



Dear Valued Customer

Welcome to the Keyholding Club family! As part of our service initiation, we'll be conducting a site survey in the next few days. Please ensure the following items are ready for our visit:

- Signed service agreement.

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- One set of keys, access cards, and/or door codes – If you've had new copies made, please test them before our visit.

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- Email address of the person authorized to complete our online Direct Debit mandate.

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- Intruder alarm company details – Include the name, 24/7 contact number, contract or account number, and an alarm system zone chart.

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- Alarm fob and/or alarm code number.

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- Fire alarm company details – Is your fire alarm system monitored?

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- Emergency contact details – Up to three people we can contact outside of office hours.

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- Your <https://what3words.com/> location.

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- Emergency repair preferences – Should we arrange emergency repairs if there's an incident, like boarding up?

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- Cleaner's details – Company name, contact number, and their working days/times.

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- Any additional information you think might be useful.

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Feel free to email or call us if there's anything you are unsure of or need help with.