

FAQs

We have gathered together the most relevant Frequently Asked Questions (FAQs) from customers and included our answers below for your convenience.

How does it work?

If you're ready to transform your home, New Eleusis will guide you every step of the way:

1. Book a free home visit
2. Receive a detailed plan and estimate
3. We'll start work as soon as possible
4. An itemised invoice is generated upon completion
5. Pay securely via a method that suits you

It really is that simple!

Simply get in touch with us for an informal discussion to highlight your needs and what you would like to achieve. We will then arrange to visit the property and send a free no-obligation quote. If you decide to go ahead with the work, we will schedule a formal booking and set a date and time to begin. We will come to you fully prepared and organised for a successful job - no mess or fuss, just a high-quality professional service, run by friendly people who are committed to the work they do. An invoice will then be generated upon completion detailing all work that has been carried out.

What does property maintenance involve?

Property maintenance can involve many different elements from minor repairs and house cleaning to painting and groundskeeping. They are generally reactive measures taken to fix specific problems or damages identified during property inspections. They restore functionality and prevent further deterioration, but also enhance the outdoor areas of a property. Please see our website (neweleusis.uk) for a comprehensive range of the services we currently offer.

How much does regular property maintenance cost?

Property maintenance costs in the United Kingdom can range from £1000 to £10,000 or more annually. The precise amount depends on the property type, the extent of the maintenance

required, and the location. At New Eleusis we understand that the needs of the property, particularly outdoor spaces, will change with the seasons throughout the year. Therefore, in calculating your Regular Property Maintenance cost, we look at the needs over an entire year and then split that cost equally over a 12 month period. By maintaining this flexible approach, we can provide an enhanced level of service and you can simply relax with peace of mind knowing that your payment will always remain the same regardless of how much time we need to spend.

Am I tied into a contract or minimum term?

There are no contracts involved and you are free to terminate our services at any time without obligation, although in some cases a cancellation fee may apply. If for any reason you do wish to cancel, however, we simply ask that you provide us with at least 2 weeks' notice and to settle any accounts or outstanding invoices within 30 days.

How can I make a booking?

We currently take bookings by phone and email. Contact us first with your enquiry and a member of our team will get back in touch as soon as possible with availability. All quotes are initially booked for 10am, but will take place any time between 10am and 4pm on your chosen day. We will be in touch via text the day before your appointment to confirm a more specific expected arrival time. That said, if, for any reason, you have constraints that mean you would prefer to be scheduled earlier or later in that time window, please leave a comment when booking, and we will do our best to accommodate your request.

How can I cancel my booking?

Once you have submitted your booking and any payment has been authorised, you may cancel or amend up to 24 hours before the start of work. If you wish to cancel or amend your booking, you may also contact us through one of the channels listed on our website, although we cannot guarantee your cancellation request will be attended to in a time frame which would not incur cancellation fees. You will receive written confirmation of your booking being cancelled. Please see our Terms & Conditions for more details.

What are your cancellation fees?

In the event that your booking is cancelled for whatever reason, fees will be charged as follows: If the job is cancelled after we have arrived at the location, or within one hour of the specified time, then you forfeit 100% of the agreed price; if the cancellation is within 24 hours of the appointment start time, it is 50% of the agreed price. There is a minimum charge of £20. Please see our Terms & Conditions for more details.

How do I pay for my services?

Our preferred method of payment is by bank transfer; however, we do accept cash or cheque alongside all major credit/debit cards (excluding American Express), or you can also choose to pay by Direct Debit. An invoice will be created upon completion of the appointment and payment is due within 7 days of receipt. Cancellation fees may apply. Please see our Terms & Conditions for more details.

How can I get in touch with you?

Our team is here to help 7 days a week from 9am to 5pm. Please email us at contact@neweleusis.uk; or, alternatively, if you would like to speak with us in person, call/text 07599416278.

Do you need access to water and electricity?

Most of the tasks we carry out do not require electricity, which means we do not need to access your own supplies. However, if it is possible and you are happy for us to plug into your electrics, this is also much appreciated as it will help to reduce emissions and keep the noise down for you and your neighbours. Of course, this is completely optional.

What to do if we are late?

Our arrival time might vary slightly depending on road conditions. However, a representative will be in touch if there are any expected delays of more than 30 minutes. If it has been more than 30 minutes, and nobody has been in touch, please contact us by phone or email.

What happens if it rains?

Rain is a definite possibility in the UK and poor weather conditions might sometimes prevent us from going ahead with some services. In such instances, we will look at either rescheduling the

whole appointment or deciding what is doable on the day and discussing it with you directly. Of course, all our services are weather permitting, and so any change to your appointment for these reasons will not incur any charge.

How long does a Mow, Strim + Tidy take?

A standard Mow, Strim + Tidy, which involves both front and rear lawns mowed, edges trimmed and leaf blowing for a tidy finish, can take up to 1hr.

What aftercare do you provide?

We follow up every job with an acknowledgement and feedback survey, to identify strong team members and apply learnings to future jobs. Bespoke treatments and aftercare packages are also available on request. Please see our Terms & Conditions for more details.

Do you dispose of waste?

We will clear all waste and tidy everything else up so you can start fresh with your space; however, Licensed Waste Disposal is not expected until 2025.

Do you have Terms & Conditions?

Yes! All of our T&Cs can be found on our website (neweleusis.uk) or can be requested by contacting us through email (contact@neweleusis.uk).

How can I request a refund?

Simply get in touch with us and we will be happy to process any legitimate refunds. Please see our Refund Policy for more details.

How can I request a receipt?

An invoice will be generated each month or upon completion of the work, itemizing every task that has been carried out. If you paid for your appointment on the day (e.g. by credit or debit card), you will need to request a receipt directly from the operator.

Can you provide a VAT receipt?

As we are not subject to VAT ourselves, we can only issue a detailed invoice/receipt to you. This will show the appropriate VAT rate depending on who the contractor was that completed your appointment.

Do you serve outside of Richmondshire?

Not at the moment, unfortunately. We are looking to expand our coverage in the near future, across a wider area of the UK; however, at present, we are only taking enquiries within Richmondshire alone. We apologise for any disappointment or inconvenience this may cause.

Read through our FAQs but still couldn't find a suitable answer? Please feel free to contact us for any more information.