

CLEARKEY PROPERTY SERVICES LTD

CONTRACTOR HANDBOOK (SUBCONTRACTORS)

Internal Document – Not for Clients

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This handbook sets out how ClearKey Property Services Ltd ("ClearKey") works with subcontractors ("Contractor/you") on reactive maintenance, cleaning, compliance/certification, and associated services. It is read alongside the **Subcontractor Services Agreement** and the **Contractor Rate Card**.

Status of Contractors

- Contractors are engaged on a **self-employed subcontractor basis** and are responsible for their own Tax/Ni and all legal obligations relating to their business.
 - Nothing in this handbook creates an employment relationship.
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1. Core Principles (Non-Negotiables)

- **Safety first:** do not proceed with unsafe works or unsafe access.
 - **Evidence first:** photos + notes protect you and ClearKey and prevent payment delays.
 - **No approval, no overspend:** do not exceed authorised limits without written approval (unless urgent "make safe").
 - **Professional conduct:** you represent ClearKey when attending.
 - **Paper trail:** receipts required for any reimbursable cost.
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2. Job Assignment, Communication & Conduct

2.1 Instructions

- Jobs are issued by ClearKey with: address, access details, scope, urgency, and any approval notes — by WhatsApp, the Contractor Portal, email or phone.
- Only ClearKey can approve scope changes or additional spend (unless urgent make safe).

2.2 Communication rules

- **Do not agree pricing directly with agents/tenants.**
- Any variation, extra time, additional parts, or unexpected condition must be reported to ClearKey promptly with photos.

2.3 On-site behaviour

- Be punctual and respectful.
- Keep work areas tidy; remove packaging/old parts where appropriate.
- If a tenant is present, keep communication factual and avoid making liability statements.

2.4 Doorstep identity (every attendance)

At the door, before you start, confirm to whoever answers:

- **who you are** — show your ClearKey contractor **photo** (the headshot on your Contractor Portal profile) and give your name;
- **your trade** and that you are attending **on behalf of ClearKey**; and
- **the job reference** and the property address you are there to attend.

You are an **independent subcontractor**: do **not** present yourself as a ClearKey employee, and do **not** wear a ClearKey uniform or branding — there is none. The tenant has been told in advance to expect your **name, trade and photo**, so matching that at the door is what reassures them it is safe to let you in.

3. Job Offers, Completion & the Portal

3.1 Accepting and completing jobs

- Job offers are sent by WhatsApp (with Accept/Decline) or via the Portal. Accept or decline promptly so dispatch can plan.
- You complete a job through ClearKey's **WhatsApp completion process**: the assistant guides you to confirm arrival/departure times, send before/after photos, and provide a short completion summary (you can send a voice note — it will be transcribed). The Portal can also be used where instructed.
- **Record arrival and departure times** in the completion (do not rely on memory after the fact).

3.2 The Contractor Portal (app.clearkeyproperty.co.uk)

- View your assigned jobs and calendar, your completions, your earnings and reimbursements, and your invoices.
- Submit and track reimbursement claims (with receipts attached).

4. Attendance, Timekeeping & Rounding

4.1 Arrival/departure — record arrival and departure times in the WhatsApp completion (or Portal).

4.2 Time charging alignment — jobs are priced in one of three ways: **Time & Materials** (the original model — call-out including the first 30 minutes on site, then 30-minute blocks rounded up), **Fixed Price** (an agreed all-in labour price for the job) and **Package** (a constituent job of a turnover — see §18). For **Time & Materials** work, record time in **30-minute blocks** after the first 30 minutes so billing aligns and disputes are avoided. On **Fixed Price** and **Package** jobs you are paid the agreed amount regardless of the exact blocks — but you must still record arrival/departure times, because time is **evidence** on every job (see §6).

4.3 On-site time & away-minutes — "on-site time" is the time you are actually at the property working the job. If you leave the property mid-job — most commonly to **collect materials** — that time **is not on-site time**. Record your arrival, your departure, and any away period honestly. Away-minutes are **deducted from both sides**: they are **not** charged to the agent and are **not** paid to you as labour. This keeps the tenant's bill and your pay aligned to real attendance rather than to elapsed clock time.

