Substitutoo
HOME CLEANING FRANCHISE

Home cleaning franchises with Substitutoo

From the first enquiry to the paid invoice, for a cleaning brand and all of its franchises.

A product by WeebPal

What a cleaning network needs

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Send each enquiry to the right team

The home address decides the franchise. Head Office decides the few the map cannot place.

Win the work in writing

Quotes with priced lines and optional extras, accepted or declined online from the email.

Keep regular cleans running

Weekly and fortnightly visits booked ahead, each with an operative who has the skills and the hours.

Get paid for approved work

Photos, office approval and timesheets come first; invoices follow and payments come back from Xero.

One system for the brand and every franchise

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Head Office

Runs the brand, opens franchises and places the enquiries no territory covers.

- Enquiry review
- Franchises and their territories
- Brand site, shared lists and settings
- Users, audit log and GDPR requests

Franchise office

Turns enquiries into customers, then plans, checks and bills the work.

- Enquiries, customers and homes
- Quotes and regular cleans
- Assignment, visits and timesheets
- Invoices, payments and reports

Operatives

See their own visits, record the work with photos and log their hours.

- My Day and the rota
- The Brief of Works for each home
- Photos before, during and after
- Hours and travel on timesheets

Enquiries from the brand site

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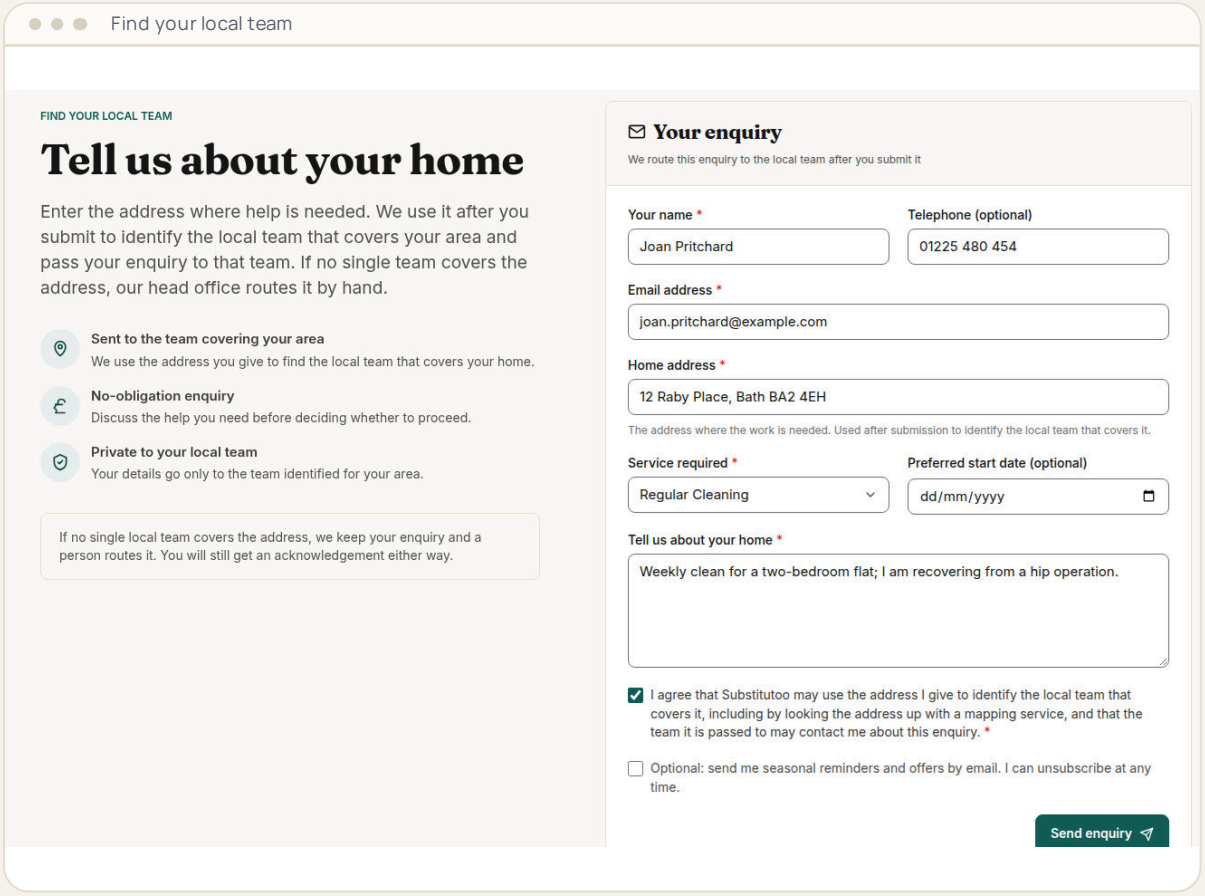

Tell us about your home

The customer gives the home address, the clean wanted and a preferred date.

Routed by territory

The enquiry goes to the franchise whose territory covers the address.

Acknowledged at once

The customer receives an email and the franchise office is notified.

Head Office places what the map cannot

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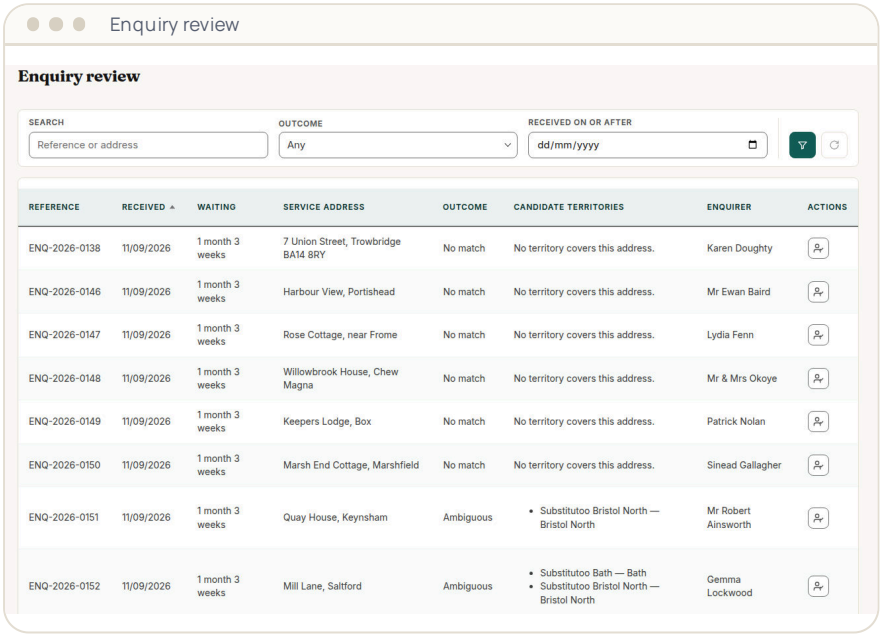
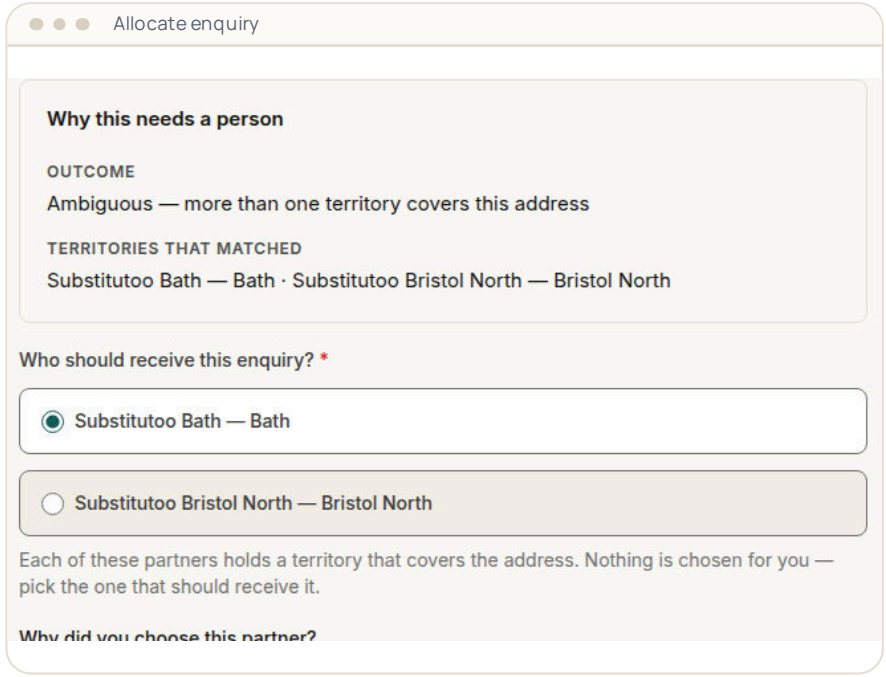
Enquiry review

No match and Ambiguous enquiries, with the territories that could take them.



Allocate enquiry

Choose the franchise and record why; the enquiry joins its pipeline.



