

# Heating and Plumbing

## Terms and Conditions



This policy provides insurance cover in relation to emergencies and other domestic problems. These elements are as follows:

Boiler  
Heating System  
Plumbing and Drainage

This policy also provides certain non-insured services. This element is as follows:

Boiler Service

The Gas Boiler Service is provided under an agreement between you and HomeServe. This service is not regulated and this also means that if you have any complaint relating to this service, you will not have the right to refer the complaint to the Financial Ombudsman Service.

These terms and conditions and the policy schedule form a 12 month contract of insurance between you and the Underwriter and a separate contract between you and HomeServe to provide the non-insured services set out in your policy schedule. HomeServe will arrange and administer the insurance. Please read this document carefully along with any enclosed documents so you can make sure you know what you are covered for under your policy. If you have any queries, please call HomeServe on the customer services number, as shown on your policy schedule. Certain words within this policy have a particular meaning. Each time we use these words they will have the same meaning wherever they are used in your policy. Please see the General Definitions and Policy Coverage sections for further details.

Important information concerning your policy has been highlighted using warning triangles.

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## A. KEY QUESTIONS

### How do I make a claim?

1. If a problem occurs at your property, which may result in a claim, please call the claims number shown on your policy schedule as soon as possible. HomeServe may try to resolve the problem for you by talking you through a simple set of fault finding questions to fix the problem over the telephone. If this is not possible, we will arrange for an engineer to attend your property to assess the problem in accordance with the policy terms and conditions.
2. Claims must be reported by you or a person calling on your behalf. Please call us as soon as you need to make a claim. We will not be able to cover the costs of any work carried out by persons not authorised by us in advance.
3. If you have a 'with excess' policy the amount detailed on your policy schedule will need to be paid each time a claim is made. Payment will be taken before we send out an engineer. We can only accept payment using the following cards: MasterCard, Maestro, Visa or Visa Debit. We will then cover the remaining cost of the claim up to the applicable claims limit. Excess payment(s) will be refunded if the claim is cancelled prior to the engineer attending or the engineer does not start any investigative work due to the problem not being covered. However, if investigation is undertaken and the engineer confirms the problem cannot be resolved under the policy, your excess will not be refunded and this will count as a claim towards any claims limit. Where the engineer identifies additional work is required which is not associated to the original problem reported you will need to raise an additional claim(s) and another excess must be paid.
4. You cannot make a claim under your policy during any exclusion period. If applicable, the exclusion period(s) relevant to your policy are set out within your policy schedule.

### How long is my policy for?

Your policy will continue for the period of twelve months, unless it is cancelled by you or us before then. You have certain rights to cancel your policy, and these are set out below under the heading 'How can I cancel my policy'. Our cancellation rights are also set out below under the headings 'How can HomeServe cancel my policy' and 'What if I miss a payment'.

### How can I cancel my policy?

If you wish to cancel your policy; you (as the named policy holder) or an authorised representative, must contact us by calling the customer service number or writing to us at our freepost address.

You may cancel your policy at anytime and choose an appropriate cancellation date. Depending on when you cancel and whether you have made an insurance claim or received any non-insured service(s), any refund of premium paid to you or premium owed by you may be calculated as follows:

#### **Insurance premium**

Within your cancellation period:

- If you have not made a claim, you will receive a full refund
- If you have made a claim, you will receive a refund less an amount for the number of days you have been on cover

Outside your cancellation period:

- If you have not made a claim, you will receive a refund less an amount for the number of days you have been on cover
  - If you have made a claim, you will not receive a refund and must pay any remaining insurance premium due for the term of the policy
- If you pay monthly, upon cancellation, we will ask you to choose an appropriate cancellation date to ensure any owed premium payment can be collected. Claims can continue to be made until the cancellation date chosen.

#### **Non-insured service(s) premium**

If your Boiler Service has been completed (or we have made three attempts to arrange the Boiler Service) you must pay for this in full and no refund is due.

#### **How can HomeServe cancel my policy?** ⚠️

The Underwriter (or HomeServe acting on its behalf) may cancel your policy in the following circumstances:

1. by giving you at least 7 days' notice in writing to the last address provided to us:
  - a) If you are seriously in breach of the terms of your policy. Examples of a serious breach include: failure to make a payment despite contact from us, or where we reasonably suspect you have submitted a fraudulent claim
  - b) If you or persons associated with your property/policy display unreasonable behaviour towards us, including but not limited to abusive, discriminatory, offensive and/or threatening language or action
  - c) If you fail to provide accurate and complete information in accordance with the Consumer Insurance (Disclosure and Representations) Act 2012 - please see Consumer Insurance Act later in this document
2. in any circumstances stated in the Policy Coverage section
3. if the boiler health check has not been booked or completed within the first 90 days of the policy start date or the date you change address. If you only have cover for your boiler/heating system we will provide a refund. If your policy provides cover for more than just your boiler, we may choose to allow you to continue your policy, but with cover for the boiler removed

You may have several policies administered through HomeServe. In the future we may wish to consolidate these separate policies into one agreement. This will not affect your cover or your premiums. In such circumstances we reserve the right to cancel one or more of your existing policies and to transfer you to the new agreement. If you do not agree to this please let HomeServe know by calling the Customer Services number shown on your policy schedule.