4.4 Missing timestamps — because time is evidence (§6), an attendance with **no recorded arrival/departure** (or an obvious away period that was not logged) is resolved **conservatively against the unevidenced time**: an un-evidenced

block is treated as not-on-site and is not paid as labour. Capture your times at the door and on leaving — do not reconstruct them from memory after the fact.

5. Approval Limits & Variations (Critical)

5.1 Default approval logic (agent-side)

- The agent's default remedial pre-approval limit is **£250 + VAT** after call-out/first 30 minutes.
- ClearKey will stop and seek approval for non-urgent works above authorised limits.

5.2 Contractor rule

Do not proceed with additional works likely to exceed the authorised remedial cap **without ClearKey's written approval**.

5.3 Urgent "Make Safe" exception

You may proceed without prior approval **only** to the extent necessary to:

- stop active leaks/flooding;
- isolate unsafe electrics;
- address immediate gas safety risks;
- temporarily secure a property after break-in / failed lock; or
- prevent immediate harm or significant property damage.

If you take make-safe action: **take photos; notify ClearKey immediately; document what you did and why.**

6. Evidence & Reporting Standards

(Payment and disputes depend on this)

6.1 Minimum evidence for all jobs

- before photo(s) where relevant;
- after photo(s);
- completion note including what was done, parts used, time on site (arrival/departure), and any recommendations / follow-on issues.

6.2 Abortive visit evidence (mandatory)

If no access / unsafe / cannot proceed:

- photo proving attendance (door, lockbox, meter cupboard etc.);
- call/text attempt evidence (screenshot or log); and
- a note of the reason and time spent on site.

6.3 Job-type evidence requirements

- **Reactive repairs:** before/after + notes + times

- **EOT cleaning (if subcontracted):** before/after (kitchen, bathrooms, any heavy soiling areas)
- **Alarms:** photos of installed alarm(s) + basic test confirmation
- **Mould treatment:** before/after + note suspected underlying causes (ventilation/leaks)
- **Legionella:** completed template + required photos
- **Waste:** before/after + disposal proof where required/available
- **Locksmith:** before/after + receipt(s) for parts

7. Expenses, Parking, ULEZ, Congestion, Permits (Strict Rule)

7.1 Reimbursable access costs — parking/permits/tolls/congestion/ULEZ may be reimbursed by ClearKey **only** when incurred necessarily to complete the job **and supported by a receipt/screenshot**.

7.2 No evidence = no reimbursement.

7.3 Submission window — receipts must be submitted within **7 calendar days** of attendance (via the Portal or attached to your invoice). After this, reimbursement may be declined. Approved reimbursable expenses are paid **within 7 days** of a valid claim.

8. Materials / Parts (General Trades)

8.1 General rule — approved job-specific parts/materials are reimbursed at **receipted cost plus a handling allowance** of the net (ex-VAT) amount: **10% for Standard tier, 20% for Priority tier** (see §19). Evidence (receipt/screenshot) is required for every claim — no receipt, no reimbursement. This handling allowance **replaces** the previous "no mark-up on parts" rule. Standard van stock/sundries are included in your rates and are not separately reimbursed.

8.2 Pre-approval expectation — if parts are likely to cause the job to exceed the authorised remedial cap, notify ClearKey **before** purchase/fit (unless urgent make-safe).

8.3 ⚠ Labour-only rule (fixed-price jobs) — Where a job is agreed at a fixed price, the quoted contractor pay is for **LABOUR ONLY**. Materials are reimbursed separately and additively, at cost with receipt. **Do not include materials in a fixed-price labour quote** — doing so results in double payment and will be corrected.

9. Locksmith Rules (Special Controls)

9.1 Parts allowance cap (margin protection) — for standard euro-cylinder change (access available), parts reimbursement is pre-approved **up to £35** (cost) with receipt. If parts are expected to exceed £35 cost, or are non-standard/high-security (anti-snap, thumbturn, keyed alike, restricted keys, unusual sizes/finishes), you must obtain ClearKey approval **before fitting**, unless urgent to secure the property.

9.2 Urgent security exception — if urgent to secure the property, you may proceed with a reasonable equivalent and must notify ClearKey immediately and provide photo evidence and receipts.

10. Compliance & Certification Services (Mandatory Deliverables)

If you are assigned compliance works, you must be **appropriately qualified/registered** and provide required certificates/reports.