Each franchise's own pages and widgets

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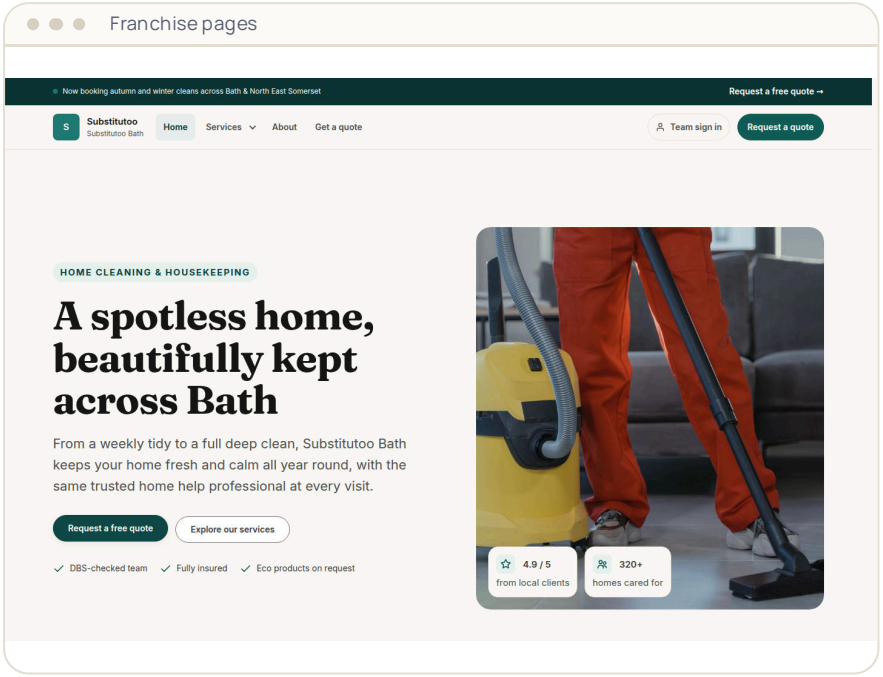
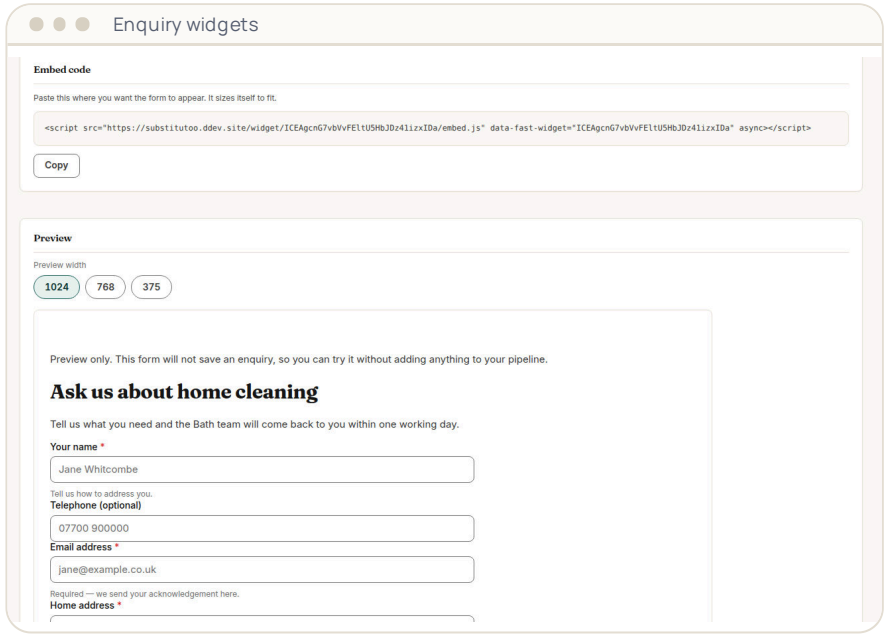
Franchise pages

The franchise's home page and enquiry form, at its own address.



Enquiry widgets

A form for another website: copy the embed code and preview it at three widths.



Every enquiry on one board

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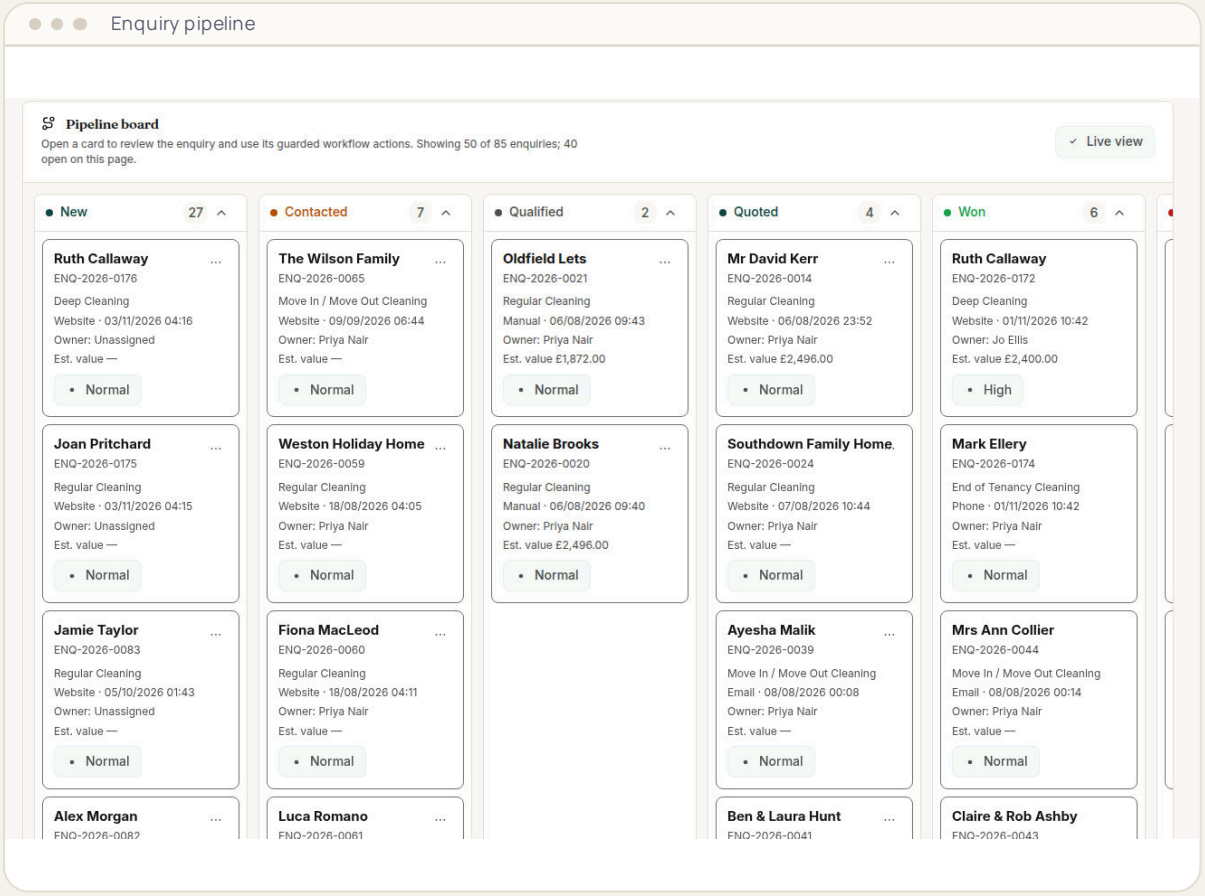

One card per enquiry

Columns from New to Won, with filters for source, owner and dates.

Contact and qualify

Mark contacted, record what was agreed and reassign the handler.

Convert or close

Create the customer, contact and home in one step, or mark lost with a reason.

Customers and their homes

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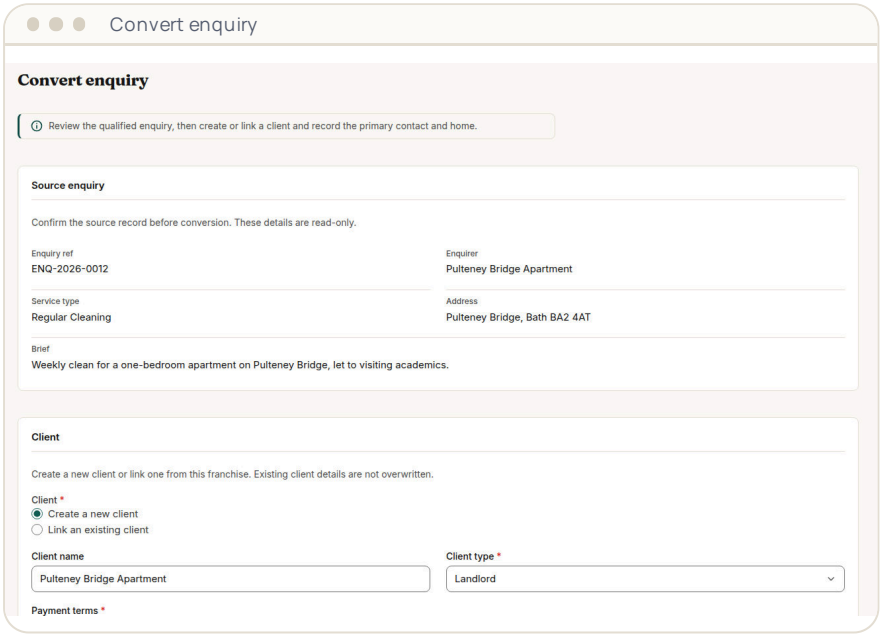
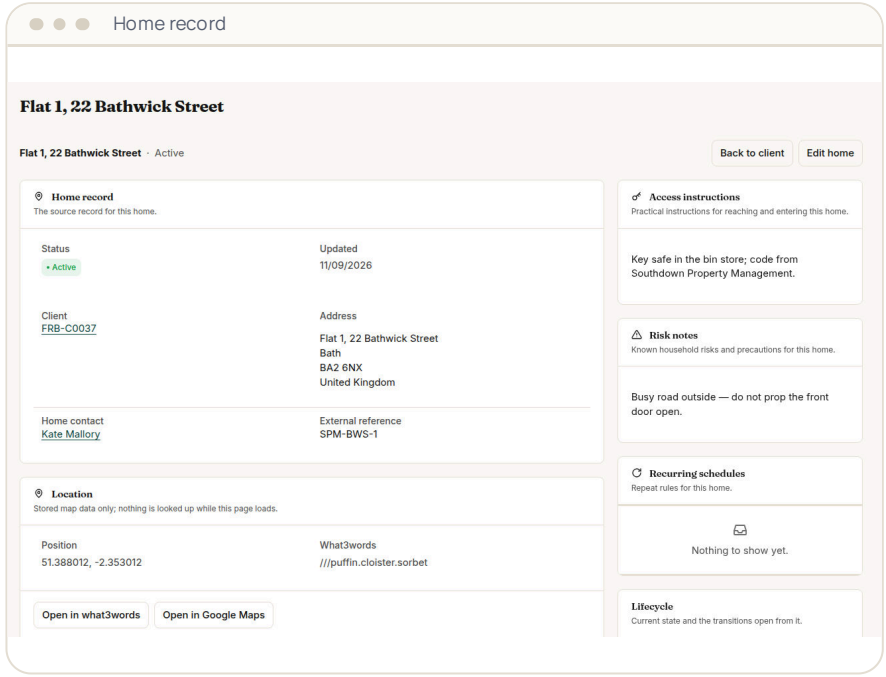
Convert enquiry