#### **What if I miss a payment?**

If you fail to make a payment of premium on the due date, your policy will be suspended and you will not be able to make a claim. HomeServe will notify you in writing within 5 working days of the date on which a payment was due. If you do not pay the requested amount within 30 days of the due date, your policy will cancel. Please see 'How can I cancel my policy' section for your liability to pay any premium to us under the policy. If you want to make a claim under your policy whilst your policy coverage is suspended, you will be required to pay any outstanding premiums before an engineer will be dispatched to your property.

#### **What if I change address?**

You are responsible for informing HomeServe of a change of your address so that cover can be transferred to your new address. Please telephone us using the number provided with your policy and renewal documents or write to HomeServe at the Freepost address, to advise us of your new address. We will check with you whether your cover is appropriate for your new property before it is transferred. If you have a policy that includes cover for a boiler, we will organise for a boiler health check to take place at your new property. Please review the 'Boiler Health Check' (BHC) section to understand what this means. If the boiler in your new property passes the boiler health check, the section 'Obsolete Parts and BER - first 6 months' will apply from the date your policy was transferred to your new property. If you have a policy which covers multiple elements of cover, cover will continue uninterrupted to all non-gas elements.

#### **What happens at the end of my policy?**

HomeServe will contact you in writing before your policy expires to arrange the renewal of your policy and tell you the renewal premium. Your claims history will be considered when reviewing your renewal premium offer. Adjustments may also be made to reflect the cost of providing the policy and any change in the rate of tax applicable to it. We reserve the right to refuse renewal of any individual policy and we will inform you before your policy expires if we choose to do so. Please check your renewal notice to ensure that all your details are correct. If your policy is set to automatically renew; your policy will continue under your existing payment method and new premium amount. Your cover will continue uninterrupted and you can continue to make claims. If your policy does not automatically renew; we will ask you to contact us in order to continue with your policy and to provide your payment details. If you do not contact us your policy will end and you will not be able to make a claim.

You can change if your policy automatically renews or not at any time during the policy term by calling the Customer Services number, writing to the Freepost address, through your online account or by visiting <http://www.homeserve.com/autorenewal>

#### **How can I complain?**

Only the named policy holder(s) or an authorised representative can make a formal complaint. If you wish to register a complaint, please contact us in writing at Freepost, RLYC-LXAL-GEEH, Customer Relations Department, HomeServe, Cable Drive, Walsall WS2 7BN or by calling us on the number provided with your policy and renewal documents. Every effort will be made to resolve your complaint to your satisfaction as quickly as possible, but in any event within 8 weeks at the latest. If we cannot resolve your complaint within this time, we will write to you. If you cannot settle your complaint with us, providing it doesn't relate to any non-insured service under this policy, you may be entitled to refer it to the Financial Ombudsman Service ([www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)). We will give you the information you need to refer your complaint.

## **B. POLICY COVERAGE**

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### **BOILER**

**If you think you have a gas leak (i.e. it is an emergency), you MUST immediately call the National Gas Emergency Service on 0800 111 999. The National Gas Emergency Service will attend your property and isolate the leak.**

**If your property is a flat, problems you do not have sole responsibility for and/or those within internal communal areas are not covered.**

#### **Cover Definitions**

**Boiler:** The appliance designed to provide domestic hot water and heat to water based radiators, including all manufacturers fitted components within it.

**Boiler Health Check:** A physical check of your boiler and/or central heating system to ensure it is one for which we are able to provide cover.

**Beyond Economical Repair (BER) (applies to the boiler only):** Upon making a claim, the total cost of parts (including VAT) required to repair the boiler will be determined by us using reputable suppliers. If this cost exceeds 85% of the manufacturer's current retail price (or if this is not available, the average current retail price available through leading UK suppliers) for a boiler of the same or similar make and model to your boiler or the then current version of your boiler, it will be deemed to be BER.

**Obsolete parts:** HomeServe uses reputable suppliers who stock the usual parts required to fix most boilers. However if, when attempting to fix

your system we find that the relevant manufacturer's spare parts are not readily available after a search of all HomeServe's stockists or that parts may be available but will take longer than 28 days to source, HomeServe will not be able to complete your repair. Please refer to obsolete parts section for details of what HomeServe will do in these situations.

