

Homefulness Service Guide



www.homefulness.co.uk

[@homefulness_uk](https://www.instagram.com/homefulness_uk)



Homefulness

Luxury Professional Organisers

Welcome to the Homefulness way of life

Hello

I'm Caroline Caron Dhaouadi, founder of Homefulness, and I want to personally welcome you to the Homefulness family.

I started Homefulness in 2019 because I'm convinced that a better home, organised with style, is a valued component of balance and wellbeing.

When a space is sorted, you feel less stressed. When it looks beautiful, you feel proud and relieved.



Along with the rest of the Homefulness team, I'm here to help, and we'll take care of everything along the way.

Caroline

Your home, better

At Homefulness, we create organised spaces to fit your family's unique needs. The best part? You don't have to lift a finger!

WHO IS IT FOR?

Our organising services are for anyone seeking a more organised, efficient and stylish home.

Our clients are busy families, professionals and small businesses in London and surrounding areas. We also travel further if needed.



WHAT WE DO

We provide a luxury organising experience from start to finish. We pride ourselves on our design-centric approach to home organisation. Our goal is never to only organise. We create beautiful and long-lasting organisation systems. All of our services are flexible and designed for the specific needs of each client, with our expert team working with utmost professionalism and perfect attention to detail.

Get to know our signature process

1| IN-HOME CONSULTATION

We will meet with you to learn about your goals for your space. We will assess the project and determine the best next steps for you.

2| CUSTOM PROPOSAL

You'll receive a custom proposal via email after your consultation: one quote for organisation and one quote for products.

3| PLAN, ORGANISE + STYLE

Our organisers plan your space, shop for supplies, and arrive at your home to implement, stylish and sustainable organising solutions. Every step of our process is designed with efficiency and value in mind, ensuring that your space is carefully organised down to the last detail.

4| MAINTAIN THE SPACE

You'll be left with a functional and maintainable space with an overall sense of style and detailed organisation. Don't worry, if you want assistance maintaining your space throughout the year, we provide that too!



Our services: Organising projects

Let us organise your spaces so they function with style and ease. You will receive a customised project estimate based on your goals and the scope of the project after your in-home consultation.

PERFECT FOR...

- Kitchens
- Wardrobes
- Playrooms
- Living Rooms
- Garages
- Bedrooms
- Bathrooms
- Offices

A CLIENT'S PERSPECTIVE

I called Homefulness to take care of my nightmare closet where we store everything we don't know where to put: we used to pile up everything there and close the doors as quickly as possible to make sure nothing would fall over!! Results speak for themselves. Can't wait to have more closets organised by Homefulness. feels so good that we now open and close this one 'just to have a look!'

Marie, Chelsea



Our services: Multi-space organisation

The complete solution for your home. Enjoy a fully edited, organised and styled home with no detail left undone. Clients find combining spaces a great option - there's no clutter from unorganised rooms moving into your newly organised space. You will receive a customised project estimate based on your goals and the scope of the project after your in-home consultation.

PERFECT FOR...

- Busy families
- Large homes
- Life transitions
- Maximising the value of your investment

A CLIENT'S PERSPECTIVE

I highly recommend Homefulness. I couldn't be happier with the results and the entire experience was the best. Caroline seamlessly and creatively organised two clothes closets and a utility closet in my house. She is completely professional and very personable.
Connie, Belgravia



Our services: Home moves

The most stress-free way to move home! Our expert team can help with everything from decluttering before a move to packing and unpacking every box, organising your new home, and making sure you feel settled in your new place from day one. Our moving services are flexible and designed for the specific needs of each client. You will receive a customised project estimate based on your goals and the scope of the project after your in-home consultation.

PERFECT FOR...

- Busy families
- Relocations
- Creating your perfectly home quickly

A CLIENT'S PERSPECTIVE

So happy to hire Homefulness to help us in organising our new home! Thank you Caroline, Arabella, Claire, Anastasia and Amalie! Highly recommend!
Dionysia, Clapham



Our services: Paperwork organisation

Our goal is to create systems of paperwork organisation that make it easy for you to maintain and keep track of your deadlines and renewals. Having an organised paperwork organisation space, where everything looks great and is easy to find will ultimately help you stay on top of your admin tasks. Our team will consider your usage of each category of items to organise, but also the user of each category and the storage space needed and available. You will receive a customised project estimate based on your goals and the scope of the project after your in-home consultation.