Create the customer, or link an existing one, with payment terms and billing address.



Home record

Access, risks, service window and map links for everyone who visits.



Quotes with priced lines and optional extras

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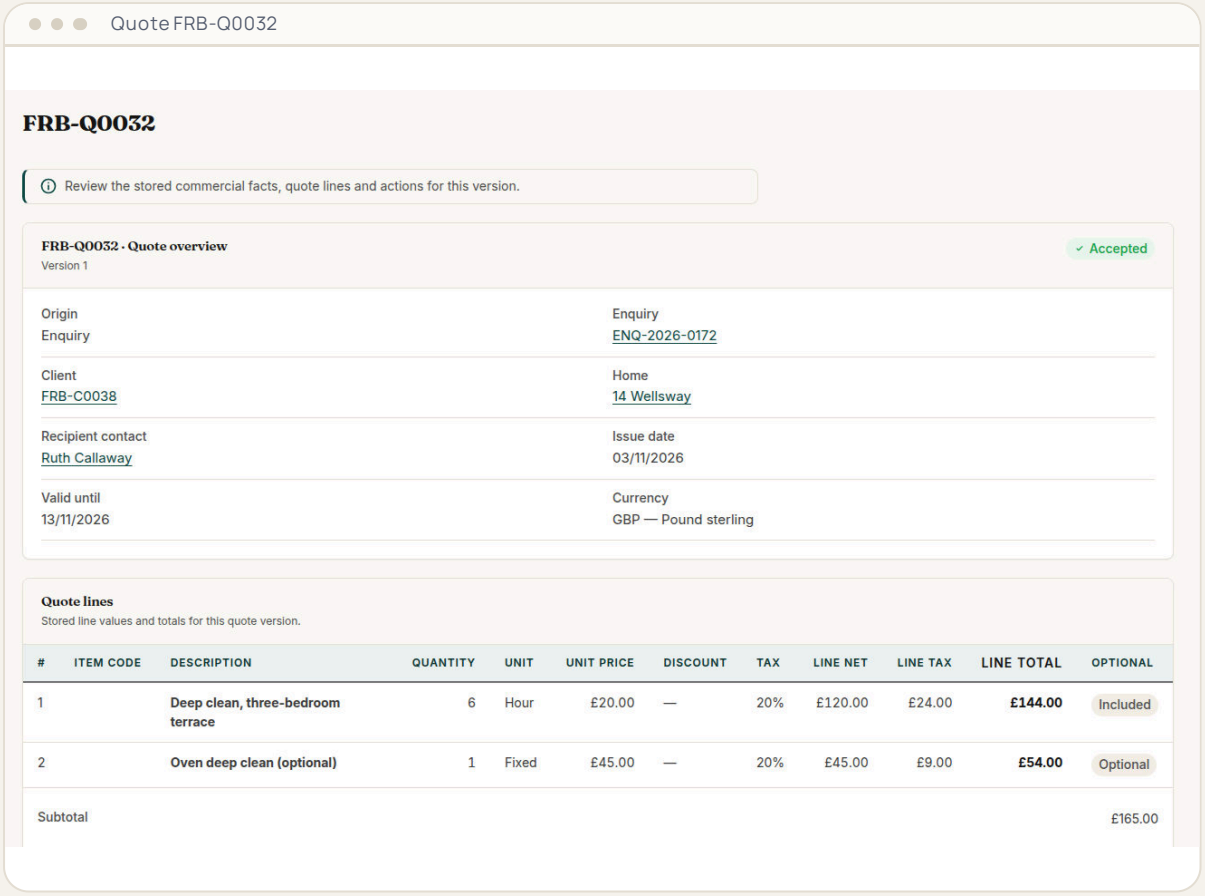

Built from the enquiry

The quote takes the customer, home and contact from the qualified enquiry.

Priced lines

Quantity, unit price, VAT and discount per line, with optional extras.

Sent with a personal link

An optional review by a colleague, then Send to client.

The customer decides online

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Quote page

Opened from the email: the lines, the extras and Accept this quote.

Quote page

Quotation FRB-Q0032

Your quote from Substitutoo Bath

Prepared for Ruth Callaway, 14 Wellsway, Bath, BA2 4RU. Issued 03/11/2026 and valid until 13/11/2026. Accept or decline below — no account needed.

Message

Thank you for your call, Ms Callaway. Below is our price for a first deep clean of your terrace, with an oven clean if you would like it.

Quotation FRB-Q0032 · version 1 — Awaiting your decision

DESCRIPTION	QUANTITY	UNIT PRICE	TAX	LINE TOTAL
Deep clean, three-bedroom terrace	6 Hour	£20.00	20% tax	£144.00
Oven deep clean (optional) Optional	1 Fixed	£45.00	20% tax	£54.00

Subtotal (excluding optional items)	£120.00
Tax total	£24.00
Total to accept	£144.00

Decision recorded

The acceptance, the chosen extras and the total; the first visit is booked.

Decision recorded

Quotation FRB-Q0032 — accepted

Thank you — you accepted this quote

We have recorded your acceptance of quotation FRB-Q0032, version 1.

What we recorded — Accepted
Recorded against quotation FRB-Q0032.

Decision recorded	**Accepted**
Quotation	FRB-Q0032 · version 1
Decision recipient	Ruth Callaway 14 Wellsway, Bath, BA2 4RU
Date and time	03/11/2026 04:17
Optional line — Oven deep clean (optional)	**Not included**
Agreed net	£120.00
Tax	£24.00
Total accepted	**£144.00**

Regular cleans, booked ahead

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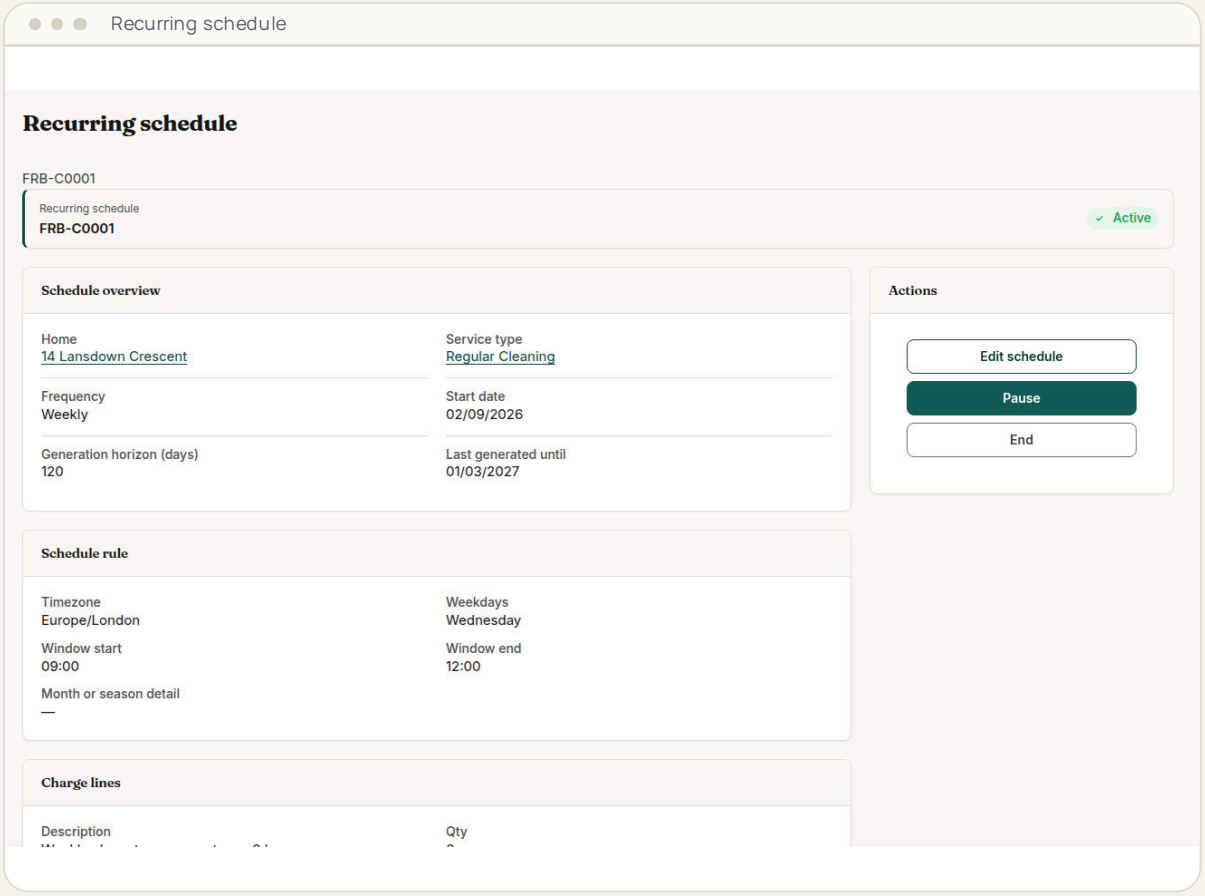

One rule per home

Weekly or fortnightly, the weekday and the time window.