10.1 Gas Safe (CP12 / Boiler Servicing) — you must hold current Gas Safe registration suitable for the work.

Deliverables: CP12/LGSR PDF (where applicable); service record / benchmark notes (where applicable); any "At Risk / Immediately Dangerous" notes clearly stated.

10.2 Electrical (EICR) — you must be appropriately registered/competent to issue certificates (e.g., NICEIC/NAPIT or equivalent). Deliverables: EICR PDF and observations coding.

10.3 Turnaround time — **Target:** certificates/reports provided to ClearKey within **24 hours** of attendance.

Maximum: no later than **48 hours** after attendance unless otherwise agreed in writing. **No certificate/report = job cannot be treated as complete for billing/close-out.**

10.4 PAT (Portable Appliance Testing) — you must be competent to carry out PAT testing to the current IET Code of Practice. Deliverables: a PAT test report/register listing each appliance tested with pass/fail; labels applied where appropriate; note any item failed or removed from use.

10.5 EPC (Energy Performance Certificate) — you must hold current **Domestic Energy Assessor (DEA)** accreditation. (EPCs are a new trade on the ClearKey panel; do not accept an EPC job unless you hold a current DEA accreditation.) Deliverables: the lodged EPC (PDF) with its Report Reference Number (RRN).

11. Smoke/Heat/CO Alarms (Supply & Fit)

- ClearKey standard offering is **10-year sealed battery alarms** unless otherwise instructed.
- Contractor must: fit securely in correct location (per job notes); perform a basic functional test; provide photo evidence.
- **Mains-wired/interlinked systems must not be undertaken** unless explicitly instructed/quoted and assigned to an electrician.

12. Legionella Risk Assessment (Domestic)

- Use the **ClearKey checklist/template only**.
- Provide: completed assessment; required photos; notes of any remedials recommended (not completed unless authorised).

13. Mould Treatment (Surface Treatment Only)

- This service is **surface treatment/clean and report** unless otherwise instructed.
- **Do not promise that mould will not return** if underlying causes exist (ventilation/leaks/structural damp).
- Provide before/after photos and a brief note of likely contributors.

14. Quality, Callbacks, Defects

- If a return visit is required due to confirmed workmanship issues, ClearKey will coordinate.
- Contractors must cooperate with reasonable re-attendance and provide evidence.
- Repeated quality issues may result in **removal from the contractor panel**.

14.1 Workmanship & rework at your cost — you warrant that your work is carried out to a competent, professional standard. Where ClearKey confirms a **defect in your own workmanship** — as distinct from a new or unrelated fault, or a pre-existing condition — the **rework is at your cost**: you re-attend and put it right at **no charge** to ClearKey or the client, **no call-out or abortive is payable** on that re-attendance, and the job is not separately re-paid for it. This does **not** apply to a genuinely new fault or an agreed scope change, which are treated as a fresh job. Rework requested through the Portal ("Request Rework") is tracked against the original job.

15. Invoicing & Payment (How you get paid)

15.1 Payment terms — **labour: within 7 days** of receipt of a valid contractor invoice (**Standard** tier), or **the next working day** for **Priority** tier (see §19). **Approved job-specific parts** are reimbursed at **receipted cost plus the \$8.1 handling allowance** (10% Standard / 20% Priority of the net amount). **Approved access costs** (parking/permits/ULEZ/congestion) are reimbursed **within 7 days** of a valid claim with receipts.

15.2 What makes an invoice "valid" — your invoice must include:

- ClearKey job reference;
- property address;
- date attended;
- description of works;
- the charge for the job, per its pricing mode:
 - **Time & Materials** — time on site and 30-minute blocks after the first 30 minutes;
 - **Fixed Price** — the agreed fixed-price labour amount (or fixed-fee item: CP12/EICR/service etc.);
 - **Package** (a turnover constituent job) — your agreed constituent-job amount (the turnover package price is invoiced by ClearKey, not by you);
- receipts attached for any reimbursable expenses/materials (submitted within 7 days) — materials are **always** separate from a fixed-price labour amount (see §8.3).

If information/receipts are missing, the invoice may be rejected and the labour-payment clock (§15.1) starts once a corrected valid invoice is received.

15.3 Pay runs — ClearKey runs contractor payments on a **weekly cycle** (day communicated by finance). Inclusion depends on invoice validity and due dates.

