

AXA Rates for Emergency Call-Outs

Please find below the rates AXA charges for emergency call-outs to properties. Unless otherwise stated, all rates exclude VAT and materials. All amounts are in £ (Sterling).

Trade	Abortive fee*	Call out fee (inc. all travel and first hour onsite)	Subsequent half-hour per operative	Pre-authorisation limit**
Heating (engineer)	£44	£124.30	£33	£250
Heating LPG	£44	£124.30	£33	£250
Heating oil	£44	£124.30	£33	£250
Plumbing	£44	£113.30	£33	£150
Electrical	£44	£124.30	£33	£150
Electrical heating	£44	£124.30	£33	£250
Locks	£44	£124.30	***	£150
Glazing (boarding up)	£44	£124.30	***	£250
Roofing (per team)	£77	£151.80	£77	£250
Drainage (per team)	£55	£129.80	£55	£150
Internal drainage	£44	£113.30	£33	£150
Pest (insect)	£44	£111.10****	-	£111.10
Pest (rodent & cockroaches/ bedbugs)	£44	£174.90****	-	£174.90

Terms for both:

*The abortive fee applies only when the applicable issue has not been resolved due to inability to access either the applicable rental property or the specific area within the rental property where the issue is located. If the issue cannot be resolved for any other reason, the usual call out fee will still apply.

**Inclusive of labour, VAT, disbursements and materials. Exclusive of Integrated Clients works management fee. Any works carried out at a cost beyond the pre-authorised amount without express consent of the paying party are at the sole financial risk of AXA.

***£49.50 subsequent hourly rate subject to a minimum fee of £93.50 for any second attendance.

****Fixed fee inclusive of £10 of materials other than in the case of smart thermostat installation for which the customer shall separately procure and pay for the smart thermostat ahead of ordering the installation service.