Visits made ahead

The schedule books its visits up to its horizon, each with its own price.

Change from a date

Pause, resume or end; a change applies to the visits not yet done.

The right operative for each visit

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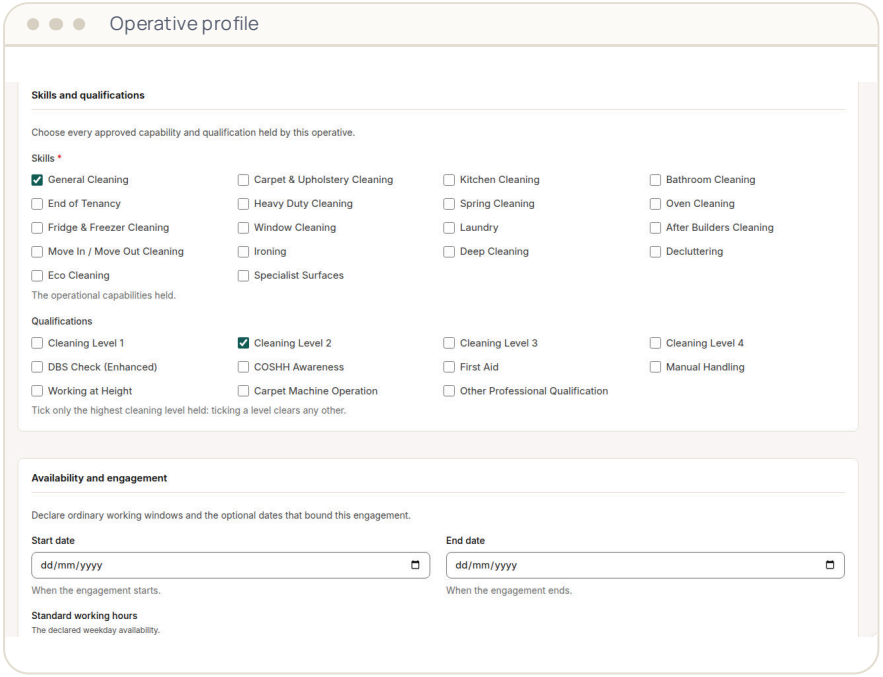
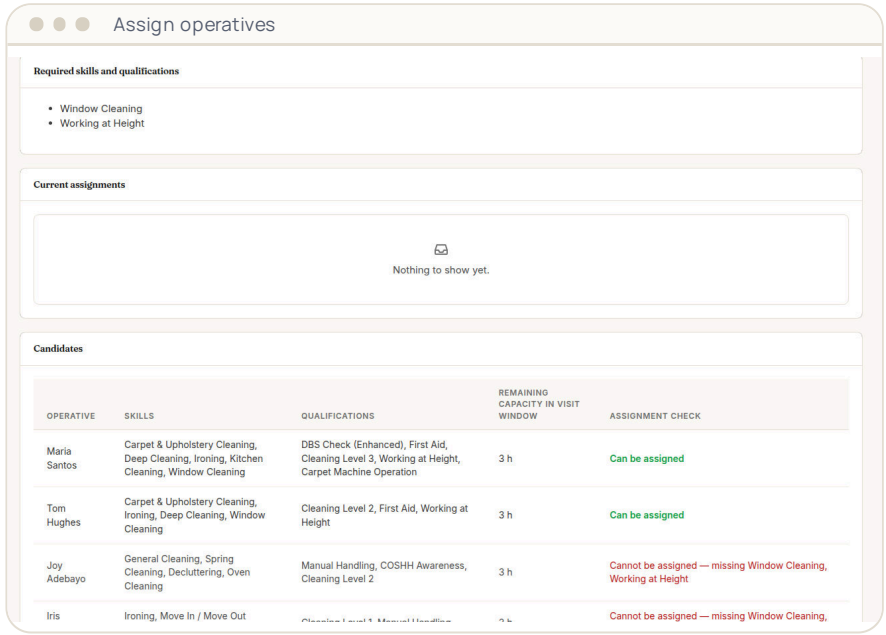
Operative profile

Skills, qualifications, one cleaning level and working hours.



Assign operatives

Who has the skills the home needs and the hours free; the others say why not.



The operative's day on a phone

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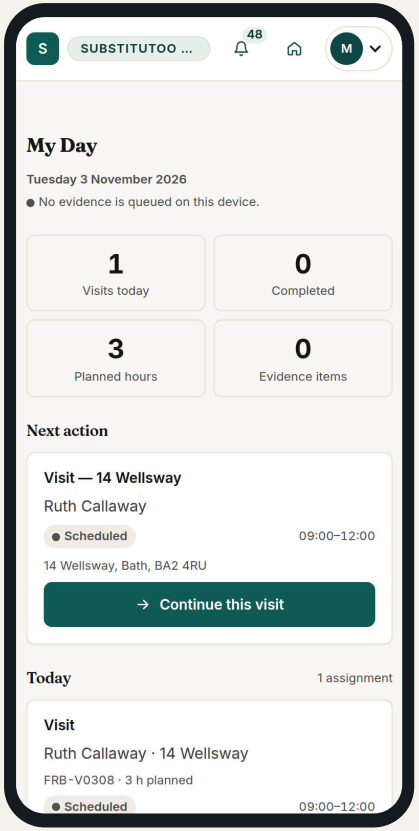
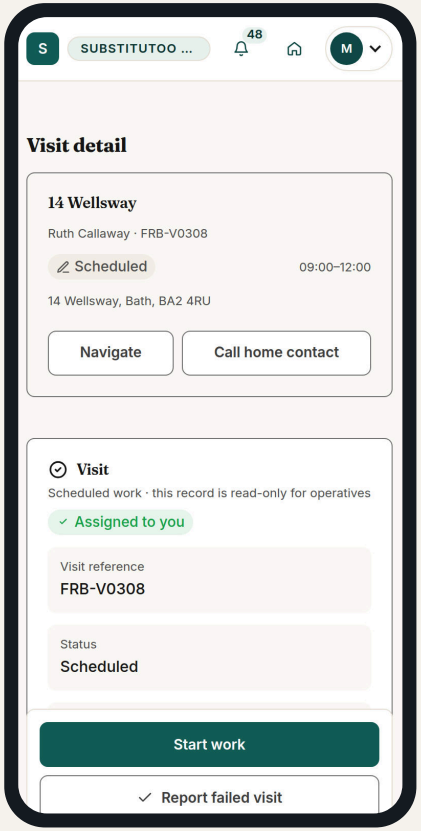
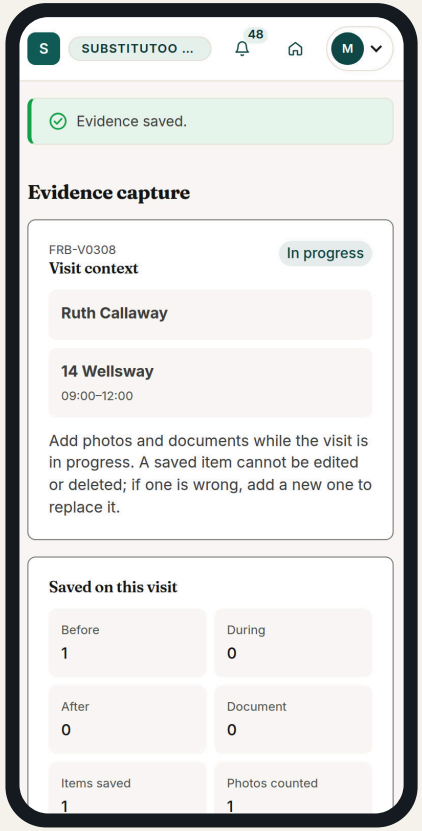