16. Data Protection & Confidentiality

- Tenant information, contact details, access codes, photographs and keys/access details are **confidential**. In handling tenant personal data you act as a **sub-processor** for ClearKey and must follow **Schedule 4 of the Subcontractor Services Agreement**.

- Use such information **only to perform the job**. Do not disclose it to any third party and do not share photos or job details externally (including on social media).
- Store tenant data securely and no longer than necessary; delete it on completion or on request. **Report any suspected data breach to ClearKey immediately.**

17. Health & Safety (Basic Requirements)

- Use appropriate PPE and safe systems of work.
- Follow **COSHH** guidance for chemicals (especially mould treatment/cleaning).
- Report accidents/incidents immediately to ClearKey.
- **Do not perform gas/electrical works unless properly competent and registered.**

18. Turnovers (Coordinated Product)

A **turnover** is multiple jobs at one property between tenancies — cleaning, repairs, decorating, compliance and so on — coordinated by ClearKey as a single package against the incoming tenant's move-in deadline. You may be assigned one constituent job within a turnover.

18.1 Pricing — a constituent turnover job may be paid at a **fixed agreed amount** rather than time-based rates. The **labour-only rule (§8.3)** applies: materials are reimbursed separately and additively, at cost with receipt.

18.2 ⚠ Key handover — keys may pass between contractors during a turnover. **Follow the key instructions in the job briefing; confirm handover with ClearKey; never leave a property insecure.** If you cannot complete a handover as briefed, tell ClearKey before you leave the property.

18.3 ⚠ Sequencing — turnover jobs are ordered (for example, repairs before the final clean). **Do not reschedule a turnover job without telling ClearKey** — moving your slot can break the sequence and force a re-clean.

19. Contractor Tiers (Standard / Priority)

Every ClearKey contractor sits in one of two tiers. Your current tier is shown on your Contractor Portal profile.

19.1 What Priority earns — Priority contractors get:

- **next-working-day labour pay** (Standard labour is paid within 7 days — see §15.1);
- the **higher materials handling allowance** — **20%** of the net parts cost, versus **10%** for Standard (§8.1); and
- **first look at jobs** — Priority contractors are offered matching work first.

19.2 How Priority is earned — Priority is a **quality** tier, not a seniority one. It is held by contractors who consistently clear the quality bar: a **QC score of 4.5 or above** and an **agent rating of 4.6 or above**, measured over at least **8 rated jobs**. New contractors start on **Standard** and earn Priority once they have the rated history to qualify.

19.3 Quarterly review — tiers are reviewed **quarterly**, on **1 January, 1 April, 1 July and 1 October**. Your tier for the coming quarter is set from your rolling scores as at the review date.

19.4 Grace quarter (first breach) — if a Priority contractor drops below the bar for the **first time**, they **keep Priority for one further "grace" quarter** to recover. A **second consecutive** quarter below the bar moves them to **Standard**.

Returning to Priority then requires clearing the bar again at a later review.

20. Quality Control (QC) Rubric

The **Ops Pack Score** on every completed job is set against this rubric; your rolling QC score (with your agent rating) determines your tier under §19.

Ops weighs five things on every completed job: photos (clear before/after of the actual work), timekeeping (arrival and departure logged, on-site time credible), notes (a summary that explains what was done), receipts (attached and legible), and finish (tidy, complete).

- **5 — Exemplary.** All five strong; nothing for ops to chase.
- **4 — Good.** Essentials present, one minor gap; ships with a tidy-up.
- **3 — Acceptable, needed chasing.** One required element missing or weak that ops had to follow up.
- **2 — Poor.** Several gaps together; ops could not send the pack without real work.
- **1 — Unacceptable.** Essentially no usable pack, or the evidence contradicts the claimed work; triggers QC review and usually rework.

Appendix A — Contractor Pay Rates (Summary)

The **Contractor Rate Card (v1.5)** is the controlling schedule for: reactive rates, compliance fixed fees, alarms labour, legionella, mould, cleaning pays, locksmith pays, uplifts, abortives, and max-payable guidance.

Appendix B — Inner London Boroughs (for +£10 uplift)

Camden; City of London; Hackney; Hammersmith & Fulham; Islington; Kensington & Chelsea; Lambeth; Lewisham; Southwark; Tower Hamlets; Wandsworth; Westminster.

