Where revenue leaks in commercial cleaning and pest control

Cleaning and pest control revenue is spread across many sites, recurring contracts, ad-hoc call-outs and consumables recharges, all changing constantly. When the billing run cannot keep pace with sites added, visits carried out and materials supplied, small amounts fall out of the invoice and are never recovered.

WHERE IT LEAKS

Unbilled extras and new sites

Deep cleans, reactive call-outs and newly added sites are serviced, yet the invoice comes in below the site's contracted run-rate, a sign the extra work was never fully charged.

Recurring charges that quietly stop

A regular monthly charge for a site or contract stops appearing in the ledger, often when a billing line is dropped during a site change, and the lost income goes unnoticed.

Failed Direct Debits on contract collections

A monthly Direct Debit for a service contract fails and is never re-presented or chased, so cleaning or treatment continues while the payment never arrives.

Missed consumables recharges

Paper, soap, bin liners and bait stations are supplied to sites but the recharge line is left off the invoice, so the cost is absorbed without the matching income.

Short payments left unrecovered

A client pays less than invoiced, deducting for a missed or disputed visit, and the shortfall is written off in the ledger rather than queried and collected.

Credit notes unapplied or duplicated

A credit note raised for a one-off complaint is left unapplied or issued twice, quietly reducing the value collected against invoices that were genuinely due.

THE SCALE

Revenue leakage is commonly estimated at 1% to 3% of turnover, and GoCardless has observed that roughly 2.9% of Direct Debit payments fail across around 55,000 businesses. On a cleaning or pest control firm turning over £20m, 1% to 3% is roughly £200k to £600k a year, which is illustrative only but shows how quickly small per-site slips add up.

HOW IT IS FOUND

The figures come from reading your own invoices, payments and ledger data read-only, with no change to your billing or bank systems, and the leaks typically surface within days.

COMMON QUESTIONS

How can revenue leak if we invoice straight from our contracts?

Contracts in this sector change constantly: sites are added, extra visits and deep cleans are carried out, and consumables are supplied, but the invoice does not always keep up. Leakage is the gap between what was earned and what actually reached the bank, and it usually comes from many small errors rather than one large one.

Can this be found without changing our systems?

Yes. The analysis is read-only and works from a copy of your existing invoice, payment and ledger data, so nothing in your billing or bank setup changes. Most firms see their first findings within days.

What is a realistic amount to expect?

Revenue leakage is commonly estimated at 1% to 3% of turnover, though the real figure depends on how many sites and ad-hoc works you handle. One finance team found over £49,000 in the first month, which gives a sense of the scale for a mid-sized operator.

If you would like your own number, we can produce a free read-only leakage report from your finance data, with no obligation to take it further.

Get your free number