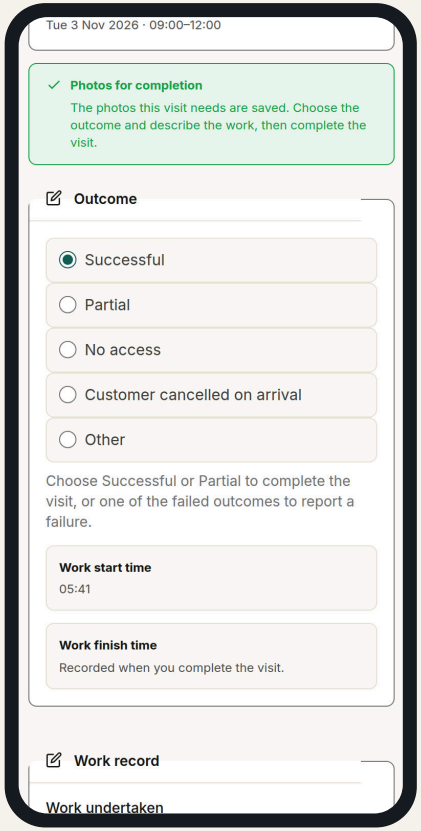
My Day



Visit detail



Photos



Complete visit

Photos as proof, approved by the office

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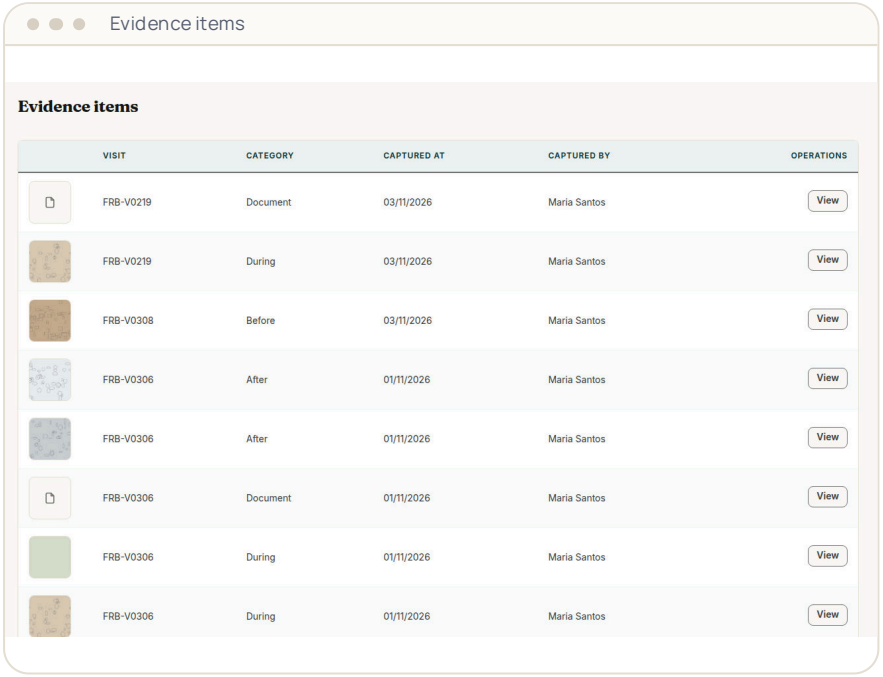
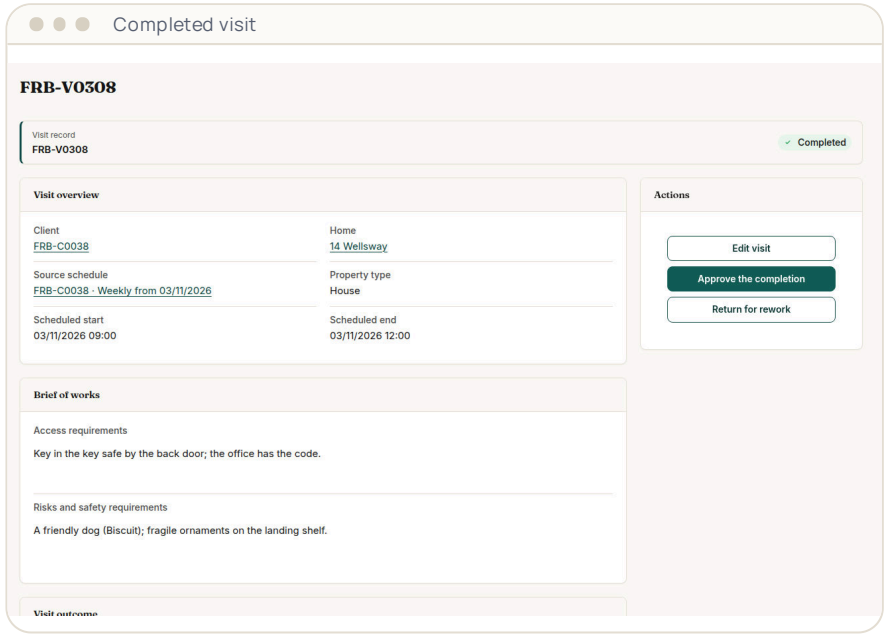
Evidence items

Every photo and document with its visit, stage and who took it.



Completed visit

Approve the completion or return it for rework, with the Brief of Works beside it.



Hours checked before they count

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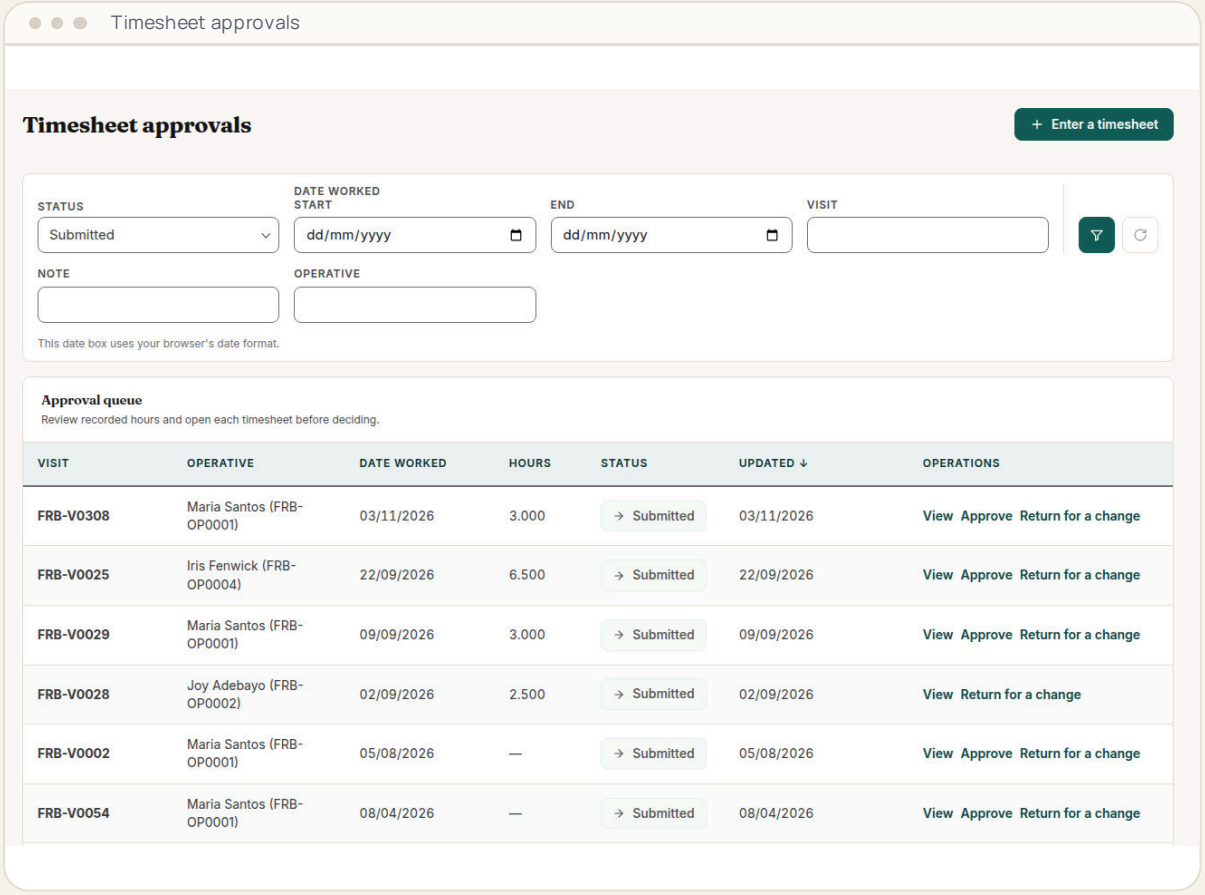

Hours and travel

The operative records hours, travel and agreed extras for each visit.

Approve or return

The office approves, returns with a reason, or enters a timesheet on someone's behalf.

Locked when approved

A correction is a new entry; the approved one stays as it was.