<p><b>What is Covered?</b> A breakdown of the boiler and external components required to make it work such as pump, motorised valve, thermostat, timer, temperature control and external chimney (flue).</p>	
<p>Examples of claims covered</p> <ul style="list-style-type: none"> <li>✓ Breakdown of the boiler</li> <li>✓ Replace heat exchanger</li> <li>✓ Replace boiler zone valve</li> <li>✓ Attempt to repair boilers which make an excessive noise</li> <li>✓ Repair/replacement of a leaking gas supply pipe or cooker hose</li> </ul>	<p>Boiler</p> <ul style="list-style-type: none"> <li>– The claim limit for a repair is up to value that the boiler is beyond economical repair</li> <li>– No limit to the number of claims</li> </ul> <p>Gas Supply Pipe</p> <ul style="list-style-type: none"> <li>– Up to £4,000 per claim</li> <li>– No limit to the number of claims</li> </ul>
<p><b>Additional Claims:</b> Repairing or replacing any number of part(s) for a single reported problem is considered as one claim. If other faults exist or are found which are in a separate part of your system and are not related to the problem you reported an additional claim will need to be made for this repair to be completed.</p> <p><b>Reinstatement:</b> For gas supply repairs, we will reinstate any hard flooring or plasterwork, within the claims limit. However, this will not include reinstating or replacing floor coverings (such as hardwood, laminate flooring, vinyl, carpets etc.), and fixtures or fittings to their original standards.</p> <p><b>Re-routing:</b> If we need to re-route your gas supply pipe as part of the repair, in addition to our engineer's best judgement, the most cost effective route to re-establish your gas supply in accordance with Gas Safety (Installation and Use) Regulations will be taken.</p>	
<p><b>Boiler Health Check: (BHC)</b> The BHC is a physical check of your boiler and/or central heating system provided by HomeServe.</p> <p>The BHC must be booked or completed within the first 90 days of your policy start date or the date you change address. During the BHC our engineer will check that your boiler meets our eligibility criteria, your boiler or central heating does not have any pre-existing faults and is in good working order. If the BHC fails we will either:</p> <ul style="list-style-type: none"> <li>• Tell you what needs to be done to fix it – and how much it will cost if it is a repair we can complete</li> <li>• Remove the boiler or heating system cover from your policy and adjust your premiums accordingly</li> <li>• Or, cancel your agreement if you only have cover for your boiler and/or heating system and provide a refund</li> </ul> <p>If you need to make a claim for your boiler and/or heating system before we have checked your boiler, we will complete the BHC at the same time we come out to assess the problem. We will not be able to resolve your issue if your boiler does not meet our eligibility criteria or your boiler and heating system have faults that already existed on the date you applied for this policy.</p> <p>Your boiler or heating system cover will be suspended whilst you make arrangements for the fix to be completed. If you subsequently provide evidence (within 28 days) that the problem has been fixed we will reinstate your level of cover or agreement.</p> <p>We will make reasonable efforts to arrange your BHC. If the BHC has not been booked or completed within 90 days of your policy start date we may remove the boiler or heating system cover from your policy and adjust your premium accordingly. At the next renewal we will then arrange to offer you a similar policy without cover for your boiler. The policy offered may have a different level of excess to your current policy. If a similar policy without boiler cover is not available, your policy will be cancelled.</p>	
<p><b>⚠ What isn't Covered?</b> (see also the General Exclusions)</p> <ul style="list-style-type: none"> <li>a) boiler makes and models that do not meet the eligibility criteria as advised when the policy is first started or whenever a boiler health check is completed;</li> <li>b) Elson tanks, thermal storage units inside or outside of the boiler (e.g. Gledhill Boilermate and or Potterton Powermax and HE models) or their controls;</li> <li>c) any part of the domestic heating system (such as the hot water cylinder, radiators and cold water tank, its feed and outlet) other than the boiler;</li> <li>d) separate gas heaters providing hot water;</li> <li>e) LPG gas/oil systems;</li> <li>f) warm air heating system;</li> <li>g) under floor heating and its associated pumps and controls;</li> <li>h) fan convector heating;</li> <li>i) heated towel rails;</li> <li>j) dual-purpose boilers (e.g. AGA, Rayburn);</li> <li>k) combined heat and power systems;</li> <li>l) sludge/scale/rust within the system or damage caused by any other chemical composition of the water;</li> <li>m) any other gas appliance (with the exception of gas fires forming part of a back boiler);</li> <li>n) a breakdown when an engineer has previously identified that remedial/maintenance work is required to prevent a future breakdown;</li> </ul>	<ul style="list-style-type: none"> <li>o) any part of the boiler which is not possible for the engineer to work on safely;</li> <li>p) parts of the boiler where it is impossible or impractical to access because of its position such as the boiler is inaccessible due to the installation of fitted units;</li> <li>q) frozen pipes within the system which have not resulted in a leak or permanent blockage;</li> <li>r) adjustment of timing and temperature controls;</li> <li>s) repairing or a like for like replacement of a non-standard radiator (e.g. cast-iron, decorative, customised, or those which curve with the profile of a wall);</li> <li>t) repairing or a like for like replacement of an internet connected controls, thermostats &amp; valves. In the event that a replacement is required to resolve a breakdown, our choice of parts will be fitted;</li> <li>u) solid fuel heating systems;</li> <li>v) electrical heating systems;</li> <li>w) gas supply pipe that is more than 35mm in diameter and/or made of steel;</li> <li>x) the gas supply pipe before the meter (because it is the responsibility of the National Grid);</li> <li>y) any appliance connected to the gas supply pipe;</li> <li>z) a boiler that is used for heating swimming pools.</li> </ul>

**⚠ Obsolete Parts and Beyond Economical Repair boilers** - If when attempting to repair your boiler the parts required are found to be obsolete or your boiler is beyond economical repair, the following terms shall apply.

**First 6 months** - During the first six months of cover your boiler will not be replaced under this policy.

**After 6 months** - After six months of cover (and each year thereafter that you renew the policy); if your boiler is less than 7 years old we will source, replace and install a new boiler. If it is 7 years old or older we will source and replace your boiler through our approved installer and you will be required to pay the installation cost. A survey will be completed and an individual quotation will be provided. The age of the boiler will be determined by the GC/Serial number or its installation date, if you can evidence it was installed within 12 months of its manufacture. Installation costs currently start from £1,317 and can vary depending on whether it is a basic swap to a newer model, or a complete system change including system cleaning, pipework, radiators, scaffolding, asbestos removal etc. In 2020, the highest cost paid for a complex installation was £4467.

The new boiler make and model will be chosen by us and will provide a suitable level of heating and hot water for your property. It will match your existing boiler type (e.g. a combination boiler will be replaced with a combination boiler). Any heating system or boiler upgrade costs will be charged for. There is no cash alternative to the replacement offered.

