

## MEDIA RELEASE

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### **DON'T GET CLEANED OUT BY ONLINE BOND CLEANING COMPANY**

The Commissioner of Consumer Affairs, Gary Clements, has issued a public warning to consumers to exercise caution when dealing with Express Professional Services Pty Ltd (ACN 600 556 134), The Trustee for Express Professional Services (ABN 86 432 723 589) trading variously as Express Commercial Cleans, Express End of Lease Cleaning, Express Bond Cleaning or Express Home Cleaning and the director Cassandra Nicole Cooney located interstate.

Ms Cooney operates an on-line business under various names and websites including [www.expressprofessionalservices.com.au](http://www.expressprofessionalservices.com.au); [www.expressendofleasecleaning.com.au](http://www.expressendofleasecleaning.com.au); and [www.expressbondcleaning.com.au](http://www.expressbondcleaning.com.au) offering cleaning services, particularly to renters seeking 'end of lease' or 'bond' cleaning when they vacate the premises.

Consumer Affairs has received an increasing number of complaints concerning this business from consumers who have paid for services in advance and cleaners fail to attend. Consumers then have difficulty in contacting the business and obtaining refunds.

The business appears to subcontract the services to local cleaners, some who claim they have not been paid for work done for Express Professional Services.

"Consumer protection laws require businesses to provide the services that they offer and advertise and to honour the guarantees and warranties that they claim to provide" Mr Clements said.

Consumer Affairs is also concerned that Ms Cooney appears to frequently change the business name and website when consumer complaints begin to accumulate. A related business operated by Ms Cooney, The Trustee for Easy Cleaning Services (ABN 77 478 208 220) trading via the websites [easybondcleaning.com.au](http://easybondcleaning.com.au) and [easyendofleasecleaning.com.au](http://easyendofleasecleaning.com.au), has the same business model.

Mr Clements said "our role is to protect consumers and legitimate business interests. This kind of behavior is detrimental as it damages consumer confidence, particularly in an increasingly on-line retail environment. The difficulty encountered by consumers in this case also highlights the benefits of shopping local when looking for services."

If anyone has any concerns about their dealings with Express Professional Services Pty Ltd, The Trustee for Express Professional Services (ABN 86 432 723 589) trading as Express Commercial Cleans, Express End of Lease Cleaning, Express Bond Cleaning or Express Home Cleaning and the director Cassandra Nicole Cooney, they should contact NT Consumer Affairs on 1800 019 319 or email [consumer@nt.gov.au](mailto:consumer@nt.gov.au).