

212 Residential Services

HOME MAINTENANCE, ON A MEMBERSHIP

Someone whose job is the state of your home

A hundred small things go wrong in a well-built home every year, and none of them are big enough to call a contractor about. We look after all of them — on a schedule, for a monthly fee, with one team who already knows the place.



SCAN TO REPORT
SOMETHING AT HOME

What we do

- **Planned maintenance** — filters, grout and seals, stone, detectors, dryer vents, the annual HVAC and water-heater services.
- **Everyday repairs** — a patched wall, a dead outlet, a running toilet, a dropped cabinet door, a light that has stopped.
- **Trades we arrange and supervise** — at cost on Signature; cost plus 15% on Essential.
- **A record of your home** — every system photographed and logged, so the person who arrives already knows where the main water shutoff is.

How it works

- **We walk the home with you.** Every room, every system — where the main water shutoff is, which door the freight elevator wants, what is already worn. Three to four hours.
- **You get a condition report.** Photographs and notes, in the app, so both of us know what the place looked like on day one.
- **We write your maintenance program.** The home care calendar for this home in particular — what gets done, in which month, and why.
- **Anything already broken is quoted.** Separately, at the member rate, before the membership begins. Your monthly fee starts the day the report is delivered.

Membership

Essential

\$500

per month · \$6,000 a year · plus sales tax

\$750 a month for a house, townhouse or whole building

- The home care calendar, run for you — filters, grout and seals, stone, detectors, dryer vents, the annual HVAC and water-heater services
- Attendance the next business day, at a scheduled time
- Annual walkthrough with a written condition report
- Trades arranged, supervised and billed at cost plus 15%

Signature

\$1,250

per month · \$15,000 a year · plus sales tax

\$1,750 a month for a house, townhouse or whole building

- Everything in Essential
- A named house manager who knows the place
- Everyday repairs included, up to eight hours a month — a patched wall, a dead outlet, a running toilet, a door that has dropped, a light that has stopped
- Same-day attendance, weekdays — subject to availability
- Quarterly walkthrough, and the seasonal program run for you
- Household staff get their own access — without seeing any pricing or billing information
- Keys held under written protocol; entry codes never stored

Every membership begins with a Home Baseline visit — \$750 plus sales tax, included on annual plans.

Beyond 8 hours a month, members pay \$150 an hour plus sales tax. Parts at cost. Monthly, cancel with thirty days' notice. No joining fee and no term — a maintenance plan cannot clear a backlog, so we do not pretend otherwise. Pay for the year and the Home Baseline visit is included — \$6,000 for Essential, \$15,000 for Signature; \$9,000 and \$21,000 for a house or a whole building. If your building requires insurance beyond what we ordinarily carry — higher limits, a waiver of subrogation, additional named parties — an additional fee may apply. We tell you before anything is scheduled.

New York City · The Hamptons (additional travel fees may apply) · Miami (coming soon) · Los Angeles (coming soon) | The maintenance division of 212 Renovations Group. Concierge and commercial memberships are quoted per account.