**Maintenance Work** - When dealing with your boiler or heating system, after completing a repair we may advise that additional maintenance work is required to prevent a future breakdown. Where this maintenance work is not covered under this policy, it is your responsibility to have it completed. For example, your system may require cleaning to remove sludge, scale or rust. You will be notified in writing if maintenance work is needed and until this work is carried out, your premium payments will continue but you will not be covered for repairs to the affected part of your system. We ask you to get a maintenance work completed and provide us an evidence of the work being done.

**If you do not complete Maintenance Work, your boiler has Obsolete Parts, or your boiler is deemed Beyond Economical Repair** – We will reduce your premium to reflect that this policy no longer covers repair of your boiler. At the next renewal we will then arrange to offer you a similar policy without cover for your boiler. The policy offered may have a different level of excess to your current policy. If a similar policy without boiler cover is not available, your policy will be cancelled.

## BOILER SERVICE

Your agreement includes provision for a Boiler Service by HomeServe. The Boiler Service will be completed in accordance with the current Gas Safety (Installation & Use) Regulations and the manufacturer's instructions for your boiler. Please make sure that you have the manufacturer's instructions available for the engineer when he/she attends.

### **What is included?**

- ✓ A full inspection of the entire chimney structure (more commonly known as the flue).
- ✓ Inspection and, where necessary, cleaning of the burner, combustion chamber, any injectors and heat exchanger
- ✓ Inspection of ignition devices i.e. pilot lights and/or spark and flame sensing electrodes
- ✓ Checking the integrity of all seals and gaskets
- ✓ Ensure that any condensate traps and drains are free from debris (this does not include sludge/scale/rust within the system)
- ✓ Testing the boiler in accordance with the manufacturer's instructions to ensure:
  - The heat and/or operating pressure are correct
  - The effectiveness of the flue
  - That all ventilation requirements are to current standards
  - The correct operation of all safety devices and that the boiler is safe for continuous use

- ✓ A final combustion analysis and measurement against tolerances set by the manufacturer's instructions
- ✓ A test of all disturbed gas connections
- ✓ Carry out functional testing of heating and hot water
- ✓ A visual inspection of any other encountered gas appliances
- ✓ Written notification of any gas safety defects which may affect the safe operation of your appliances
- ✓ An assessment of your current heating controls and best practice advice regarding energy efficiency
- ✓ The servicing of a system filter (providing you have the servicing spanner available during the engineer visit). We will however not repair or replace a system filter.

### **⚠ What isn't Covered?**

- a) any maintenance or remedial work that is not part of the boiler service;
- b) a test of the gas installation pipe work, unless there is a known or suspected escape of gas.

If during your Boiler Service the engineer identifies a fault, we will carry out a repair if you have insurance with us, provided it is covered under the terms and conditions. If maintenance work is identified HomeServe will advise you and this will need to be rectified at your cost. Where safety defects are identified, the current Gas Industry Unsafe Situation Procedure will be followed. This may mean that the boiler cannot be used until the problems are rectified.

### **When will my Boiler Service happen?**

In the first year your Boiler Service will be completed alongside the Boiler Health Check. Thereafter, Boiler Services will usually be completed between April and September.

We will contact you by letter, email or text to arrange your Boiler Service. Three attempts will be made. If we cannot get hold of you we cannot complete your Boiler Service. If this is the case you will not be eligible for a refund of the Boiler Service but you can call us to arrange the service within the remaining period of cover. We aim to schedule services roughly every 12 months, however during periods of local or national high demand (such as during cold weather), we prioritise breakdowns and may need to rearrange a previously booked service.

## HEATING SYSTEM

**If you think you have a gas leak (i.e. it is an emergency), you MUST immediately call the National Gas Emergency Service on 0800 111 999. The National Gas Emergency Service will attend your property and isolate the leak.**

**If your property is a flat, problems you do not have sole responsibility for and/or those within internal communal areas are not covered.**

### **What is Covered?**

A breakdown of the water based heating system which includes the radiators, radiator valves, radiator pipes, hot water cylinder (and its controls) and immersion heater. A breakdown of heating system components associated with the boiler (but are not a physical part of it) such as the pump, motorised valves, thermostat, timer, temperature controls and the chimney (flue)

