



Termination of cleaning agreement

Fill in the fields directly in the PDF file and return it to LCI Services.

Thank you for taking the time to complete this form. The purpose is to register your termination correctly and to help us learn how we can improve our service. Our standard agreement has a 30-day notice period, unless otherwise agreed in writing.

1. Customer information

Name

Address where the cleaning is carried out

Phone number

Email

Date of completion

 / /

2. Agreement information

How often have you received cleaning?

☐ Weekly

☐ Every 14 days

☐ Every 3 weeks

☐ Monthly

☐ Other:

Requested last cleaning date

 / /

Date of termination

 / /

Please note: As a general rule, a 30-day notice period applies from the date the termination is received.



Termination of cleaning agreement

Reason and customer experience

3. Reason for termination

What is the main reason you wish to terminate the agreement?

- ☐ I no longer need cleaning
- ☐ I am moving
- ☐ Financial reasons
- ☐ Dissatisfaction with the cleaning
- ☐ Dissatisfaction with communication
- ☐ Dissatisfaction with staff
- ☐ The times no longer suit me
- ☐ I have chosen another solution/provider
- ☐ Other:

Please elaborate on the reason for termination

4. What has worked well?

What have you been happy with regarding our cleaning or cooperation?

- ☐ Quality of cleaning
- ☐ Reliability and attendance
- ☐ Flexibility
- ☐ Other:
- ☐ Friendliness of staff
- ☐ Communication
- ☐ Price

Comment



Termination of cleaning agreement

Feedback and previous dialogue

5. What has worked less well?

Is there anything you have been dissatisfied with or believe we could have done better?

- | | |
|--|---|
| ☐ The cleaning itself | ☐ Thoroughness |
| ☐ Lack of reliability | ☐ Communication |
| ☐ Staff | ☐ Changes to times or agreements |
| ☐ Price | ☐ Other: <input type="text"/> |

Comment

6. Have you previously made us aware of the issue?

- ☐ Yes ☐ No ☐ Partly

If yes, how did you contact us?

- | | |
|--|------------------------------------|
| ☐ Phone | ☐ SMS |
| ☐ Email | ☐ In person |
| ☐ Other: <input type="text"/> | |

Comment



Termination of cleaning agreement

Opportunity for improvement and overall assessment

7. Could we have done anything to keep you as a customer?

☐ Yes

☐ No

☐ Maybe

If yes or maybe, what could we have done differently?

8. Overall assessment

How would you rate our service overall?

☐ Very satisfied

☐ Satisfied

☐ Neither satisfied nor dissatisfied

☐ Dissatisfied

☐ Very dissatisfied

Would you recommend us to others?

☐ Yes

☐ No

☐ Do not know

Comment



Termination of cleaning agreement

Confirmation

9. Confirmation of termination

I hereby confirm that I wish to terminate my cleaning agreement.

Name

Date

 / /

Signature, if the form is completed on paper

This field can be signed by hand if the form is printed.

After receipt

Once we have received the form, we will confirm the termination and inform you of the final cleaning date in accordance with the notice period in the agreement.