What needs a person today

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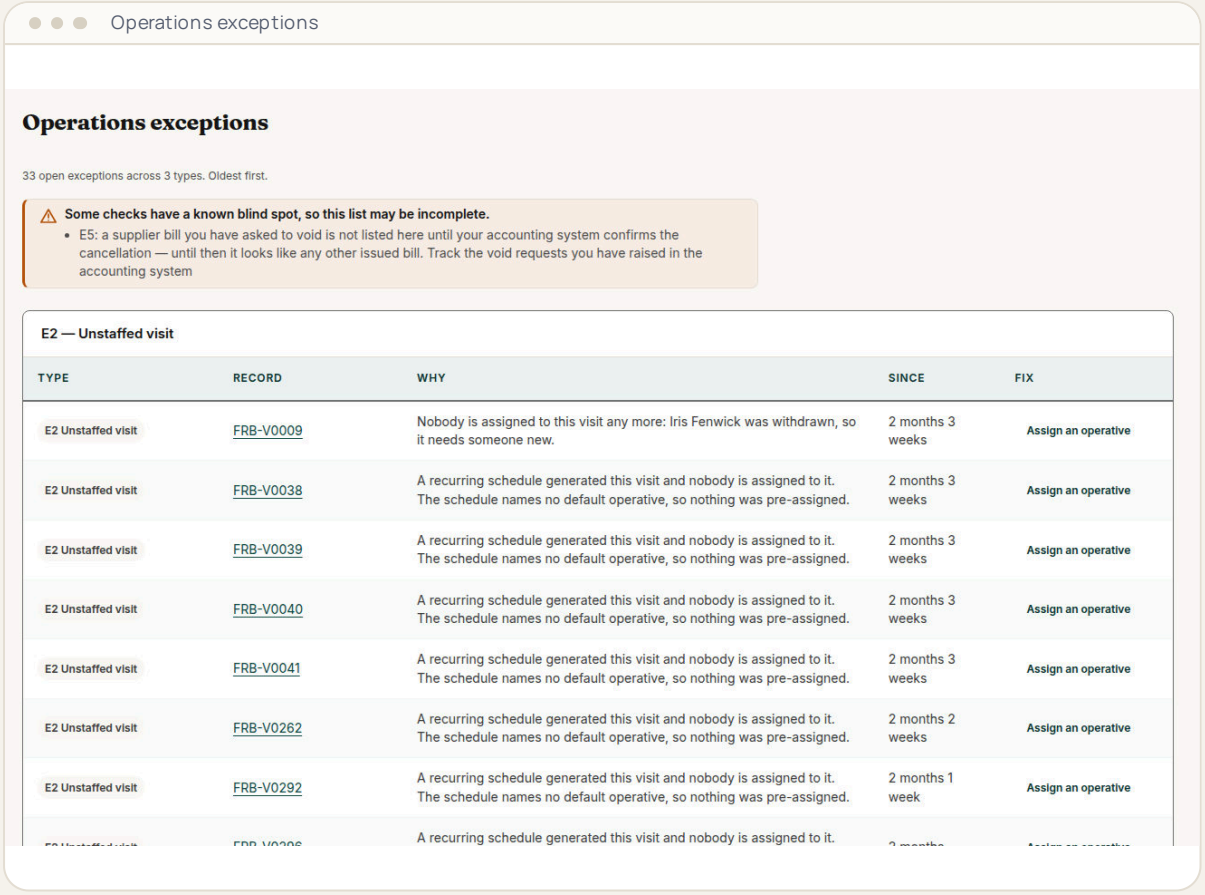

One list of exceptions

Unstaffed visits, unbillable work, missing photos and more.

Why it is here

Each row says why, and how long it has waited.

Fix from the row

A link leads to the screen that puts it right.

Invoices from approved work

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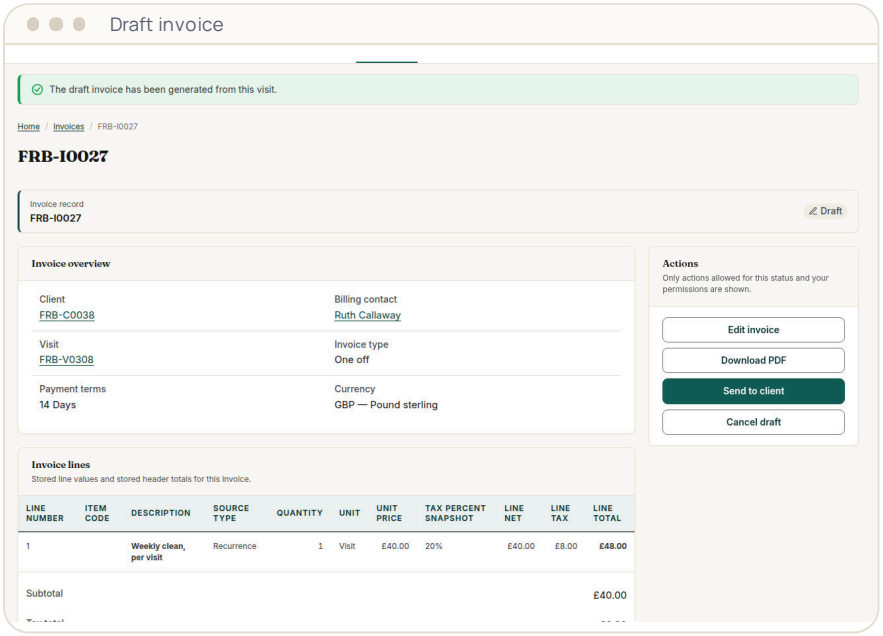
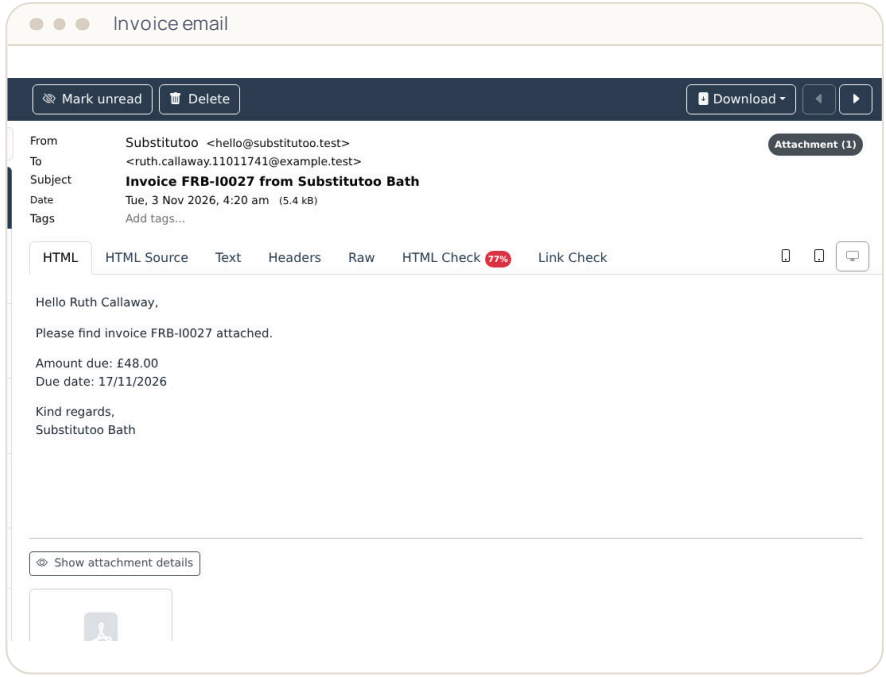
Draft invoice

Generated from the approved visit with its lines; Send to client attaches the PDF.



Invoice email

The customer receives the invoice with its PDF attached.



Payments and Xero

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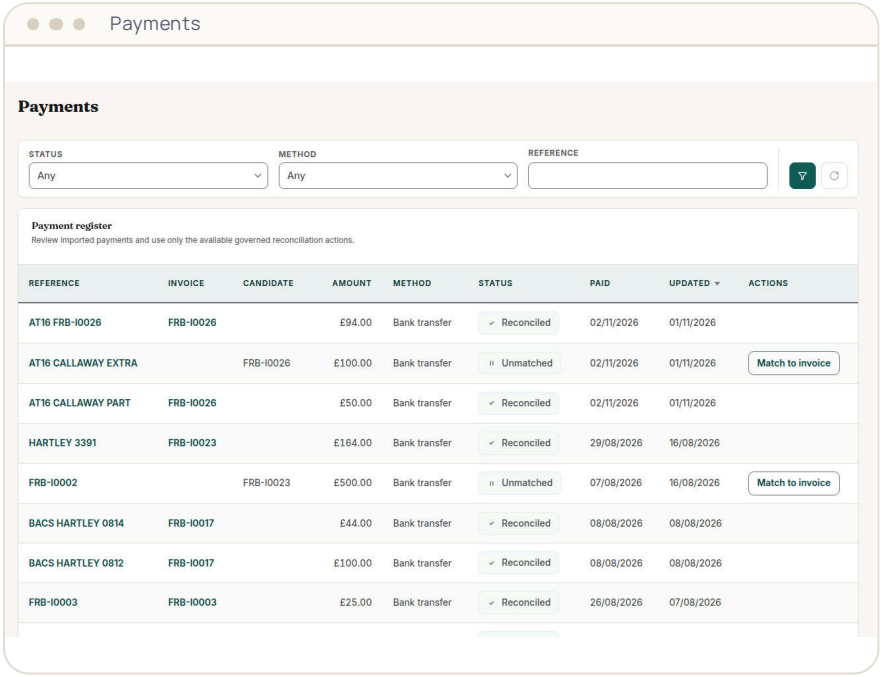
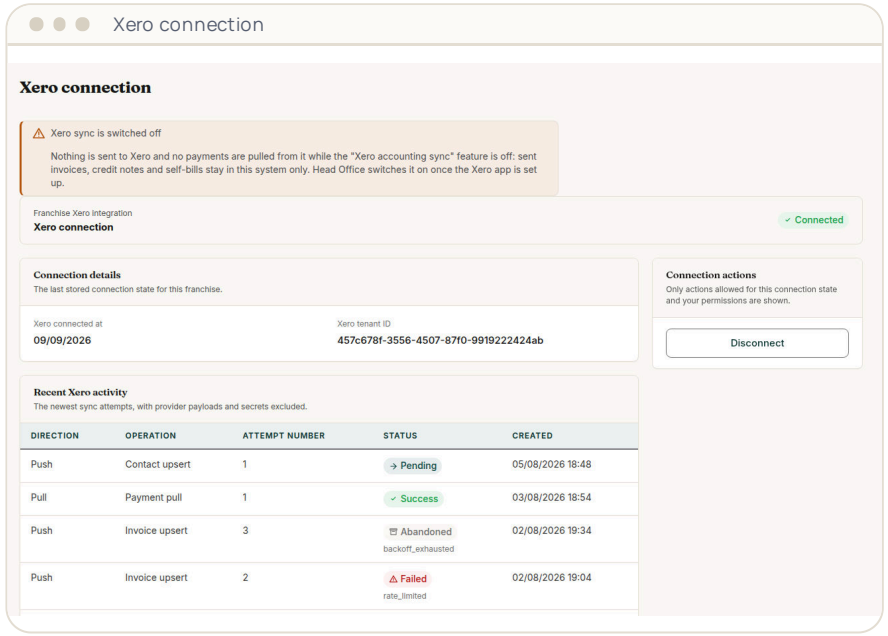
Payments

Payments from Xero, reconciled or matched to an invoice by hand.