PERFECT FOR...

- Home offices
- Busy families
- Small businesses

A CLIENT'S PERSPECTIVE

*Work with Caroline and you won't regret it, I promise!
The only regret you will have if you call her is thinking
why you didn't do it sooner!*
Alexandra, Earl's Court



Our services: Photo organisation

We can organise all your photos, digital or printed. Our professional organisers create long-lasting photo organisation systems, specifically designed for your needs and easy to maintain. We can also create memorabilia boxes or printed photo albums. You will receive a customised project estimate based on your goals and the scope of the project after your consultation.

PERFECT FOR...

- Busy families
- Digital photos
- Printed photos

A CLIENT'S PERSPECTIVE

Caroline and her team offer a truly first rate service. Yes it's a 'luxury' purchase /investment but it will give you years and years (a lifetime?) of organised pleasure. It's truly worth every penny.

Chas, East Kent



Pricing

We break down our services as follows (all prices exclude VAT)

IN-HOME CONSULTATION

- £90 (Up to 1 hour)

PROJECT RATE

- £290 for up to 3 hours for one organiser
- Additional hours charged at £90/hour per organiser

PRODUCT SUPPLIES

- £150 flat rate to purchase all supplies up to £500. If supplies to be purchased on your behalf exceed £500, an additional shopping rate of 15%+VAT will be implemented
- Product supplies are a direct reimbursement of the retail price (RRP) and are based on your budget and preferences

DONATIONS

- £40. We can arrange a clothing donation collection as purging and removal can be a part of the organising process



Terms and conditions

CONFIDENTIALITY AND PRIVACY

Homefulness offers complete confidentiality and discretion, and we will never divulge information to any third parties without your consent. All organisers working for Homefulness have signed a confidentiality agreement. The handling of your personal information is governed by our Privacy Policy.

Homefulness is fully compliant with all relevant legislation. By entering into contract with Homefulness Ltd you agree that your personal details will be held securely, to be used only in connection with the services carried out by Homefulness.

CANCELLATION POLICY

We appreciate that both you and an Homefulness organiser may need to reschedule a session you have booked. All rescheduled sessions must be completed within two months of the original session time and date. There is no charge for rescheduling a session.

Cancellations made more than 72 hours in advance of the session will be refunded in full.

Should you cancel within less than three clear calendar days' notice and are not looking to reschedule your session to another time and date, you will be charged for the 1st three hours of work of each organiser assigned to your project. Products bought on your behalf will have to be picked up by yourself from our location in Fulham – London (W6 9SS). We won't be able to reimburse you for products that you cannot pick up after cancelling a session.

Cancellations made on the same calendar day as the booked session may not be refunded and will be charged for the full quoted amount.

Cancellations of rescheduled sessions are not eligible for refund.

WORKING HOURS

Homefulness always proceed with an in-home consultation prior to booking a session. During the consultation we will work with you to determine how many hours you may require. It is not always possible however to give an accurate estimate and some projects may require more sessions/hours than initially thought, depending on a variety of factors as each project and client is unique.

One session typically last up to 3 hours. Session price is per organiser. Should the time of the session go over 3 hours, you will be charged £70 per hour and per organiser for the hours worked. Homefulness will always inform you when the booked time is up and obtain your permission to continue if you wish to do so.

When doing decluttering with you, Homefulness will always work at your own pace as decluttering can be physically and emotionally demanding. Breaks can be taken as you wish, however please be aware that these breaks will count towards the duration of the booked session. Should the session duration take place during breakfast, lunchtime or dinner, our organiser may need to take a break (no more than half an hour) and you will not be charged for this time. This will be arranged prior to the session starting so you are aware of timings.

Homefulness organisers work Monday to Friday 8 am – 6 pm. Weekends, bank holidays and after-hours sessions can be arranged at an additional cost.

ACCESS

Please ensure there is good access immediately outside your home and inside your home. Homefulness is unable to move furniture due to reasons of health and safety.

Should the working area be considered unsafe Homefulness reserves the right to cancel the session without refund.

