



YOUR HOME SERVICE PLAN

This document provides a summary of the key information and fees relating to this Home Service plan.

Pre-contractual and contractual information on the service is provided in the terms and conditions of service.



Any services marked with the Home Care & Defence Plan symbol can be activated as a 'stand alone cover' outside of the comprehensive Home Care & Defence Plan

BOUNDARY WALLS & FENCES



SERVICE	QUATERLY SERVICE	YEARLY SERVICE	BASE FEE PER METER/M2 INCLUDED	ADDITIONAL FEES PER METER/M2	TOTAL SERVICE FEE PER VISIT	ANNUAL FEE
Biocide treatment A			£30.00 15M Inc.	£3.00	£	£
<i>Stand alone Defence Plan cover</i> 1	n/a	n/a	£33.48 30M Inc.	£2.97	n/a	£



UNDER
ONE
TOTAL PROPERTY CARE

GROUNDWORK & LANDSCAPING

SERVICE *	QUATERLY SERVICE	YEARLY SERVICE	BASE FEE PER METER/M2 INCLUDED	ADDITIONAL FEES PER METER/M2	TOTAL SERVICE FEE PER VISIT	ANNUAL FEE
Lawn feed & moss killer treatment B			£30.00 20M2 Inc.	£3.00	£	£
Lawn burn (pet) spot repair C			£30.00 1M2 Inc.	£30.00	£	£
Lawn cutting D			£30.00 20M2 Inc.	£30.00 Per 20M2 interval	£	£
Hedge, Bush, tree and foliage trimming and shaping E			£15.00 1M2 Inc.	£15.00	£	£

*Access fees may be applicable

UNDER ONE TOTAL PROPERTY CARE

GROUNDWORK & LANDSCAPING (CONT.)

SERVICE *	QUATERLY SERVICE	YEARLY SERVICE	BASE FEE PER METER/M2 INCLUDED	ADDITIONAL FEES PER METER/M2	TOTAL SERVICE FEE PER VISIT	ANNUAL FEE
Waste clearance ** F			n/a.	n/a	n/a	n/a
Bin cleaning (all sizes) *** G			n/a	n/a	£	£
Leaf blowing H			£3.00 1M2 Inc.	£3.00	£	£

*Access fees may be applicable

**£55.00 per 50 litre bag

***£15.00 per bin

PATIO & DECKING CARE

SERVICE	QUATERLY SERVICE	YEARLY SERVICE	BASE FEE PER METER/M2 INCLUDED	ADDITIONAL FEES PER METER/M2	TOTAL SERVICE FEE PER VISIT	ANNUAL FEE
Biocide treatment I			£30.00 5M2 Inc.	£3.00	£	£
Jetwash J			£30.00 5M2 Inc.	£3.00	£	£

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GUTTER, FASCIA & SOFFIT CARE

SERVICE *	QUATERLY SERVICE	YEARLY SERVICE	BASE FEE PER METER/M2 INCLUDED	ADDITIONAL FEES PER METER/M2	TOTAL SERVICE FEE PER VISIT	ANNUAL FEE
GFS wash K			£30.00 1M Inc.	£30.00	£	£
Gutter tray clearance L			£15.00 1M Inc.	£15.00	£	£
Drone survey** M	n/a	n/a	n/a	n/a	n/a	n/a
<i>Stand alone Defence Plan guttering & exterior drainage cover</i> 2	n/a	n/a	£3.00 1M Inc.	£3.00	n/a	£

*Access fees may be applicable

**Drone survey. £180.00/hour



ELEVATION & CLADDING CARE

SERVICE *	QUATERLY SERVICE	YEARLY SERVICE	BASE FEE PER METER/M2 INCLUDED	ADDITIONAL FEES PER METER/M2	TOTAL SERVICE FEE PER VISIT	ANNUAL FEE
Water-fed pole cladding and elevation clean N			£5.00 1M2 Inc.	£5.00	£	£
Jetwash cladding and elevation clean O			£12.00 1M2 Inc.	£12.00	£	£

*Access fees may be applicable

ROOF SYSTEM CARE

SERVICE *	QUATERLY SERVICE	YEARLY SERVICE	BASE FEE PER METER/M2 INCLUDED	ADDITIONAL FEES PER METER/M2	TOTAL SERVICE FEE PER VISIT	ANNUAL FEE
Roof 'treat and protect' P			£30.00 1M2 Inc.	£30.00	£	£
Drone survey** Q	n/a	n/a	n/a	n/a	n/a	n/a
<i>Stand alone Defence Plan roof system cover</i> 3	n/a	n/a	£2.25 1M2 Inc.	£2.25	n/a	£
Chimney shaft service R			£18.00 1M Inc.	£18.00	£	£
Solar panel clean S			£15.00 1M2 Inc.	£15.00	£	£

*Access fees may be applicable

**Drone survey: £180.00/hour



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WINDOW & DOOR CARE


SERVICE *	QUATERLY SERVICE	YEARLY SERVICE	BASE FEE PER METER/M2 INCLUDED	ADDITIONAL FEES PER METER/M2	TOTAL SERVICE FEE PER VISIT	ANNUAL FEE
Window and door cleaning T			£6.00 1M2 Inc.	£6.00	£	£