Xero connection

Each franchise connects its own Xero organisation; every exchange is logged.



Self-employed operatives paid by self-bill

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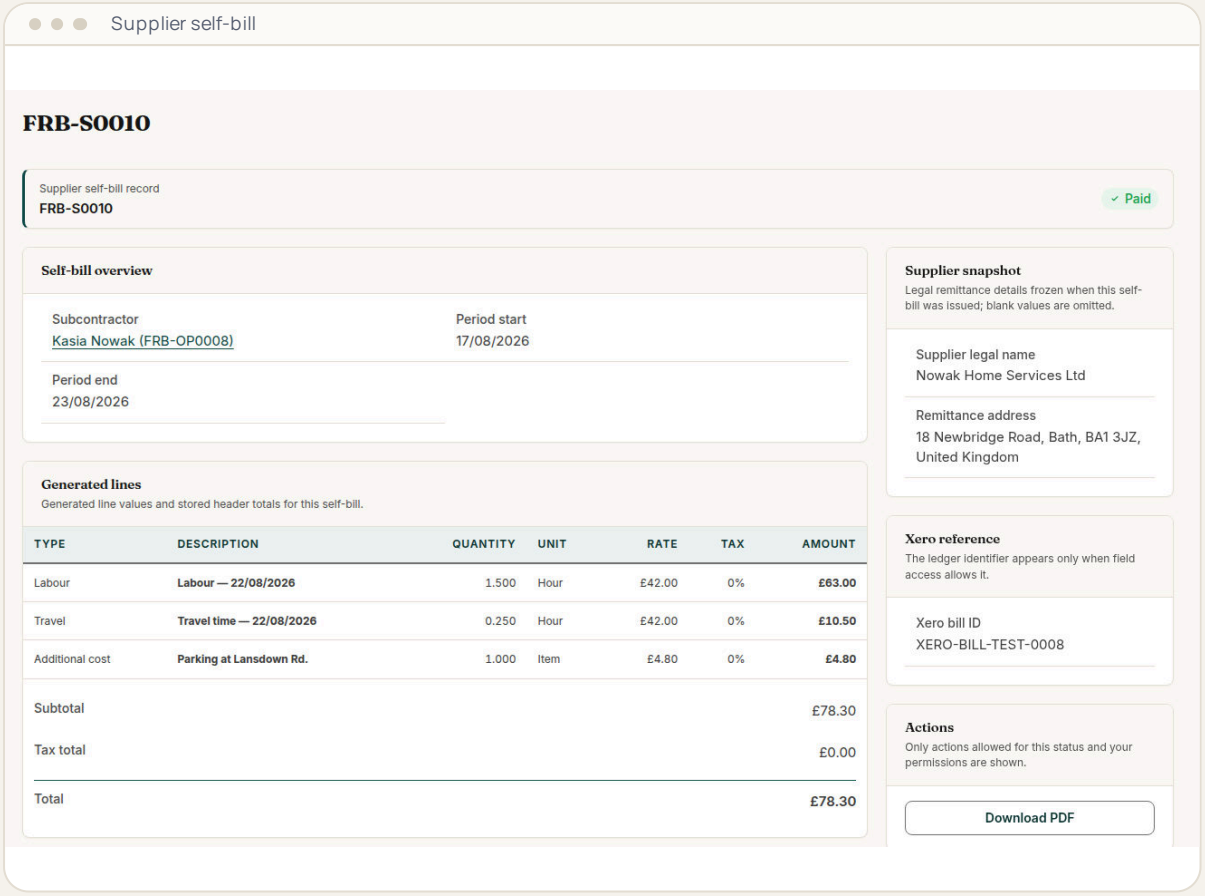

From approved hours

Labour, travel and agreed costs for the period.

Issued with a PDF

The subcontractor's legal details are frozen when it is issued.

Recorded in Xero

Sent as a bill to the franchise's Xero when the sync is on.

Run the franchise

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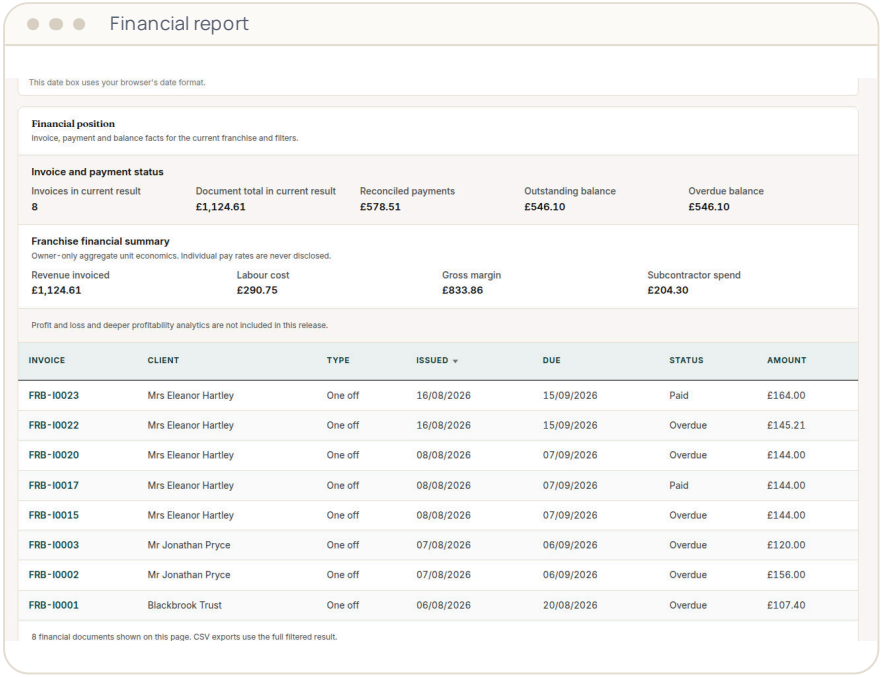
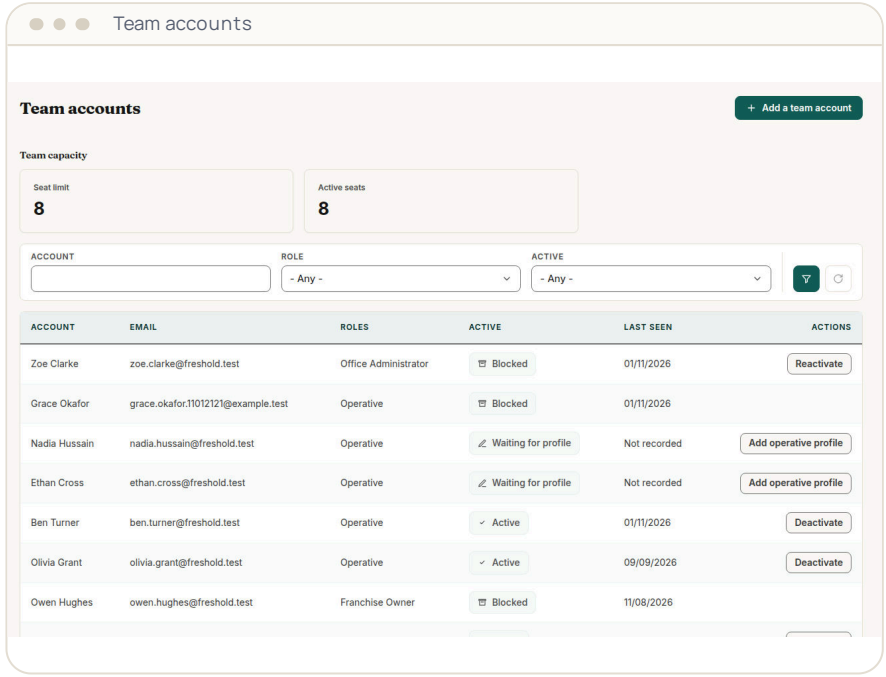
Financial report

Invoiced, paid and owed for the period, with the franchise's margin.



Team accounts

Office and operative accounts within the franchise's seat limit.



