

OFFICECARE MEMBERSHIP GUIDE

Professional care for your workplace, all year round

CHOOSE YOUR OFFICECARE PLAN

Service	Essential	Plus	Premium
Initial condition survey & asset register	Included	Included	Included
Preventative maintenance visits	2/year	4/year	6/year
AC inspection & filter/drain cleaning	2/year	4/year	6/year
Electrical inspection	1/year	2/year	4/year
Plumbing & pantry inspection	1/year	2/year	4/year
Service visits / call-outs	6/year	12/year	24/year
Labour per visit	Up to 1 hr	Up to 2 hrs	Up to 3 hrs
Priority response target*	Next working day	Within 4 working hrs	Within 2 working hrs
Named maintenance contact	-	Included	Included
Annual condition report	-	Included	Included

MEMBERSHIP PRICING

Office size	Essential	Plus	Premium
Up to 1,000 sq ft	AED 4,950	AED 9,950	AED 14,950
1,001-2,500 sq ft	AED 7,950	AED 16,950	AED 24,950
2,501-5,000 sq ft	AED 12,950	AED 25,950	From AED 39,950
Over 5,000 sq ft	Survey required	Survey required	Survey required

All fees exclude VAT and remain subject to the initial survey.

HOW OFFICECARE OPERATES

Contract term

Membership runs for 12 months from the agreed commencement date. Renewal is by written agreement. The signed application, accepted proposal and this guide form the contract.

Operating hours and requests

Normal operating hours are Monday-Saturday, 8:30am-5:00pm, excluding public holidays. Requests may be submitted by telephone, email or WhatsApp. OfficeCare is not a 24-hour emergency service.

Response targets

Targets measure attendance or an initial remote assessment. They do not guarantee repair completion, which may depend on access, diagnosis, parts, approvals or specialist contractors.

Planned visits

We arrange preventative visits with the nominated contact. At least 48 hours notice should be given to reschedule. A visit may count as used if access is unavailable or cancellation is late.

Call-outs and labour

Each plan includes the stated number of visits and labour allowance. Additional time is chargeable at member rates. Visits cannot be carried forward or exchanged for cash.

Approval of additional work

Parts, consumables and excluded work are quoted or approved before proceeding, except where immediate action is reasonably necessary to make a dangerous condition safe.

WHAT'S INCLUDED

Air conditioning

Accessible inspection; cleaning filters and accessible drain lines; checking thermostats and electrical connections; routine coil condition checks. Refrigerant, deep coil cleaning, duct cleaning and replacement parts are excluded.

Electrical

Testing accessible switches, sockets and light fittings; tightening accessible connections; replacing customer-supplied lamps; minor fault finding. Distribution-board alteration, load upgrades, specialist testing and authority work are excluded.

Plumbing and pantry

Checking accessible taps, toilets, traps and exposed pipework; minor leak repairs; accessible blockage clearance; adjustments to pantry fittings. Concealed leaks, major drainage and replacement equipment are excluded.

Carpentry and fixtures

Minor adjustments to doors, locks, hinges, handles, fixed cupboards and drawer runners. Replacement doors, glazing, specialist joinery and major repairs are excluded.

Minor civil and decorative

Small sealant, grouting, isolated tile and making-good repairs within the visit labour allowance. Painting programmes, waterproofing, ceiling replacement and refurbishment are quoted separately.

Reporting

Service record after preventative visits, maintenance history and an annual condition report where included in the selected plan.

WHAT'S EXCLUDED

- Parts, replacement equipment, consumables and refrigerant unless expressly included in the proposal.
- Fire alarms, firefighting systems and fire extinguishers; these require an appropriately approved specialist contractor.
- Lifts, escalators, generators, UPS systems, BMS, access control, CCTV, security, telecoms, IT and data networks.
- Kitchen equipment, appliances, coffee machines, specialist refrigeration and commercial catering systems.
- Pest control, cleaning, waste removal, water-tank cleaning, façade cleaning and landscaping unless separately quoted.
- Concealed pipework, destructive investigation, major drainage, corroded systems and infrastructure controlled by the landlord, building management or authorities.
- Scaffolding, rope access, specialist access equipment, permits, NOCs, parking, access cards and authority fees.
- Damage caused by misuse, negligence, overloading, accident, water ingress, pest activity, third parties, unauthorised alterations or pre-existing defects.
- Major projects, fit-out, replacement, renovation and any service not expressly listed as included.

COMMERCIAL TERMS

Fees and VAT

Fees are payable as stated in the accepted proposal and exclude 5% VAT. Annual fees are normally invoiced in advance. Late payment may result in suspension after notice.

Parts and materials

Chargeable items are invoiced at cost plus the agreed handling/service charge, unless a fixed quotation is accepted. Ownership of supplied goods remains with Tregoning Maintenance until paid in full.

Existing defects

The initial survey is visual and non-destructive. Existing defects, hidden faults and end-of-life assets are not converted into covered items by membership. Remedial work may be quoted separately.

Access and client responsibilities

The client must provide safe and timely access, parking/loading arrangements, permits, building-management approvals, asset information and an authorised contact. Sensitive areas and business-continuity requirements must be disclosed.

Health and safety

We may pause or refuse unsafe work. The client must isolate affected areas when reasonably requested and keep employees and visitors clear of the work zone.

Workmanship

Our workmanship is warranted for 30 days unless the proposal states otherwise. Manufacturer warranties apply to supplied parts. The warranty excludes unrelated faults, misuse and third-party interference.

Liability

To the extent permitted by UAE law, liability is limited to direct loss arising from proven breach and capped at the annual membership fee. Indirect, consequential, business interruption, loss of profit or loss of data is excluded.

Termination

Either party may terminate for material breach not remedied within 14 days of written notice. Tregoning may suspend service for overdue payment or unsafe access. Fees already earned and approved costs remain payable.

Governing law

The contract is governed by the laws of the United Arab Emirates and the courts of Dubai. Parties should first attempt good-faith resolution of any complaint.

SERVICE LIMITS & ACCEPTANCE

Fair usage. OfficeCare supports routine commercial-office maintenance. Repeated visits caused by an unresolved excluded defect, excessive demand, specialist access, extensive labour or work outside the agreed premises may be quoted separately.

Changes. Any variation must be recorded in writing. Marketing literature does not override the signed proposal, application, asset schedule or this guide.

Communications and data. The client permits service communications by telephone, email and WhatsApp using the nominated details. Information is used to administer the account, schedule work and maintain service records.

Contract document	Reference
OfficeCare Membership Guide	Version 1.0 - 6 August 2026
Selected plan	As shown on the signed registration form
Premises and price	As shown on the accepted proposal/application

This guide should be read with the signed registration form and accepted proposal. Commercial terms should be reviewed by a UAE-qualified legal adviser before issue.