

CLEARKEY PROPERTY SERVICES LTD

MASTER RATE CARD (AGENTS)

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ClearKey is VAT registered. All prices below exclude VAT; VAT is charged on all invoices at the prevailing rate.

Service models

Clients may choose **Direct Work** or **Managed Service** on a per-instruction and per-trade basis (mix freely; nothing is bundled).

Item	Charge
Managed Service coordination fee (Client's own contractor, coordinated by ClearKey)	£15 per job
Triage resolution fee (tenant issue resolved without attendance, tenant-confirmed)	£15 per resolution

The Inner London surcharge and zone surcharges apply to **Direct Work only**.

Fixed-price menu

Most common jobs are available at a fixed, all-in price — the default way to instruct. Each menu price already includes the call-out; T&M (below) applies only to jobs not on the menu, within your agreed ceiling.

Code	Job	Agent price
M00	Diagnose & Advise	£95
M01	Tap replacement (like-for-like)	£149
M02	Toilet flush/fill mechanism	£139
M03	Toilet seat replacement	£99
M04	Unblock sink, basin or bath	£139
M05	Unblock toilet	£139
M06	Leaking trap/waste — reseal or replace	£139
M07	Washing machine / dishwasher swap	£139
M08	Radiator valve replacement (TRV/lockshield)	£185
M09	Bleed & repressurise radiators (up to 8)	£139
M10	Shower mixer bar replacement (like-for-like)	£185
M11	Re-silicone bath OR shower (one run)	£175
M12	Light fitting replacement (single)	£145
M13	Switch/socket faceplates (up to 2)	£145
M14	Extractor fan replacement (like-for-like)	£189
M15	Smoke/CO alarm heads (up to 2)	£145
M16	Doorbell install (wireless/battery)	£135
M17	Euro cylinder lock change	£135
M18	Mortice or nightlatch change	£175
M19	Internal door easing	£135
M20	External door re-alignment	£175
M21	Handle/latch replacement (like-for-like)	£135
M22	Window restrictors (up to 3)	£135
M23	Kitchen hinges/drawer runners (up to 3)	£135
M24	Re-fix loose fittings (up to 3)	£135
M25	Patch repair + paint (one area, ~1m ²)	£175

Prices are fixed labour, ex-VAT. Parts bill at receipted cost +20% as incurred. Emergency +£45, Inner London +£20 where applicable.

Every menu price is fixed for the scope described. If our contractor arrives and finds the job is materially different — hidden damage, a different fault, additional works needed — we stop, tell you what we found, and send a fixed quote for approval before any further chargeable work. The visit converts to a

standard diagnosis (call-out only if you decline the quote). You will never receive a number you didn't approve.

Reactive maintenance (all trades)

Time billing: the call-out includes the first 30 minutes on site; thereafter billed in 30-minute increments, rounded up. Call-out is deemed authorised on instruction.

Approval limit: £250 + VAT by default, configurable between £50 and £2,000 in your portal. A job predicted to exceed your limit is held for approval before we invoice it; if you decline, your charge is capped at the limit.

Service	Rate
Call-out (includes first 30 minutes)	£95 per visit
Handyman / General (additional time)	£37.50 / 30 min (£75/hr)
Plumbing (additional time)	£42.50 / 30 min (£85/hr)
Electrical (additional time)	£45.00 / 30 min (£90/hr)
Gas Safe Engineer (additional time)	£50.00 / 30 min (£100/hr)
Decorating — reactive (additional time)	£40.00 / 30 min (£80/hr)
Emergency / Same-day uplift (where instructed)	£45 per visit
Abortive visit (no access / unsafe / cancelled on arrival)	£75 per visit
Waiting time (access delays)	30-min increments, billed in full

London area pricing

Charge	Amount
Inner London attendance surcharge (Direct Work)	£20 per attendance
Parking / permits / tolls / congestion / ULEZ	At cost with evidence

Inner London boroughs per Client T&Cs Schedule 1.

Materials / parts / paint

Charged at **cost + 20%** unless agreed otherwise in writing.

Compliance / certification

Service	Price
CP12 / LGSR — up to 2 gas appliances	£95
Each additional gas appliance	+£25
Boiler service — combi	£130
Boiler service — system / regular	£150
EICR — Studio / 1 bed	£210
EICR — 2 bed	£250
EICR — 3 bed	£295
EICR — 4+ bed	Quoted
PAT Test — up to 10 appliances	£70
Each additional appliance (PAT)	+£2.50
EPC (Energy Performance Certificate)	£90

Quoted on request (scoped and priced per property before booking): Fire Alarm inspection; Fire Risk Assessment; Fire Door Inspection; Emergency Lighting; Asbestos Survey.

Certificates provided as PDF: 24-hour target / 48-hour maximum after attendance.

Smoke / Heat / CO alarms (supply & fit)

Service	Price
Smoke alarm (10-year sealed battery)	£55
Heat alarm (10-year sealed battery)	£60
CO alarm (10-year sealed battery)	£65

Mains-wired/interlinked systems: quoted separately.

Legionella (domestic)

Service	Price
Domestic Legionella Risk Assessment	£85
Add-on rate when combined with another attended visit	£65

Mould treatment (surface)

Service	Price
One room / one bathroom	£120
Additional rooms (same visit)	£75 each

End of Tenancy (EOT) cleaning

Includes as standard (all sizes, in the base price): key pick-up and drop-off; cleaning of all appliances and white goods, including the oven; and internal windows. Most cleaning companies charge extra for these.

Size	Base price
Studio / 1 bed	£320
2 bed	£360
3 bed	£410
4+ bed	Quoted

Add-ons: Express/urgent +£70; Heavy soiling +£75; Clean assessment £100; Partial/return clean £50/hr (2-hr minimum).

Carpet steam cleaning

Service	Price
Per room	£45
1–2 bed whole property	£120
3 bed whole property	£150

Turnovers (package-led)

Pre-turnover scope check: £125 (credited in full if the turnover proceeds within 14 days). **Additional multi-trade labour beyond package allowance:** £150 per 2 hours (approved before use). **Inner London turnover supplement:** +£60 per turnover. **Materials/parts/paint** charged separately at cost + 20%.

Package	Price	Includes
Light (Quick Re-Let)	£795	EOT clean; multi-trade up to 3 hrs; minor paint touch-ups; minor snags; completion pack
Standard (Most Common)	£1,295	EOT clean; multi-trade up to 6 hrs; repaint 1 room single colour OR patchwork; carpet steam clean (whole property, up to 2-bed); completion pack
Full / Refresh (High Impact)	£2,495	EOT clean; multi-trade up to 10 hrs; repaint up to 2-bed walls+ceilings single colour; enhanced completion pack

Full/Refresh assumes up to 2-bed / standard condition. **Not included unless instructed/quoted:** compliance certificates, major repairs, damp investigation, significant preparation, waste removal, woodwork painting.

Waste removal

Load	Price
Small load	£75
Medium (¼ van)	£150
Large (½ van)	£250
Full van	£400
Mattress	£35
White goods	£50 each (fridge/freezer £60)

Locks / security (partner service)

Service	Price
Standard euro-cylinder change (business hours)	£165
Non-destructive entry/lockout + lock change	from £220
Out-of-hours/weekend uplift (where available)	+£75

Billing

Invoicing: weekly (unless agreed otherwise). **Payment terms:** 7 days from invoice date, collected by GoCardless Direct Debit.

A Direct Debit mandate is set up at onboarding and is required before your first job. The 5-Job Pilot is a commercial cap (5 jobs / £750) for new agencies, not a payment concession.

Parking/ULEZ/permits charged at cost with evidence.

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