

Trade	Job	Included	Not Included	Important Notes
Drain Engineers	Unblock a Drain	Location & removal of the blockage. A variety of methods will be used depending on severity of the problem. All necessary equipment supplied.	12 month work guarantee due to the nature of the problem. Collapsed drains or tree root ingress. CCTV investigation service. Blockages to rain water drains. Any further recommended remedial work - this can be additionally quoted for.	Have you attempted to clear the blockage yourself?. This service does not include the repair of broken pipes or collapsed drains. In the event that our engineer discovers that the blockage is not situated on your property and cannot carry out the planned repair, we will charge you a fixed fee of £85 for the engineer's initial investigations (Excludes Home Repair Membership Customers). Where your property was built before 1937, your water company may be able to provide you with a repair free of charge. Please ensure that you are aware of where your man holes are and that they are accessible. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job.
Electricians	Carry Out a Visual Wiring Inspection	Basic visual inspection of all electrics within your house. Advice and recommendations for any further work.		Our electricians are all HomeServe approved. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..
Electricians	Carry Out Fault Finding on Your Electrical Wiring	Inspection of suspected faulty circuit on an hourly basis. Up to £10.00 of worth of materials. FREE visual wiring inspection. Part N.I.C.E.I.C certificate if appropriate.		If after the hour there is more work required than was apparent when you booked the job, we will quote you for the additional work of which you are under no obligation to proceed. If we have been unable to locate the fault you will still be charged for the agreed rate for the hour. (Note to agent: confirm agreed price to customer for this job)
Electricians	Deploy an Electrician for an Hour	1 hour labour at your property. All call out and labour costs.	Materials - if any materials/ parts are recommended we will be happy to provide you a quotation.	If after the hour there is more work required than was apparent when you booked the job, we will quote you for the additional work of which you are under no obligation to proceed. You will be charged for the agreed rate for the hour.

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Trade	Job	Included	Not Included	Important Notes
Heating	Repair Gas Boiler / Heating System	All call out, labour and parts costs required. Diagnosis check on your boiler. Repair or replacement of any parts required to fix the first fault we identify, and any faults directly related to that.	Replacement of your heat exchanger, internal cylinder or PCB board - these can be separately quoted for. Repairs relating to design faults or incorrect installation. Repairs to the outside of the boiler. Repairs to Keston, Gledhill or Range Powermax boilers.	The boiler must be powered by natural gas from the mains. The boiler must be in a suitable condition for the repair to be carried out. If parts are required two visits may be required to your home. If we identify a second fault with your boiler or discover that repairs outside the boiler are required then we will be happy to give you further advice and a quotation for the additional work required. If the boiler is beyond economical repair a new boiler installation would be recommended. In the instance where the boiler is too old, or parts can not be obtained, we may be unable to carry out the repair. If on inspection our engineer deems the boiler to be BER or diagnoses sludge in the system and recommends a powerflush then our engineer will be unable to complete a repair at the fixed price. If this happens you will only be charged a £49 diagnostic fee instead of the full repair cost. To complete repairs on landlord boilers you must have a valid landlords certificate. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..
Heating	Replace a Radiator	Removal of your existing radiator. If required disposal of your old radiator if required. Replacement with a Euro Compact single convector white radiator of the same dimensions maximum size of 600mm x 1200mm. All labour included to complete the works.	Replacement of thermostatic valves.	All work will be carried out in line with current water regulations. It is likely that two visits to your home will be required to be measure and assess what radiator is required. Please note If your existing radiator/ associated pipework is older than 30 years old you may require conversion of your pipework to metric measurements, this will be a small additional charge which can be quoted for if required. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..
Heating	Reset (& explain how to use) a Central Heating Programmer	Programming your central heating system to your requirements. Demonstration of all the functions to give you an understanding of its use.		Our heating engineers are all approved & registered with Gas Safe. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..

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Trade	Job	Included	Not Included	Important Notes
Heating	Repair Gas Boiler / Heating System	All call out, labour and parts costs required. Diagnosis check on your boiler. Repair or replacement of any parts required to fix the first fault we identify, and any faults directly related to that.	Replacement of your heat exchanger, internal cylinder or PCB board - these can be separately quoted for. Repairs relating to design faults or incorrect installation. Repairs to the outside of the boiler. Repairs to Keston, Gledhill or Range Powermax boilers.	The boiler must be powered by natural gas from the mains. The boiler must be in a suitable condition for the repair to be carried out. If parts are required two visits may be required to your home. If we identify a second fault with your boiler or discover that repairs outside the boiler are required then we will be happy to give you further advice and a quotation for the additional work required. If the boiler is beyond economical repair a new boiler installation would be recommended. In the instance where the boiler is too old, or parts can not be obtained we may be unable to carry out the repair. If on inspection our engineer deems the boiler to be BER or diagnoses sludge in the system and recommends a powerflush then our engineer will be unable to complete a repair at the fixed price. If this happens you will only be charged a £49 diagnostic fee instead of the full repair cost. To complete repairs on landlord boilers you must have a valid landlords certificate. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, which point you are still able to cancel the job..
Heating	Replace a Radiator	Removal of your existing radiator. If required disposal of your old radiator if required. Replacement with a Euro Compact single convector white radiator of the same dimensions maximum size of 600mm x 1200mm. All labour included to complete the works.	Replacement of thermostatic valves.	All work will be carried out in line with current water regulations. It is likely that two visits to your home will be required to be measure and assess what radiator is required. Please note if your existing radiator/ associated pipework is older than 30 years old you may require conversion of your pipework to metric measurements, this will be a small additional charge which can be quoted for if required. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..
Heating	Reset (& explain how to use) a Central Heating Programmer	Programming your central heating system to your requirements. Demonstration of all the functions to give you an understanding of its use.		Our heating engineers are all approved & registered with Gas Safe. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..
Heating	Service & Desoot a Back Boiler	Full inspection of the appliance. The inspection will identify if the appliance meets current safety regulations. Thorough de-soot of the chimney.	Services to Keston boilers.	Our heating engineers are all approved & registered with Gas Safe. If your back boiler does not comply with safety regulations we advise you what additional work may be necessary. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..
Heating	Service a Gas Boiler or Appliance	Full inspection of the appliance. The inspection will identify if the appliance meets current safety regulations.	Repairs to boilers/ appliances. Services to Keston boilers.	Our heating engineers are all approved & registered with Gas Safe. If your gas boiler/ appliance does not comply with safety regulations we advise you what additional work may be necessary. Please note the service can only be carried out if the boiler/ appliance is fully functional. If your boiler / appliance is in need of a repair we can provide a fixed price for this - please see our repair boiler/ heating system job, or other repair jobs for specific appliances. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..
Heating	Service a Gas Fire	Full inspection of the appliance. The inspection will identify if the appliance meets current safety regulations.	Repairs to gas fires.	Our heating engineers are all approved & registered with Gas Safe. If your gas fire does not comply with safety regulations we advise you what additional work may be necessary. Please note the service can only be carried out if the appliance is fully functional. If your appliance is in need of a repair we can provide a fixed price for this - please see our repair gas fire job. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..

