

Summary of Cover

Landlord Gas Safety Inspection (CP12) & Landlord Gas Boiler Service Plan

This plan provides assistance for landlords who require a Landlord Gas Safety Inspection and Landlord Gas Boiler Service plan.

A summary of the main benefits under this plan are set out below. For a full description of the service provided, please see the plan terms and conditions.

What is included	What is not included
<p>A full inspection of one fixed gas appliance at your property, which will include the following:</p> <ul style="list-style-type: none"> ✓ Check the appliance for gas tightness ✓ Check the standing and working pressure if test points are available ✓ Check the burner pressure/ gas pressure against the manufacturer's data plate ✓ Check for the satisfactory provision of all necessary ventilation ✓ Test the flue flow to ensure removal of products of combustion ✓ Check the satisfactory operation of safety devices ✓ Check for physical stability, presence and effectiveness of brackets (where appropriate) ✓ Investigate any evidence of unsafe operation and report to the landlord ✓ Issue landlord gas safety record 	<ul style="list-style-type: none"> × The cost of any remedial work, repair or parts needed for any fault, which is found before or during the landlord gas safety inspection × Inspection of more than one fixed gas appliance × Any maintenance or remedial work is your responsibility and does not form part of this agreement. Such work will need to be completed at your cost.
<p>A full gas boiler service, which will include the following:</p> <ul style="list-style-type: none"> ✓ Visual check on flue ways and terminal ✓ Clean the burner and pilot light ✓ Clean and lubricate fan where applicable ✓ Clean and adjust the ignition components ✓ Clean and visually check heat exchanger ✓ Check all disturbed gas connections ✓ Check all safety devices ✓ Verify gas pressure and heat input ✓ Check operating pressure and reset if required ✓ Check seals (gas and water) ✓ Test open flued boilers for spillage ✓ Full operational check and advice provided on using your heating more efficiently 	<ul style="list-style-type: none"> × Any breakdown assistance other than in the event that you have a breakdown within 24 hours of the service × The cost of any remedial work, repair or parts needed for any fault, which is found before or during the annual gas boiler service × Checks or maintenance required on any gas appliance other than the boiler × Any maintenance or remedial work is your responsibility and does not form part of this agreement. Such work will need to be completed at your cost.
<p>We will contact you to arrange for an engineer to carry out a landlord gas safety inspection of one fixed gas appliance at your property. The landlord gas safety inspection will record the appliance and whether or not it is safe to use at the time of inspection. Landlord gas safety inspections are normally undertaken Monday to Friday, 9am to 5pm, excluding bank holidays.</p>	
<p>We will contact you to arrange for an engineer to service the gas fired boiler to statutory requirements, manufacturer's recommendations and relevant codes of practice. Boiler services are normally undertaken Monday to Friday, 9am to 5pm, excluding bank holidays, between April and September.</p>	

Who is eligible to apply?

This plan is for landlords only. Retail, commercial and other premises used for business are not eligible for this plan, and council and housing association tenants will not need this service. Mobile homes, bedsits, sub-divided homes and sub-let properties are not covered.

What happens next year?

Your plan is for one year. HomeServe will contact you in writing before your plan expires to offer you the opportunity to arrange a plan for the following year. If you choose to pay by Direct Debit or credit/debit card, excluding Maestro payments, you will receive your new plan documentation before your plan expires to give you time to reconsider whether the plan is still right for you. If you are happy for your plan to continue it will automatically continue for another year. If you have any queries or do not wish to continue with the plan, simply contact HomeServe. If you choose any other method of payment, you will be sent an invitation to enter into a plan for another year prior to the date your plan expires. Prices may increase in subsequent years.

How can this plan be cancelled?

1. If this plan does not meet your requirements, or you wish to cancel for any other reason, you may cancel your plan within the cancellation period by writing to us at the address shown on your plan schedule or contacting us on the customer services number shown on your plan schedule. We will refund any amount of the service fee you have paid as long as you have not received the annual Landlord Gas Safety Inspection or annual Landlord Gas Boiler Service under this plan. The cancellation period for your plan is shown on your plan schedule.
2. After the cancellation period you may cancel your plan by writing to us at the address shown on your plan schedule or contacting us on the customer services number, but the amount you will be refunded (if any) depends on the following:
 - If both of the annual Landlord Gas Safety Inspection and the annual Landlord Gas Boiler Service have been completed, you will not receive a refund of payments of the service fee that you have already made. For the avoidance of doubt, if you pay quarterly you are still liable for the remaining payments of the service fee.
 - If either the annual Landlord Gas Safety Inspection or the annual Landlord Gas Boiler Service have not been completed under this plan, you will be liable to pay for the service fee relating to whichever of the annual Landlord Gas Safety Inspection or annual Landlord Gas Boiler Service you have received, but you will not be liable to pay for the service fee relating to the inspection or service under this plan that you have not received. In these circumstances HomeServe shall refund you with any amount of the service fee already paid by you that relates to the annual Landlord Gas Safety Inspection or the annual Landlord Gas Boiler service (as applicable) you have not received. For the avoidance of doubt, if you pay quarterly you are still liable for the remaining payments of the service fee relating to the inspection or the service that you have received.
 - If both the annual Landlord Gas Safety Inspection and the annual Landlord Gas Boiler Service have not been completed under this plan, you will not be liable to pay the service fee. In these circumstances HomeServe will refund any fee that you have paid. For the avoidance of doubt, if you pay quarterly, you will not be liable for any outstanding payments of the service fee.
3. HomeServe reserves the right to cancel your plan prior to the service being carried out, by giving you at least 7 days notice at your last known address. In these circumstances HomeServe will refund the amount of the service fee paid in full.

Please read the Terms and Conditions for further information.

To ask any questions please call **HomeServe FREE on 0800 24 7 999**. Please quote your plan number, which can be found on your plan schedule.