<p>Examples of claims covered</p> <ul style="list-style-type: none"> <li>✓ Repair/replacement of a leaking water tank or cylinder</li> <li>✓ Repair/replacement of a heating system pump</li> <li>✓ Repair/replacement of radiators or radiator valves</li> <li>✓ Replace zone valve</li> <li>✓ Repair/replacement of central heating controls (not part of the boiler)</li> <li>✓ Repair/replacement of an immersion heater</li> <li>✓ Repair/replacement of a leaking gas supply pipe or cooker hose</li> </ul>	<p>Claims limit</p> <ul style="list-style-type: none"> <li>– Up to £4,000 per claim</li> <li>– No limit to the number of claims</li> </ul>
<p><b>Additional Claims:</b> Repairing or replacing any number of part(s) for a single reported problem is considered as one claim. If other faults exist or are found which are in a separate part of your system and are not related to the problem you reported an additional claim will need to be made for this repair to be completed.</p> <p><b>Reinstatement:</b> For gas supply repairs, we will reinstate any hard flooring or plasterwork, within the claims limit. However, this will not include reinstating or replacing floor coverings (such as hardwood, laminate flooring, vinyl, carpets etc.), and fixtures or fittings to their original standards.</p> <p><b>Re-routing:</b> If we need to re-route your gas supply pipe as part of the repair, in addition to our engineer's best judgement, the most cost effective route to re-establish your gas supply in accordance with Gas Safety (Installation and Use) Regulations will be taken.</p>	
<p><b>⚠ What isn't Covered?</b> (see also the General Exclusions)</p> <ul style="list-style-type: none"> <li>a) a breakdown of the boiler and its controls or the components within it;</li> <li>b) Elson tanks, thermal storage units (e.g. Gledhill Boilermate) or their controls;</li> <li>c) warm air heating system;</li> <li>d) under floor heating and its associated pumps and controls;</li> <li>e) fan convector heating;</li> <li>f) heated towel rails;</li> <li>g) combined heat and power systems;</li> <li>h) sludge/scale/rust within the system or damage caused by any other chemical composition of the water;</li> <li>i) any gas appliance;</li> <li>j) a breakdown when an engineer has previously identified that remedial/maintenance work is required to prevent future breakdowns;</li> <li>k) any part of the heating system which is not possible for the engineer to work on safely;</li> <li>l) parts of the system where it is impossible or impractical to access because of its position such as the item is inaccessible due to the installation of fitted units;</li> </ul>	<ul style="list-style-type: none"> <li>m) frozen pipes within the system which have not resulted in a leak or permanent blockage;</li> <li>n) adjustment of timing and temperature controls;</li> <li>o) venting of radiators;</li> <li>p) repairing or a like for like replacement of a non-standard radiator (e.g. cast-iron, decorative, customised, or those which curve with the profile of a wall);</li> <li>q) repairing or a like for like replacement of an internet connected controls, thermostats &amp; valves. In the event that a replacement is required to resolve a breakdown, our choice of parts will be fitted;</li> <li>r) solid fuel heating systems;</li> <li>s) electrical heating systems;</li> <li>t) gas supply pipework that is more than 35mm in diameter and/or made of steel;</li> <li>u) the gas supply pipe before the meter (because it is the responsibility of the National Grid);</li> <li>v) any appliance connected to the gas supply pipe;</li> <li>w) repairing or replacing any system filter.</li> </ul>
<p><b>Maintenance work:</b> The engineer, when dealing with your heating system may complete the repair but diagnose that additional maintenance work is required to your heating system in order to prevent a future breakdown. For example; maintenance work can include circumstances where there is a build up of sludge/scale/rust resulting in your heating system needing cleaning. As this maintenance work is not covered under this agreement, it is your responsibility to have it completed. Failure to get this work completed may mean your future claims will be declined by us.</p>	

## PLUMBING AND DRAINAGE

If your property is a flat, problems relating to the external drainage or external water supply, will only be covered if you are solely responsible for maintaining it. Problems also affecting other flats or within internal communal areas are not covered.

### Cover Definitions

**Plumbing and/or drainage:** the water pipework, taps, stop taps, water tanks, cold water tanks, drainage and waste pipes within your property for which you are legally responsible.

**Water supply pipe:** the freshwater pipe, you are responsible for, connecting your property to the mains water supply; wherever it runs (including inside and outside the property boundary).

**Temporary reinstatement:** the re-filling of any necessary excavation to leave the ground level and safe. This does not include the like-for-like reinstatement of decorative elements such as hard or soft landscaping, drives, pathways, walls, flower beds or lawns.

**Permanent reinstatement:** repairs required to re-instate (put right) the damage caused by any excavations necessary to access the water supply pipe. This includes the reinstatement of tarmac, concrete, block paving and lawns. Please note, an exact match to the existing surface cannot be guaranteed and we will only reinstate the area that is damaged. Where we are able to carry out permanent reinstatement work this will be part of the regular claims limit amount. We use engineers with the necessary skills and reputable stockists who stock the materials usually required to reinstate surfaces; however if the permanent reinstatement requires non-standard construction materials and/or methods and skills we will make the ground safe and reimburse to you the reasonable costs you have to pay for reinstatement up to the claims limit, provided you can provide the appropriate receipts. To allow for settlement of the ground following excavations, the permanent reinstatement works may not be carried out immediately.

### What is Covered?

**Plumbing and Drainage:** You are covered for problems relating to your plumbing and drainage. The engineer will resolve the immediate problem by repairing or replacing leaking pipes; clearing blocked drains; repairing taps; restoring toilet facilities, repairing leaking overflows; investigating the causes of noisy pipes and quietening these where they can be accessed. The engineer will leave a blocked drain running clear or repair a damaged section of drain which is leaking or causing a permanent blockage. This will include the temporary reinstatement of any excavations carried out as part of the claim.

**Water Supply Pipe:** You are covered for a leak or blockage in your water supply pipe. An engineer will locate the leak or blockage and repair, replace or unblock the affected section of the water supply pipe. This will include the permanent reinstatement of any excavations carried out as part of the claim.

