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What do we offer extra when you accept our offer?

After the 2 month trial and when you accept the contract we will do the following:

- We will do a once off full window cleaning for all your properties.
- We do an initial deep clean of every property, this includes removing cobwebs, dusting, wiping, removing mould in shower grouting and we will give a deep clean to all the stoves and ovens.
- Steam cleaning of all range hoods.

What is the term of the contract?

- 2 months Trial and then ongoing contract for 1 year.

We can also offer for a low fee

- A general waste pick up after your visitor left the property, so no more dirty and full bins for the next arrival, how's that for a service and your next customer will be very happy.
- High pressure cleaning,
- Carpet cleaning at a set price.
- What about a grocery service.... We go and pick up all the groceries for you visitor, deliver them to the property and your visitor doesn't have to worry about it anymore. Flowers upon arrival, a bottle of wine, champagne whatever..... Give a Wow factor to the client!

And whatever your needs are, we can talk about it and see if we can help you out.



Pricing These prices are all included no surprises anymore!

- Labour cost, cleaning, making up the beds for next arrival
- Chemicals, all chemicals supplied.
- Tools: mops, buckets, micro fibre cloths, vacuums, the lot! We provide a separate mop and micro fibre cloth for each property, no cross contamination!
- Steam cleaner, high pressure cleaner.
- Transport, we supply the cars and petrol allowance.
- No extra's when cleaners have to spend extra time at your property because it's very dirty.
- There are no extra's for a dirty oven to be cleaned
- We don't charge extra for pet cleaning.
- Supervision included
- Insurances included
- OH&S and manual procedures in place.
- Satisfaction guaranteed, we handle a zero complaint policy.
- You will receive professional support, advice and training
- And our prices are fixed prices for 2 years
- You know what your budget is, and what it will cost you.
- No last minute surprises anymore because a cleaner can't come....
- We are a one stop shop service, window cleaning, carpet cleaning, housekeeping, the works!
- We can supply you any extra service you would require.

All prices are as an indication and all depending on the volume of properties.

All prices are negotiable and are subject to your requirements.

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One bedroom properties

Weekdays	Saturday	Sunday
\$79	\$100	\$ 110

Two bedroom properties

Small

Two Bedrooms, one bathroom, lounge, kitchen, dining, family room

Weekdays	Saturday	Sunday
\$105	\$135	\$ 150

Medium

Two bedrooms, two bathrooms, lounge, kitchen, dining, family room

Weekdays	Saturday	Sunday
\$120	\$150	\$ 170

Large

Two bedrooms, two bathrooms, lounge, kitchen, dining, family room, TV room, playroom

Weekdays	Saturday	Sunday
\$140	\$180	\$ 200



Three bedroom properties

Small

Three bedrooms, one bathroom, one bathroom, lounge, kitchen, dining, family room

Weekdays	Saturday	Sunday
\$140	\$180	\$ 200

Medium

Three bedrooms, two bathrooms, lounge, kitchen, dining, family room

Weekdays	Saturday	Sunday
\$150	\$190	\$ 220

Large to extra large

Three bedrooms, two bathrooms, lounge, kitchen, dining, family room,etc.,etc. your biggest properties

Weekdays	Saturday	Sunday
\$190	\$240	\$ 250



Conclusion

Management of the cleaning process is of key importance to achieve the required results. Our structure ensures that all elements of management are fully covered by quality personnel who have previous, extensive experience with similar facilities and who will therefore understand the processes required to best serve you.

The result is a Quality Service you can depend on from the very first day; delivered by a team of skilled in-house employees who have worked together for several years and have built an understanding of each other's skills and temperaments, important to seamless trouble free implementation of services.

Our objectives are pursued with the following strategies:

- Cultivation of safety improvements and vigilance in the control of hazards.
- Support of employees with financial incentives
- Mandatory training and development of staff at all levels through attendance at courses relating to their specialised areas. Training needs are determined during the performance review process.
- Remuneration levels set to attract the best people and to have our Company regarded as the employer of choice.

I am sure that we can deliver the solution to your needs, and most importantly, we will be able to resolve all of your current cleaning problems and then you can focus on the company's basics which are managing of rental properties and, this all without the headaches of organising the cleaning. All you will have to do is forwarding the next day's cleaning schedule and we'll take care of the rest.

I hope I've explained our goals in a nutshell and where we can be a help for your business, I am always happy to talk about it further.

Have a nice day

Kindest regards,
Peter Munn
Operations Manager
Bliss Services Group Pty Ltd
Mobile 0428864280

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