The franchise’s own website

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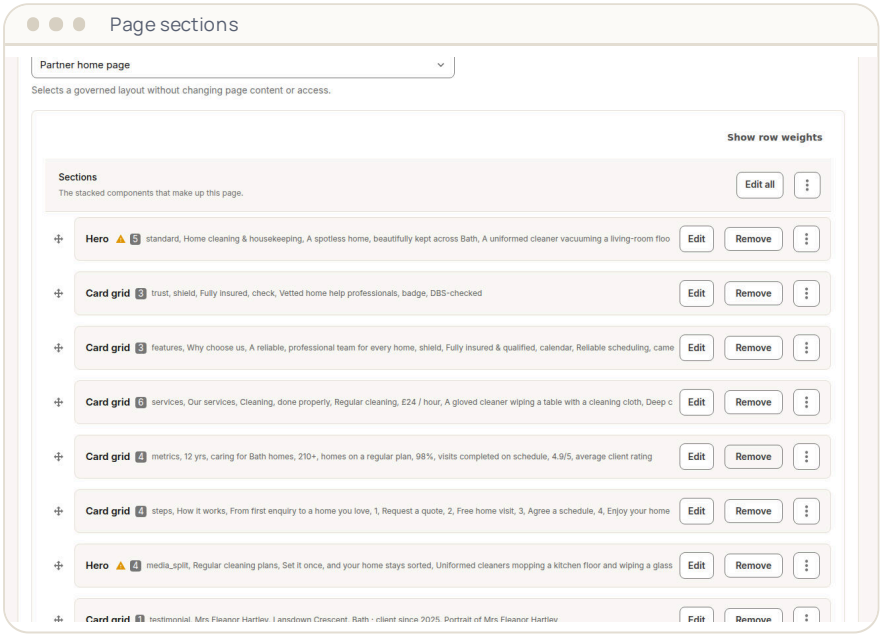
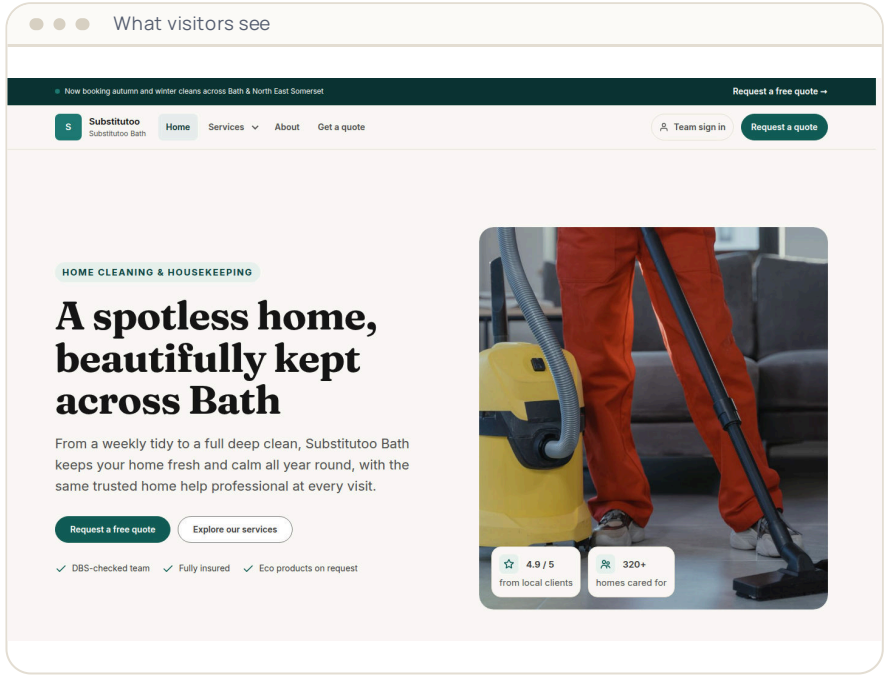
Page sections

Each page is a stack of sections the owner edits, reorders or removes.



What visitors see

The published page at the franchise’s own address.



Head Office runs the network

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Franchise partner register

Open, activate, suspend or close a franchise and set its seat limit.

Franchise partner register

Franchise partner register

Export CSV | + New franchise

STATUS: Any | NAME: Trading or registered name | UPDATED START: dd/mm/yyyy | END: dd/mm/yyyy

This date box uses your browser's date format.

FRANCHISE	REGISTERED NAME	STATUS	SEATS	SLUG	TERRITORY	NETWORK	UPDATED	ACTIONS
Substitutoo Bath	Substitutoo Bath	Active	8	freshold-bath	Bath	Substitutoo	01/11/2026	
Substitutoo Taunton	Quantock Home Help Ltd	Active	8	freshold-taunton	Taunton	Substitutoo	01/11/2026	
Substitutoo Cheltenham	Substitutoo Cheltenham	Active	4	freshold-cheltenham	Cheltenham	Substitutoo	01/11/2026	
Substitutoo Bournemouth	Substitutoo Bournemouth	Onboarding	12	freshold-bournemouth	Bournemouth	Substitutoo	05/10/2026	
Substitutoo Swindon	Substitutoo Swindon	Active	5	freshold-swindon	Swindon	Substitutoo	05/10/2026	
Substitutoo Reading	Substitutoo Reading	Onboarding	5	freshold-reading	Reading	Substitutoo	05/10/2026	
Substitutoo Gloucester	Substitutoo Gloucester	Closed	2	freshold-gloucester	Gloucester	Substitutoo	05/10/2026	
Substitutoo Wells	Substitutoo Wells	Suspended	8	freshold-wells	Wells	Substitutoo	05/10/2026	
Substitutoo Cardiff	Substitutoo Cardiff	Active	2	freshold-cardiff	Cardiff	Substitutoo	05/10/2026	

Territories

Draw each franchise's area on the map; enquiries follow it.

Territories

Draw the area this territory covers. Use the draw tool on the map to outline an area, and add another area if the territory is not one continuous shape.

Name *: Bath

Description: Bath and the surrounding villages of Bath & North East Somerset (BA1, BA2).

Text format: Plain text

- No HTML tags allowed.
- Lines and paragraphs break automatically.
- Web page addresses and email addresses turn into links automatically.

Territory code

A short reference for this territory, unique across all territories.

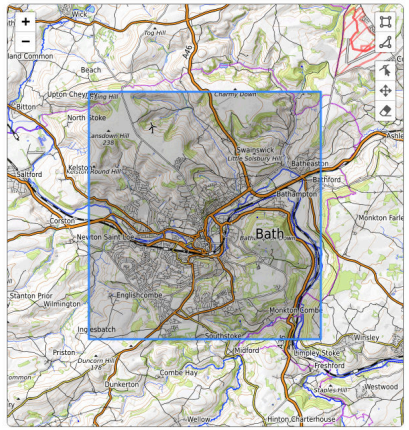
Status: Draft

Whether this territory is in service.

Effective from: dd/mm/yyyy

The date this territory comes into service.

Geographic area



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Network figures and shared settings

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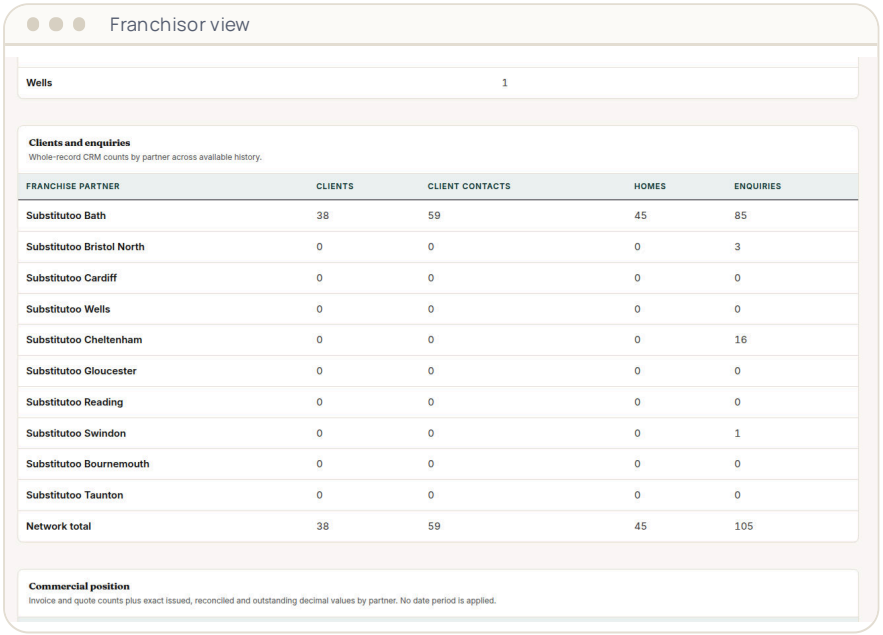
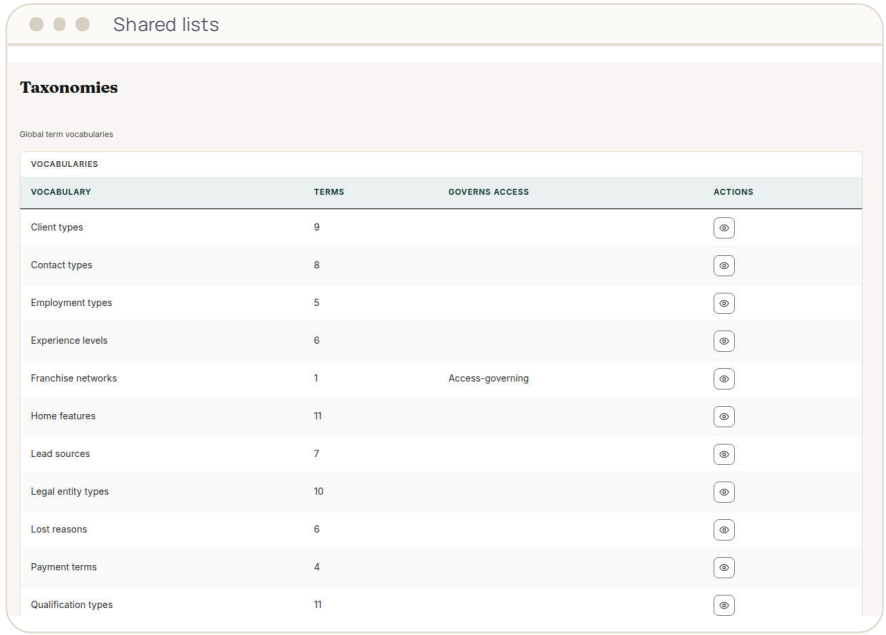
Franchisor view

Read-only figures for every franchise: customers, enquiries and invoices.



Shared lists

Service types, skills, lead sources, tax rates and the other lists every franchise uses.



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Thank you

A product by WeebPal

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