

# Break free **from household chores !**

## TM HOME SERVICES DOCUMENTATION (page 1 of 4)

TM Titres-Services is a company that has been approved by the ONEM, offering home aid services (cleaning, ironing...) within the framework of 'titres-services'.

If you are already dealing with a contractor, we can also make this official by means of a work contract (with all related advantages). We guarantee confidentiality.

### **Why choose TM Titres-Services ?**

- Cost : Work achieved under the 'titres-services' regime only costs you 9 Euros per hour (After tax deduction: 7,65 Euro in Brussels, 8,10 Euro in Wallonia and 6,30 Euro in Flanders), without further invoice or administrative fee.
- Quality : We train our staff: we have our own trainer and a training workshop in the form of a model apartment. Also, a quality department follows you throughout services. The planning service can prepare service to start within 24 or 48 hours for you.
- Safety : Cleaning aids legally work at your place and are protected by a work accident and public liability insurance, at no extra cost.
- Stability : Contractors work under a permanent contract, their number of hours being secured. We value stability and successful relationships, particularly by means of planning elaborated in the same area. So, you will always get the same agent working over at your place (unless you inform us you would like a different one). And you can contact our planning department to inform us of any change of hours or of your holiday dates.
- Rapidity : Some of our cleaning aids are already working near you so they may be immediately available. Please contact us for aids available in your neighbourhood.
- Experience : TM Titres-Services has been founded in 2007. Over 400 cleaning aids are already available for you in Brussels and its vicinity.



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### **How can I resort to TM Titres-Services ?**

Simply by requesting a cleaning aid's services (by e-mail [info@tmts.be](mailto:info@tmts.be) or by calling 02/660.29.19), specifying your neighbourhood, the number of hours you're asking for, the tasks to be performed and your preferred time slots. TM Titres-Services will then suggest a schedule and a starting date. You then confirm the schedule by sending back the convention, by subscribing to the 'titres-services' system (with Sodexo) and by ordering some 'titres-services'.

### **How do I register with Sodexo ?**

We can send you a paper version of the form for you to fill in and send back to us (by post or by fax: 02/660.34.19). We can also provide you with a link for you to register on line. Alternatively, you can also register over the phone (contact us on 02/660.29.19 Monday to Friday from 8:30 to 18:00).

### **Who can register with Sodexo ?**

That's very simple: any individual residing officially in Belgium can. People only having a house or a flat in Belgium can also register as users and order some 'titres-services' provided they pay residence tax.

### **How does the tax deduction or tax credit work ?**

Buying 'titres-services' is advantageous from a fiscal viewpoint. The amounts you paid for the 'titres-services' entitle you to a tax deduction.

#### **For Brussels :**

**Since the 1st of January 2016**, you receive a tax deduction of **1,35€** per voucher for the **first 156 vouchers** you buy per person (imposition year 2017). So actually, a titre-service only costs **7,65€** after tax deduction.

#### **For Wallonia :**

You receive a tax deduction of **0,9€** per voucher for the **first 150 vouchers** you buy per person (imposition year 2017). So actually, a titre-service only costs **8,10€** after tax deduction.

#### **For Flanders :**

You receive a tax deduction of **2,70€** per voucher for the **first 156 vouchers** you buy per person (imposition year 2017). So actually, a titre-service only costs **6,30€** after tax deduction.

The **1<sup>st</sup> of April each year**, Sodexo sends you a tax certificate to attach to your tax declaration.

Low-income users can also benefit from this advantage by means of a 'refundable tax credit'

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### **Is the use of 'titres-services' limited ?**

Yes, there is a limit of 400 'titres-services' per year and per individual or 800 per household per year (individuals living under the same roof). It is possible to acquire an extra 100 or 200 but at a unit price of 10 EUR.

Specific situations:

- A monoparental family can order until 2.000 vouchers per year at 9 Euro per piece.
- Disabled people or people who can resort to allocation for assistance to the aged can order until 2.000 vouchers per year at 9 Euro per piece.
- The parents of a minor disabled child can order until 2.000 vouchers per year at 9 Euro per piece.

### **Which activities does a 'titre-service' encompass ?**

Home cleaning aid, which means:

- housework, window-cleaning included;
- laundry and ironing;
- occasional minor sewing tasks;
- meal preparation;
- daily home errands: shopping for your daily needs (getting bread or going to the chemist's).

'Titres-services' may only be used to pay for activities performed for your private needs and not for professional ones. Activities such as gardening, looking after children or painting are not allowed.

### **How do I order some 'titres-services'?**

- Pay an amount that can be divided by 9 EUR.
- The minimum amount is 10 'titres-services' (this doesn't mean you need to pay a multiple of 10; you can order 16, 19 or 32 'titres-services' or any other number you want).
- Proceed to payment by giro on Sodexo's account for your region.
- Mention your user number only (12 digits) as communication of your payment

Ten days later, you'll receive your paper 'titres-services' by post or in electronic version after two days in your personal space (you will receive a login and a password to access it upon confirmation of your registration). The detail of your account is in the 'Mon portefeuille électronique' section.



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If you regularly want to order a set number of 'titres-services' (e.g. 16 every month), we recommend you to request a standing order from your bank. This will make life simpler for you and you will thus avoid forgetting ordering.

### **Paper 'titres-services'**

For each working hour performed, you give your aid a whole paper 'titre-service' (detachable stub included) after having added your signature and date (the date the actual service was performed). Also specify the type of activity performed (tick the right box and use only a blue or black pen, crossing-outs are not accepted). Always think of ordering in advance so as to avoid being left without 'titres-services'. Remember not to give your aid the void 'titre-service' (the first one in your envelope) on which your order number, the amount of 'titres-services' and their numbers are mentioned.

### **Electronic 'titres-services'**

Every evening, the detail of the day's performance(s) appears in your personal space (in the left hand menu in the section "Suivi des prestations"). You must confirm it (click to confirm) for it to be paid. We are asking you to do so within 3 days following the actual service at the latest. You should make sure to always have some 'titres-services' in advance, which you can check in the 'Mon portefeuille électronique' section in your personal space. Should you request some help with the electronic version, please feel free to contact us by e-mail or by phone: 02/660.29.19.

The various customer services are reachable by e-mail:

General information: ..... info@tmmts.be

Scheduling department: ..... planning@tmmts.be

Quality & training department: ..... qualite@tmmts.be

Recruitment : ..... job@tmmts.be

'Titres-services' management:..... titres@tmmts.be

By phone at our general standard 02/660.29.19 from Monday to Friday from 8:30 to 18:00.