Appendix C — Trade Addendums (Scope, Deliverables, Included/Excluded)

C1) General Requirements (Applies to all trades)

Required on every job:

- confirm access method works on arrival (keys/lockbox/tenant/concierge);
- record arrival/departure time;
- provide before/after photos where relevant;
- provide a completion note (what done, parts used, outcome, any follow-on recommendations).

Approval & variations: do not proceed beyond authorised limits without ClearKey approval unless urgent make-safe. If additional works are needed, send photos + summary + recommended fix + estimated extra time/parts.

House rules: no pricing discussions with agents/tenants; keep the property secure on departure; report any security concerns immediately.

C2) Handyman / General Maintenance Addendum

Typical scope: minor repairs — doors/handles/hinges, silicone reseals, small leaks (non-plumbing diagnosis), TV brackets, curtain poles/blinds, minor carpentry, flatpack assembly, patching small holes, minor snagging on turnovers.

Included: basic fixing/fastening, sealing, minor patch repair, simple diagnostics and "make good".

Excluded / must escalate: consumer unit work, fixed wiring, EICR; gas appliances or gas pipework; major plumbing repairs (burst mains, cylinder/boiler internals); structural issues, asbestos suspicion, invasive works requiring specialist survey.

Deliverables: completion note including what was repaired/replaced; photos (before/after and any damaged components); if unable to complete, state why and what trade is required.

Quality standard: leave clean finish; remove debris/packaging; silicone lines neat; no exposed sharp edges; all fittings firm and safe.

C3) Plumbing Addendum (Non-Gas)

Typical scope: leaks on taps/traps/wastes, toilet fill/flush issues, blockages (minor), replacing taps, traps, wastes, shower heads/hoses, isolating valves (where accessible), radiators/bleeding (non-boiler).

Included: first-line plumbing fault finding and repair within access constraints.

Excluded / must escalate: boiler internals (Gas Safe only); pressurised system faults requiring specialist boiler/system engineer; drainage requiring jetting/CCTV unless specifically instructed; any suspected shared stack/communal drainage (report and stop).

Deliverables: photos of fault area before/after; note any isolation used (stopcock location if found); report if additional works recommended.

Quality/safety: check for leaks after repair; run water and confirm. If water must be isolated, notify ClearKey immediately and confirm when restored.

C4) Electrical Addendum (Reactive)

Typical scope: fault-finding, replace fittings (switches/sockets), lighting faults, extractor fan replacements, tripped circuits (non-EICR), minor remedials.

Included: electrical diagnostics and repairs by a competent electrician.

Excluded / must escalate: any work you are not competent/insured/registered to do; EICR issuance unless instructed as a certificate job; anything requiring DNO involvement.

Deliverables: photos before/after where relevant; clear completion note (fault found, what replaced, confirmation of restored operation); if made safe only, explicitly state "**MADE SAFE**" and what remains outstanding.

Certification rule: if works require certification or the job is instructed as "certified", issue the required EICR per the Compliance Addendum (C6).

C5) Gas Safe Addendum (Reactive + Boiler Service + CP12)

Typical scope: gas safety attendance, boiler fault finding, boiler servicing (where instructed), CP12/LGSR, making safe.

Included: gas work only within your Gas Safe categories and competence.

Excluded / must escalate: any work outside your Gas Safe scope/categories; flue/combustion concerns (treat as safety-critical; follow Gas Safe procedures).

Deliverables (always): photos before/after where relevant; completion note with appliance details and outcome (pass/fail, made safe); if "At Risk" or "Immediately Dangerous", document actions taken and **notify ClearKey immediately**.

CP12/LGSR deliverables: CP12 PDF issued within the handbook timescales (24-hour target / 48-hour max); list all appliances tested and results; note any access limitations.

Boiler servicing deliverables: service record/benchmark notes where applicable; note any advisories and recommended remedials.

C6) Compliance & Certification Addendum (CP12 / EICR)

Applies to Gas Safe engineers issuing CP12; electricians issuing EICRs.

Scope: the inspection/testing and report/certificate output are the deliverable. Remedials are separate and require ClearKey approval unless explicitly included.

Included: producing the certificate/report to the appropriate standard and supplying it as PDF.

Excluded: any remedial works, parts, or re-visits due to access failure (chargeable separately).

