

## Better at Home Pre-Paid Vouchers

Your Better at Home housekeeping appointments are paid by pre-paid vouchers. Your housekeeper cannot accept cash. Below are some common FAQ.

### How do I order my vouchers?



You can order and pay for your vouchers in person at Collingwood Neighbourhood House during opening hours. You can pay by debit, cash or cheque. The address is 5288 Joyce Street, Vancouver. We are open Monday to Friday, 8 am – 9 pm. Saturdays, 9 am- 8 pm and Sundays 10 am to 8 pm. We are closed on statutory holidays.



You can complete and return the enclosed order form that will be sent out with every voucher order, along with the full payment. The mailing address is: Better at Home, Collingwood Neighbourhood House, 5288 Joyce Street, Vancouver, BC, V5R 6C9. An order form is enclosed for your convenience.



To avoid running out of vouchers, you may wish to place a subscription service. To subscribe, please send up to 12 postdated cheques for the first of each month. Each cheque should cover the costs of the vouchers you wish to purchase in a month. Vouchers will then be automatically mailed to you in the beginning of the month.

### How much do the vouchers cost?

The full price is \$36 for a two hour voucher and \$54 for a three hour voucher. Your actual costs may be lower depending on your subsidy level.

### Are the vouchers transferrable?

Full price vouchers are only transferrable between Better at Home clients. Subsidized vouchers are **NOT** transferrable and can only be redeemed by the person who is eligible for the subsidy.

### Is there a limit to the number of vouchers I can purchase?

There is no limit to the number of vouchers you may purchase at once. But please note that if you receive a subsidized rate, you may only redeem up to 4 subsidized hours in one month.

**What forms of payment are accepted?**

Cash, debit, cheques, and money orders are the accepted form of payment for the vouchers. Cash and debit can be used if paying in person at the Neighbourhood House. Please do not mail cash. Cheques and money order can be mailed or dropped off to the neighbourhood house. Please may cheques payable to “Collingwood Neighbourhood House”

**Do the vouchers expire?**

Yes. The vouchers expire 1 year from the date of purchase. You may refund the vouchers before they expire.

**Are the vouchers refundable?**

Yes. In order to receive a refund, please return unused vouchers back to the program co-ordinator along with the name and mailing address and reason for refund. A refund cheque will be mailed to you. Please allow up to 20 business days for processing of refunds.

**What happens if I booked a session but do not have a voucher?**

Please ensure you have sufficient vouchers before booking a session with your cleaner or yard worker. If you do not have a voucher, we will invoice you. Your contractor cannot accept cash. If you do not have adequate vouchers on a repeated basis, you may be discharged from the program.

**Can I order the vouchers from my housekeeper/yard worker?**

No. Your worker is an independent contractor and cannot accept your order form or payment for vouchers. Please order your vouchers from the program co-ordinator or the Neighbourhood House.

**How long does it take for my vouchers to come?**

Your vouchers will be mailed to you unless you purchased them in person. Please allow up to 10 business days to receive your vouchers.

**How do I set up a subscription service?**

Complete the order form marking the “subscription set up” box and return along with up to 12 postdated cheques for the first of each month. Each cheque should cover the costs of the number of vouchers you wish to purchase. For example, if you wish to purchase 2 X 2hour vouchers each month. Each cheque should be for \$72.00 if your rate is \$18/hour.