<p><b>Examples of claims covered</b></p> <ul style="list-style-type: none"> <li>✓ Repairs to leaking pipes or joints</li> <li>✓ Repairs to a water leak from central heating pipes, radiator valves and control valves</li> <li>✓ Repairs to a non flushing toilet</li> <li>✓ Clearance of a blocked sink, toilet or waste pipe</li> <li>✓ Repairs to washing machine and dishwasher hot and cold water inlet flexible pipes</li> <li>✓ Repairs to dripping or seized taps</li> <li>✓ Repairs to leaking overflow pipes</li> <li>✓ Unblocking of a waste or rainwater drain</li> <li>✓ Repairs to a blocked or leaking drainage pipe</li> <li>✓ Repairs to a leaking soil vent pipe</li> <li>✓ Repair a leaking and/or blocked water supply pipe</li> <li>✓ Repairs to a leaking and/or seized internal stop tap</li> <li>✓ Drain and isolate a leaking hot water cylinder/radiator</li> </ul>	<p>Claims limit</p> <ul style="list-style-type: none"> <li>– Up to £4,000 per claim</li> <li>– No limit to the number of claims</li> </ul>
<p>⚠ <b>What isn't Covered?</b> (see also the General Exclusions)</p> <ol style="list-style-type: none"> <li>a) frozen pipes which have not resulted in a leak or permanent blockage;</li> <li>b) showers including the shower unit, controls, outlet, valves or shower head;</li> <li>c) electrical appliances connected to or part of the plumbing system such as electrical hot water taps, washing machines, fridges etc. (and their discharge pipes);</li> <li>d) replacement of sanitary ware (e.g. basins and toilet bowls);</li> <li>e) the replacement of a tap (unless necessary as part of repair) and repair/replacement of water filters;</li> <li>f) any costs of water lost during a leak;</li> <li>g) quietening noisy pipes that are caused by the expansion and contraction of pipes as they heat and cool;</li> <li>h) external guttering, rainwater downpipes and soakaways;</li> <li>i) drains/sewers that you do not have sole responsibility for (including shared drains within your property) and drainage pipes that do not lead to a public sewer or cesspit;</li> <li>j) drain clearance if the design of your drainage system does not allow access by our engineers (e.g. via a manhole);</li> <li>k) the external stop valve connection to the water mains supply (because it is the water company's responsibility);</li> <li>l) where there is no evidence of a blockage, a leak or damage on the water supply pipe;</li> </ol>	<ol style="list-style-type: none"> <li>m) costs which exceed the fair share of the cost of any work undertaken by us under the terms of your policy on a water supply pipe outside the boundary of your property ; where you share legal responsibility for the water supply pipe with any third party(ies). The fair share will be calculated as the total cost of the work divided by the number of parties (including you) that are responsible for the water supply pipe and benefit from the repair. Work will not commence until all parties have given their consent to pay their fair share;</li> <li>n) any work required on a water supply pipe outside the boundary of your property where you share legal responsibility for the water supply pipe with any third party(ies) who does not agree to the work being completed by our engineers;</li> <li>o) no hot water due to a breakdown of a water heater, a boiler or a central heating component;</li> <li>p) repair or replacement of radiators, hot water cylinders (and their associated and integrated components - such as pressure release valves) and central heating components (such as system filters and pumps), unless there is no other way to stop the leak;</li> <li>q) blockage in central heating pipes, system and components.</li> </ol>

## C. IMPORTANT INFORMATION

### General Definitions

Certain words within these terms and conditions have a particular meaning, as shown below. Each time we use these words they will have the same meaning wherever they are used in your policy:

**Breakdown:** A sudden and unforeseen mechanical or electrical malfunction which results in the unit or system no longer working.

**Cancellation Period:** The number of days (including your statutory 14 days "cooling off" period), after your policy start date, during which you can cancel your policy and receive a refund. This is shown on your policy schedule.

**Claim:** A request made to resolve a problem under this policy. A claim is considered completed where the problem is covered and resolved in line with the terms of the cover and also where the problem may not be resolved but the engineer has completed an investigation.

**Claims limit:** The maximum amount that the Underwriter will pay for each claim as set out in the relevant policy coverage section of this policy. Any claims limit referred to in this policy includes labour, materials and VAT, as applicable.

**Claims number:** The telephone number to call when you wish to make a claim. The number is shown on your policy schedule.

**Exclusion period:** Your policy may have an initial period when you are not able to make a claim. The date from which you are able to make a claim is shown on your policy schedule under 'period of insurance'. Providing you renew your policy before the expiry of your policy, there will be no exclusion period at renewal.

**FCA:** Financial Conduct Authority.

**Freeport address:** Freeport RLYC-LXAL-GEEH, Customer Admin Department, HomeServe, Cable Drive, Walsall WS2 7BN.

**HomeServe:** HomeServe Membership Limited, Cable Drive, Walsall WS2 7BN. Registered in England No. 2770612. HomeServe is a trading name of HomeServe Membership Limited which is authorised and regulated by the Financial Conduct Authority for its activities relating to insurance under this policy. The registration details can be checked on the United Kingdom's Financial Conduct Authority's Financial Services Register. Details about the extent of the regulation by the Financial Conduct Authority are available on request.

**Insurance premium:** The amount you pay for the insurance contract between you and the Underwriter, including any applicable insurance premium tax and administration fees, as set out in your payment schedule.

**Investigation:** Physical work is undertaken to understand the problem but it cannot be resolved under the policy (for example; electrical testing, inspection of drains, diagnosing a boiler requires replacement or remedial work).

**Non-insured service(s):** Service provided to you in addition to the insurance elements of your policy, e.g. the Gas Boiler Service, as set out in your policy documentation.

**Non-insured service(s) premium:** The amount you pay HomeServe for any non-insured service(s), including any applicable VAT and administration fees, as set out in your payment schedule.

**Policy:** These terms and conditions and the most recent policy schedule.

**Policy schedule:** The document containing important details about your policy, which should be read in conjunction with these terms and conditions.

**Policy start date:** The date this policy starts on, as set out in your policy schedule.

**Premium:** The total amount you pay, consisting of a sum for the insurance and non-insured service(s) premium, including all applicable tax and administration fees.