Terms and conditions

BEST ADVICE

Decluttering focuses on deciding which of your possessions and items you want to keep. Through this process, you may find yourself parting with possessions or items that you decide you no longer need. The decision to keep or discard an item is entirely yours. We only guide you to help you determine what you need in your home. Advice is given in good faith and it is always your decision to accept guidance on whether or not to keep particular possessions. Homefulness cannot therefore accept responsibility for the consequences of such decisions. Homefulness cannot be held liable for any possessions or items that have been discarded.

REMOVAL OF POSSESSIONS

We encourage recycling items where possible or donations to registered charities. You may even choose to sell possessions or items that you no longer need. Homefulness is unable to provide a valuation service, nor do we have expertise to identify items of special value or rarity. In any event, possessions or items disposed of are your sole responsibility. Items to be removed from your premises, either for disposal or to other locations, must be at your own discretion. Disposal will not take place without your authorisation. The client accepts responsibility for all or any items disposed of in the decluttering process. Homefulness is happy to help with such disposal for a fee (e.g. removal to local refuse tip or to charity shop) if we are able to do so, i.e. for small items. You are responsible for removing larger items that cannot be easily carried in one's hands. If you purge more than whatever you can dispose of yourself, Homefulness can arrange for a hauler to come for a fee.

PHOTOGRAPHY

Homefulness might use before and after photographs to support a client's organisation journey. These photographs are the property of Homefulness Ltd. Homefulness might use these photographs as example of our work, and to inspire others on this website and on social media platforms. Photographs are always anonymised; the client cannot be identified through them, except if we have received your permission to do so.

RECOMMENDATIONS

Homefulness may make suggestions on additional products and services by third parties. Although we always do our best to ensure we recommend high quality products and services we are unable to accept any responsibility or liability should the products or services cause you direct or consequential loss or damage

PURCHASE AND RETURN OF ORGANISING PRODUCTS

Homefulness will source organisation products for you, once we have received your approval. We charge a shopping fee and products will be charged to you at their retail price. If there is a product that you do not like once it is installed in your home, we will be happy to organise its return and we will reimburse you. Please note that returns will not be possible after the organisation session or if the organisation session has been delayed and we have been storing products on your behalf past the return window. We cannot return products that require assembly once they are assembled, and we will therefore not be able to reimburse you neither.

Terms and conditions

PRODUCT ASSEMBLY

Our organisers will be happy to assemble small organisation items. For larger items such as pieces of furniture, we work with a handyman that we can arrange to come for a fee. Please note that assembled products cannot be returned or refunded.

CLEANING

Homefulness is not a cleaning service and we are therefore unable to provide cleaning services.

TRAVEL COSTS

All services paid for include travel costs provided the services are carried out in London zones 1-3. Outside of these areas travel expenses and additional fees will be charged and pre-agreed before a session takes place. Congestion, ULEZ and parking charges will also apply.

PAYMENT TERMS

Payment is required in advance of your session unless otherwise discussed. Homefulness accepts payment by cash, or direct by BACS using the bank details shown on your invoice.

Late payments will be subject to late payment interests (at 8% over the Bank of England base rate) and compensation for debt recovery costs under the Late Payment legislation.

Homefulness reserve the right to increase its rates at any time. Any sessions booked prior to a rate increase will be unaffected by the increase.

DISPUTE AND RESOLUTION

If you disagree with an invoice you have received from Homefulness Ltd, please email us within 7 calendar days and we will get back to you within 2 business days. Any invoice which has not been disputed within 7 days will be regarded as valid and undisputed.

NO HIRE

As a client of Homefulness Ltd, you should not solicit, recruit or hire any employee, independent contractor or consultant of Homefulness Ltd, for a period of 24 months following the first day of your home organisation project. If you still wish to hire any of our sub-contractors, you agree that you shall pay the minimum sum of £810.00 as liquidated damages.

INSURANCE

Homefulness provides in-home service and whilst every care will be taken with your possessions whilst in your home, Homefulness cannot be held liable for any direct or consequential loss or damage. It is your responsibility to ensure you have adequate and appropriate insurance for your possessions.

Homefulness Ltd holds Public Liability and Professional Indemnity Insurance by Westminster Insurance.