Deliverables: certificate/report PDF sent to ClearKey within **Target 24 hours / Maximum 48 hours**; completion note summarising outcomes and any C1/C2/FI (electrical) or fail items (gas).

Evidence: photos of consumer unit / meter area / key observations where helpful; clear list of required remedials if the property fails.

C7) Decorating Addendum (Reactive / Turnover Snag)

Typical scope: small patch repairs, stain blocking (where appropriate), touch-ups, single-wall repaint, door frames/skirting touch-ups.

Included: reasonable preparation for reactive works (fill/sand/prime where needed).

Excluded / must escalate: full redecoration unless specifically instructed/quoted; damp/active leaks (do not paint over; report underlying issue).

Deliverables: before/after photos (especially stains/water marks); note paint colour/match issues and what was used.

Quality standard: clean lines, no paint on fixtures; area left tidy; ventilate where possible.

C8) EOT Cleaning Addendum (If subcontracted)

Assumptions: vacant property, utilities available, standard domestic condition.

In scope as standard (included in the job — not extras): key pick-up and drop-off; clean ALL appliances and white goods, including the oven; and internal windows. These are part of every standard EOT clean — do not skip them or query them as add-ons.

Included deliverables: clean to checkout-ready standard as instructed; photos (kitchen, bathrooms, oven, fridge, and any problem areas before/after); completion note of any exclusions encountered (mould, heavy soiling, waste volume).

Excluded / must escalate: biohazard/needles, pest infestation, hoarding/extreme neglect; heavy mould treatment beyond basic cleaning; builders clean unless instructed; carpet steam clean unless instructed.

Re-clean standard: if a re-clean is requested, ClearKey will determine if it qualifies; cleaners must cooperate with reasonable return visits where workmanship issues are confirmed.

C9) Carpet Steam Cleaning Addendum (If subcontracted)

Scope: steam clean as instructed; stain removal is best-efforts unless specifically agreed.

Deliverables: before/after photos of stained/heavy areas; completion note (stains that did not lift, any risks such as colour run/existing damage).

Exclusions: permanent staining, burn marks, pet urine deep staining may not fully remove — **report, not promise.**

C10) Smoke / Heat / CO Alarms Addendum (Supply & Fit)

Scope: fit ClearKey-supplied alarms (10-year sealed battery as standard) unless instructed otherwise.

Included: fit in appropriate location (per job notes/typical best practice); basic functional test; photo evidence of installed unit(s) and test confirmation.

Excluded / must escalate: mains-wired or interlinked systems unless explicitly instructed/quoted and assigned to an electrician; if substrate is unsuitable (crumbling plaster, poor fixing), report and propose remedy.

Deliverables: photo(s) of each installed alarm and completion note confirming test completed.

C11) Domestic Legionella Risk Assessment Addendum

Scope: domestic LRA using ClearKey template; report only.

Included: completed assessment form + required photos; highlight risks and recommend remedials (do not carry out remedials unless instructed).

Excluded: commercial systems, complex plant, communal systems — escalate/decline unless specifically agreed.

Deliverables: completed template + photos sent same day where possible.

C12) Mould Treatment Addendum (Surface Treatment)

Scope: surface clean/treat and reporting only.

Included: treatment of affected surfaces within instructed rooms; note likely contributors (ventilation, cold spots, leaks) without diagnosing structural damp definitively.

Excluded / must escalate: structural damp diagnosis, damp-proofing, extensive plaster removal, repeated recurrence requiring survey; any suspected leak (report for plumbing/roofing follow-up).

Deliverables: before/after photos + completion note including recommendations.

C13) Waste Removal Partner Addendum (If used)

Scope: collection and lawful disposal of specified waste.

Required: before/after photos; disposal proof (WTN/tip receipt) where available/required; **waste carrier licence must be on file with ClearKey** (partner onboarding requirement).

Exclusions: hazardous/biohazard waste unless specifically instructed with appropriate provider.

C14) Locksmith Partner Addendum

Scope: standard euro-cylinder changes, lockouts/entry where instructed.

Deliverables: before/after photos; receipt for parts; completion note including lock type/cylinder size if known, number of keys supplied, any security advisories.

Parts cap rule: standard euro-cylinder change — parts reimbursed up to **£35** cost with receipt; above £35 or non-standard/high-security — obtain ClearKey approval before fitting unless urgent to secure.

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