**Property:** The private home, garage and domestic outbuildings (excluding sheds, greenhouses, non-permanent structures) within the property boundary at the address shown on your policy schedule. If the property covered under this policy is a flat, communal or service duct areas are excluded. The extent of your property will be that which is wholly within your control and you are wholly responsible for. Please see the sub-section 'Eligibility' in the 'General Conditions' section.

**Underwriter:** The company providing the insurance cover on your policy. Aviva Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Aviva Insurance Limited is registered in Scotland, company no. 2116 and the registered address is Pitheavlis, Perth, PH2 0NH. The regulatory status of Aviva Insurance Limited and HomeServe can be checked by visiting the FCA's website [www.fca.org.uk/register](http://www.fca.org.uk/register).

**We/us/our:** HomeServe (on behalf of the Underwriter, in the arrangement and administration of your policy), its authorised agents and engineers, unless otherwise stated.

**You/your:** The person(s) who has the benefit of this policy.

## General Exclusions

The following are also excluded from cover and therefore the Underwriter will not be liable for any of the following:

- a) any item not forming part of your policy coverage as detailed in 'What is Covered?'
- b) any event, loss or damage arising from circumstances known to you before your policy start date or occurring in any exclusion period
- c) any costs/activities in excess of the claims limit or any other limit specified in 'What is Covered?'. You are responsible for agreeing and settling these costs directly with us
- d) any losses caused by any delays in obtaining spare parts and any losses as a result of a problem covered by this policy other than those direct costs expressly covered by this policy, unless caused by our negligence or that of our agents and suppliers, including the failure to search all of our stockists for a spare part;
- e) systems/equipment/appliances that have not been installed, serviced or maintained regularly according to British Standards and/or manufacturer's instructions; or that are subject to a manufacturer's recall
- f) instances where a repair/replacement is only necessary due to changes in legislation/health and safety guidelines
- g) repairs which put the health and safety of our engineers at risk e.g. where work is required in a loft space and permanent boards, railings, lighting or ladders are not in place
- h) any defect, damage or breakdown caused by malicious or willful action, negligence, misuse or third party interference, including any attempted repair or modification to the elements covered by this policy, which does not comply with British Standards
- i) the costs of any work carried out by you or persons not authorised by us in advance
- j) like for like replacement of parts. Our engineer can fit an alternative part supplied by you (so long as it complies with British Standards and regulations) (e.g. a switch or tap), however this part will not be guaranteed by us. Our engineer will not fit parts supplied by you where the claim relates to the gas supply or the central heating system
- k) normal day-to-day maintenance of the items covered by your policy at your property, for which you are responsible
- l) we will not start or complete any work within your home if we believe there to be a health and safety risk to our engineer. For example; this can include verbal abuse, physical abuse or harassment of the engineer or it can include the presence of hazardous chemicals, asbestos, dangerous pets and pest infestations (unless covered by us). You are responsible for making it safe including any cost for the safe removal of asbestos or chemicals. We may require you to provide certified evidence of the work being done before the claim can continue
- m) any loss arising from subsidence, heave of the site or landslip caused by:
  - bedding down of new structures
  - demolition or structural repairs or alterations to the property
  - faulty workmanship or the use of defective materials
  - river or coastal erosion
- n) any loss or damage arising as a consequence of:
  - war, invasion, act of foreign enemies, terrorism, hostilities (whether war is declared or not), civil war, rebellion, revolution, insurrection, coup, riot or civil disturbance
  - ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from combustion of nuclear fuel, the radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or its nuclear component
  - any defect, loss or damage occasioned by fire, lightning, explosion, tempest, flood, earthquake, impact or other extraneous causes, unless the consequences of any of these are expressly stated to be included elsewhere
- o) loss, damage or indirect costs arising as a result of disconnection from or interruption to the gas, electricity or water mains services to the property, for example a power cut to your neighbourhood
- p) any investigative work, where the problem which caused you to claim has already been resolved
- q) the following are not covered:
  - i. pumps including; sewerage pumps, drainage pumps, shower pumps, any associated electrics or valves;
  - ii. water softeners
  - iii. waste disposal units, macerators
  - iv. cesspits, septic tanks and any outflow pipes
  - v. vacuum drainage systems
  - vi. swimming pools or decorative features including ponds, fountains and any associated pipes, valves or pumps
  - vii. ground, air and water source heat pump systems
  - viii. power generation systems and their associated pipework, pumps, panels and controls including: solar panels and/or wind turbines; combined heat and power systems (systems that generate electricity and heat at the same time)
- r) any claims where the root cause of the problem stems from a communal area that you do not have sole responsibility for

## General Conditions

### Our guarantee

Under this policy, the workmanship and any part(s) used by us to solve the problem will be guaranteed for a period of twelve months from the date the work is carried out.

### Our engineers

A HomeServe engineer will normally carry out any work required at your property. Sometimes, we may send a suitably qualified contractor instead.

### Parking restrictions

When making a claim, you will be asked if there are any parking restrictions including need for a parking ticket, a parking permit or inability to park within close proximity to your property. Where no parking is available, this may affect your claim being dealt with promptly.

### Overlapping cover

If you have several different policies, some elements of your cover may overlap. In the instances of overlapping cover, we will not issue a refund.

### Creating access

Upon arrival at your property, the engineer will locate the source of the problem. If direct access is not available, for instance if there are floor

tiles or floorboards in the way, the engineer will need to create access. If you want our engineer to do this, you will be asked to confirm it in writing while the engineer is at your property. Unless stated in the 'What is Covered?' sub-sections of the Policy Coverage section, this policy does not provide you with cover for any damage which may be caused to the property, its contents, fixtures, fittings, floorings or sanitary ware (unless such damage is as a result of our engineer's negligence). If you do not want our engineer to create access, we will be unable to progress your claim until you have arranged for access to be made.

