

Umso Cleaning Services (Pty) Ltd

From weekend deep cleans to daily contracts · Durban, KwaZulu-Natal

BUSINESS PLAN

REGISTRATION NO. 2022/619374/07

EXECUTIVE SUMMARY

Umso has run for two years as a weekend deep-cleaning service with repeat residential clients. This plan covers the next step: moving to daily contract cleaning for offices and body corporates, where revenue is monthly and predictable instead of booked job by job. The move needs R44,000 for equipment and a consumables float, breaks even at two contract sites, and targets three contract sites plus eight deep cleans a month by month 12.

THE BUSINESS

A private company with one director and shareholder, Nandi Gumede (100%), registered with CIPC and registered for UIF and COIDA. Public liability cover of R2 million is already in place from the deep-cleaning work. Contract cleaning needs no additional licence; what buyers check is the liability cover, the UIF registration, and references.

MARKET AND CUSTOMERS

The buyers are office park managers and body corporate trustees in Durban North and Umhlanga who currently use either national cleaning groups locked into year contracts, or informal cleaners with no cover and no backup when someone is sick. A small firm that shows up daily, carries real insurance, and replaces an absent cleaner within an hour sits between the two. Two deep-cleaning clients are trustees of their body corporates; both have asked whether Umso does contract work. That is the wedge.

SERVICES AND PRICING

SERVICE	SCOPE	PRICE
Contract cleaning	Per full-time cleaner, supervised, consumables included	R8,400 per month
Deep clean	Three-bedroom home, team of three, one day	R2,450
Post-construction clean	Priced per square metre	R6.80 per m ²

Weekend deep cleans continue: they are profitable, they smooth cash flow while contracts ramp, and they are where the contract leads have come from.

OPERATIONS

Contract sites get a fixed team with a working supervisor on any site of three or more cleaners. Staff are registered for UIF from their first shift, uniformed, and carry ID cards. Equipment moves from "borrowed and hired" to owned: an industrial vacuum and a rotary machine cover both the contract sites and heavier deep-clean work. One floater cleaner is rostered from the second contract onward to cover absence within the hour, which is the promise the marketing leans on.

THE MONEY

EXPANSION COST	AMOUNT
Industrial vacuum and rotary floor machine	R21,500
Trolleys and site kits, five sets	R9,800
Uniforms and ID cards	R4,300
Consumables float	R6,000
Marketing: office park flyer drops, Google profile	R2,500
Total	R44,100

Each contract cleaner costs about R6,100 a month in wages and statutory contributions against R8,400 billed. Overheads, including the founder's draw of R12,000, are covered at two contract sites of five cleaners in total; deep cleans on top of that are margin. The deposit-free risk in this plan is small because the deep-cleaning business already pays for itself.

First year

- Month 2: first contract site signed, floater rostered
- Month 6: second site, break-even on the expansion
- Month 12: three sites plus eight deep cleans a month

Main risks

- Underpricing contracts to win them; the R8,400 floor holds even if a site is lost on price
- Key-person load on the founder; the second supervisor is promoted from within by month 6
- Slow trustee decisions; deep-clean revenue carries the gap while contracts close