



www.acedmaintenance.com

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Property Maintenance Fees

Aced provides high quality maintenance services and/or a maintenance call center to property owners throughout the St. Louis Area. Many property management companies, property owners, business owners, banks managing real estate, and condo associations utilize these services as a cost effective alternative. Aced has almost 30 years of experience and all of their employees are insured and bonded.

Service Option 1: 24-Hour Call Center Only

Aced will serve as a 24-hour call center for the client's customers to report items in need of maintenance and repairs and will forward such information to the client. Client will notify the customers that Aced is operating the call center and client will provide the call center contact information to the customers for the purpose of reporting repairs. Aced shall perform no maintenance under this option. The monthly call center fee is \$10 per unit up to 25 units, then \$5 for each additional unit with a minimum charge of \$50 per month.

Service Option 2: Maintenance Services

Aced, through its maintenance staff or subcontractors, will perform maintenance and repairs as requested by the client. All work performed by our maintenance staff is billed on a time and material basis. Maintenance rates are as follows:

- \$50/hour for labor on work performed during business hours
- \$60/hour for HVAC labor
- \$65/hour for Plumbing labor
- \$65/hour for Electrical labor
- \$55/hour for Appliance repair labor
- 1.5x above rate for evening and weekend labor
- \$25 call out fee on work orders performed after business hours
- \$15 trip charge on every work order completed
- 10% upcharge on all materials

Repairs performed by subcontractors are billed based off the subcontractor's invoice plus there will be an additional 10% upcharge.

Aced will contact the client for approval on work exceeding \$500. Subcontractors are utilized as needed. Any work bid to exceed \$500 will require a 50% deposit to be submitted by the client prior to authorizing the work to begin. All invoices are due within 10 days of billing.

Client will be solely responsible for notifying the customer that Aced is performing the repairs and will further be solely responsible for coordinating the date and time of such repairs with the customer and Aced.

Service Option 3: 24-Hour Call Center & Maintenance Services

Fees apply for both Service Option 1 and Service Option 2 as stated above.