### **Eligibility**

This policy is only suitable for those responsible for paying for repairs to their property. It must be your private residence or you rent it out (with you being the Landlord). You need to confirm if you are insuring a house or flat and whether you are landlord of this property when you apply. The property must not be a mobile or park home or a dedicated full time business premises such as: a hotel, multiple room B&B, factory, shop, office building or pub.

This contract only applies to properties located within the United Kingdom comprising England, Wales, Scotland and Northern Ireland (excluding Isle of Man and the Channel Islands).

Please check that you do not have cover elsewhere before taking out this cover to avoid overlap with another provider.

Where these terms and conditions include cover for a boiler, a separate policy or plan will be required for each boiler. Please contact us to arrange this.

The boiler(s) at your property must have a total power input of less than 70 KW and gas supply pipes must be 35mm or less in diameter. The boiler(s) must be fuelled by natural gas (and not LPG, oil or solid fuel). The property must not be heated by one of the following:

- a) a dual purpose boiler e.g. Aga, Rayburn
- b) a warm air heating system
- c) an Elson tank
- d) ground/air source system
- e) solar/thermal power
- f) combined heat and power system
- g) electric boiler
- h) boilers/systems that heat swimming pools

### **Promotional Offers**

If you cancel a policy and you (which in, this context, includes another individual living at the property) then purchase a policy with equivalent features then you will not be eligible for any new customer promotional offers.

### **Replacement Parts**

Where we replace parts, these will be HomeServe approved standard alternatives. They will provide similar functionality but not necessarily be identical, the same make and model or same type of fitting.

### **Your Appointment**

When your claim requires us to visit your property, we will attend within a reasonable timescale. If something beyond our control makes that impossible to keep to – we'll let you know as soon as possible and give you another time when we can visit. During the visit, if you are not there yourself, please ensure there is an adult (over 18) present who can make decisions on, your behalf.

### **The law that applies to this policy**

This agreement is governed by the laws of England and Wales, except where the property is located in Scotland, in which case the laws of Scotland will apply. All correspondence will be in English.

### **Your contract**

HomeServe arranges and administers your insurance cover. If you need to contact HomeServe regarding your contract, please telephone on the number provided with your policy and renewal documents or write to the Freepost address. This insurance cover is provided by the Underwriter. You must co-operate with the Underwriter in obtaining reimbursement of any costs they incur under the terms of this cover, which may have been caused by the action of a third party, against whom you have legal right of action.

1. This policy is sold, arranged and administered by HomeServe.
2. HomeServe will agree service standards for the delivery of cover provided by the insurance.
3. HomeServe will collect the premium in accordance with your instructions. Any monies relating to the insurance services that are held by us (including premium collected by us, premium to be refunded to you and claims monies) shall be held by us on behalf of the Underwriter.
4. HomeServe will only amend the terms and conditions for legal or regulatory reasons. Where this change benefits you, we will make the change immediately and notify you within 28 days. In all other cases we will write to advise you of the change at least 28 days prior to any change taking effect. If the changes do not benefit you and you wish to cancel your policy, you may do so and we will follow the procedure as outlined in section A, under the heading 'How can I cancel my policy?'
5. HomeServe will write to you, if in the future it enters into an agreement with a new Underwriter(s) for all or part of your policy to confirm the details of the new Underwriter and give you details of any changes to the terms and conditions of your policy. These changes would be effective upon renewal of your policy from your new policy start date. You hereby authorise HomeServe to transfer any personal data to a new Underwriter, including data defined as 'special categories of personal data' under the applicable data protection laws, and consent to the new Underwriter being able to offer continuation of insurance cover to you. If at any time you wish to withdraw your agreement to this, please let HomeServe know by calling the telephone number provided with your policy and renewal documents.
6. HomeServe will write to you, if in the future it transfers in full or in part the arranging and administration of your policy to another arranger and/or administrator, to confirm the details of the new provider and give you details of any changes to the terms and conditions of this service. These changes would be effective upon renewal of your policy from your new policy start date. You hereby authorise HomeServe to transfer data for the purposes set out above, including data defined as 'special categories of personal data' under the applicable data protection laws and consent to the new arranger and/or administrator being able to offer continuation of service to you. If at any time you wish to withdraw your agreement to this, please let HomeServe know by calling the customer services number shown on your policy schedule.

### **Your contract with HomeServe**

You have a separate contract with HomeServe Membership Limited for any non-insured services as set out in your Policy schedule

### **Compensation Scheme**

Both the Underwriter of this policy and HomeServe are covered by the Financial Services Compensation Scheme (FSCS). The FSCS is a safety net for customers if we or the Underwriter are unable to meet our liabilities. You may be entitled to compensation in these circumstances depending on the details of any claim. If entitled to compensation you would be covered for 90% of the claim, without any upper limit. Further information about the scheme arrangement is available from FSCS.

### **Consumer Insurance Act**

You are required by the provisions of the Consumer Insurance (Disclosure and Representations) Act 2012 to take reasonable care to supply accurate and complete answers to all the questions you were asked at the time of insuring with us. It is important that you check the information



you have provided and notify us immediately of any changes to these details. Failure to provide accurate and complete information to the best of your knowledge may result in increased premiums, refusal of a claim or your policy being cancelled. You are required to update us with any changes to the information you provided at the time you asked us to insure you.

**This information can be supplied in large print, braille or audio on request.**