*Access fees may be applicable

UNDER
ONE
TOTAL PROPERTY CARE

NAME

HOUSE NUMBER/NAME POSTCODE

QUATERLY SERVICES	YEARLY SERVICES			
				
		TOTAL SERVICE FEE PER VISIT	ANNUAL FEE	% DISCOUNT
		£	£	%

GRAND TOTAL: £

This Service Agreement ("Agreement") is made between UNDER ONE Total Property Care (UK) IPW Atlantic Participations Ltd & COCOCO Ltd ("Service Provider," "we," "us," or "our") and the customer ("Client," "you," or "your"). By purchasing a service plan, you agree to the terms and conditions outlined below.

1. Scope of Services

We offer regular exterior property cleaning and maintenance services, which may be selected as part of a quarterly (3-month) or yearly service plan. Available services include:

- Window cleaning
- Solar panel cleaning
- Chimney shaft cleaning
- Roof biocide treatments and protection treatments
- Cladding cleaning
- Wall cleaning and jet washing
- Conventional jet washing
- Garden biocide treatments
- Patio and decking biocide treatments
- Gutter tray clearance
- Gutter, fascia, and soffit washing (cleaning)
- Leaf blowing
- Bin cleaning
- Waste clearance
- Hedge, bush, tree, and foliage trimming and shaping
- Lawn cutting
- Lawn growth and enhancement treatments

2. Client Responsibilities

To ensure efficient service delivery, the Client must:

- Provide **unobstructed access** to all areas requiring service. We are not responsible for moving furniture, vehicles, plants, or other obstructions. If we are unable to access the required areas due to obstructions, service will be cancelled, and fees may still apply.

- Ensure the site is safe for our personnel, including securing pets and hazardous items.
- Notify us in advance of any pre-existing damage or structural weaknesses that may affect the service outcome.
- Provide water, power, and drainage access as needed for applicable services.

3. Limitations of Liability

We will not be liable for:

- **Pre-existing Conditions:** Damage or deterioration that existed before our services commenced, even if highlighted after cleaning or maintenance.
- **Acts of God & Force Majeure:** Damage caused by extreme weather, fire, flood, or other uncontrollable events.
- **Client's Failure to Follow Maintenance Guidelines:** If we provide recommendations post-service and these are ignored, we are not responsible for subsequent issues.
- **Third-Party Interference:** Damage caused by other contractors or third parties is outside our liability.
- **Aesthetic Expectations:** Cleaning results may vary based on pre-existing conditions, staining, and surface materials. We do not guarantee 100% restoration.
- **Water or Chemical Runoff:** We take precautions but are not responsible for water or chemical runoff affecting adjacent properties or landscaping.

4. Indemnification

The Client agrees to indemnify and hold harmless UNDER ONE Total Property Care (UK) IPW Atlantic Participations Ltd & COCO CO Ltd from any claims, liabilities, or damages arising from third-party actions related to our services. This includes but is not limited to damages due to property conditions, environmental factors, and interference from unauthorized individuals.

5. Service Limitations & Cancellations

- **Right to Refuse Service:** We reserve the right to refuse service if a site is deemed unsafe, access is restricted, or if obstructions prevent efficient work.
- **Cancellation & Rescheduling:** Clients must notify us at least 48 hours in advance to reschedule without penalty. Missed appointments due to restricted access or unprepared sites may still incur service charges.

6. Disputes & Claims

- Any service-related disputes must be reported within **48 hours** of service completion for consideration.
- We may request photographic evidence or an on-site inspection to assess claims.
- Our liability is strictly limited to re-service at our discretion; monetary compensation is not guaranteed.

7. General Terms

- **Contract Duration:** This Agreement remains in effect as long as the Client maintains an active service plan.
- **Modifications:** We reserve the right to update these terms with reasonable notice to Clients.
- **Governing Law:** This Agreement is governed by [Applicable Jurisdiction].

By purchasing a service plan, the Client acknowledges they have read, understood, and agreed to these terms.



By signing this Agreement, both parties agree to the terms and conditions set forth in this document. This Agreement will become effective as of the date signed.

THIS AGREEMENT WILL ACTIVATE ON RECEIPT OF THE FIRST MONTH PREMIUM PAYABLE UPON AGREEMENT OF SERVICES HERE OR THE FULL PAYMENT OF THE ANNUAL PLAN FEE PAYABLE UPON THE AGREEMENT OF SERVICES HERE.

PAYMENT INTERVALS ARE AGREED AS:

MONTHLY / ANNUALLY

(PLEASE CIRCLE)

MONTHLY PREMIUM / ANNUAL PLAN FEE IS AGREED AS:

£ _____ MONTHLY / ANNUALLY (PLEASE CIRCLE)

Provider:

Signature: _____

Officer: _____

Role: _____

Date: _____

Customer:

Signature: _____

Name: _____

Date: _____

UNDER ONE TOTAL PROPERTY CARE