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Heating	Install a New Radiator	Supply of a new white Euro Compact single convector radiator that's up to a size of 600mmX1200mm. Installation of a new radiator. Connection of pipe work to your existing system, running it above ground up to a distance of 10m to the destination of the new radiator. All parts and materials associated with the work included.		This job requires two visits to your home in order to measure and assess what radiator is required. All work will be carried out in line with current water regulations. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..
Heating	Install a Radio Controlled Cylinder Thermostat	Location of a suitable position for the new thermostat. Installation of the thermostat to current regulations. All parts and materials associated with the work included.		Fitting of this appliance will need to be completed to manufacturer's guidelines. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..
Heating	Install a Radio Controlled Room Thermostat	Location of a suitable position for the new thermostat. Installation of the thermostat to current regulations. All parts and materials associated with the work included.		Fitting of this appliance will need to be completed to manufacturer's guidelines. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..
Heating	Repair a Gas Cooker	Assess the suitability of your gas cooker to ensure it conforms to regulations. Repairs to gas cookers under 10 years old. Call out, labour and parts required.	Repairs to digital timers or any decorative parts - we would be happy to quote for this separately.	Our heating engineers are all approved & registered with Gas Safe. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..
Heating	Repair a Gas Fire	Our engineers will assess the suitability of your Gas fire to ensure it conforms to regulations and is suitable for the room before we repair it. All call out, labour and parts costs required to repair the gas fire.	Repairs to the heat exchanger, fire box, gas valve or any decorative parts- these can be separately quoted for.	If parts are required two visits may be required to your home. The appliance must be in a suitable condition for the repair to be carried out. You will not be charged for the visit if the gas fire is beyond economical repair. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..
Heating	Repair a Gas Water Heater	Assess the suitability of your gas water heater to ensure it conforms to regulations. Repairs to gas water heaters under 10 years old. Call out, labour and parts required.	Repairs to digital timers or any decorative parts - we would be happy to quote for this separately. Repairs to the heat exchanger, main or secondary	If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..

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Heating	Cap off a gas appliance	The engineer will cap off a domestic size pipe, leaving the property in a safe position	Further testing for leaks, only one appliance per job	If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..
Heating	Carry Out a Boiler Flue Gas Analysis Check	Our tradesman will provide a safety check to confirm that your boiler is operating within current regulations. All necessary equipment to provide this service will be provided.		If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..
Heating	Deploy a gas engineer for an hour	1 hour labour at your property. All call out and labour costs.	Materials - if any materials/ parts are recommended we will be happy to provide you a quotation.	If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..
Heating	Desludge a Central Heating System	Cleaning out the boiler & associated system pipes to ensure efficient operation of your central heating system. Includes cleaning of up to 8 radiators. All equipment necessary to provide this service included.	Cleaning more than 8 radiators.	This price covers up to a maximum of 8 radiators, each additional radiator will cost £35. To book this service 7 days notice is required. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..
Heating	Install a Gas Cooker	Installation of a gas cooker/hob supplied by you to an existing gas point and opening. Installation of your gas cooker to conform to manufacturer and gas safe regulations. Disconnection of your old cooker.	We are unable to dispose of your old gas cooker.	Our heating engineers are all approved & registered with Gas Safe. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..
Heating	Install a Gas Fire	Installation of a gas fire supplied by you to an existing gas point standard open flues. Installation of your gas fire to conform to manufacturer and gas safe regulations.	Alternations to the fire place opening.	Our heating engineers are all approved & registered with Gas Safe. If you have an open chimney, this will need to be swept before the job is carried out. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..
Heating	Install a Gas Water Heater	Installation of a gas water heater supplied by you to an existing gas point. Up to 9 meters of pipe for installation. Installation of your gas water heater to conform to manufacturer and gas safe regulations.	Any scaffolding required to complete the installation we would be happy to quote for this. Supply of a gas water heater.	Our heating engineers are all approved & registered with Gas Safe. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..

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Heating	Cap off a gas appliance	The engineer will cap off a domestic size pipe, leaving the property in a safe position	Further testing for leaks, only one appliance per job	If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..
Heating	Carry Out a Boiler Flue Gas Analysis Check	Our tradesman will provide a safety check to confirm that your boiler is operating within current regulations. All necessary equipment to provide this service will be provided.		If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..
Heating	Deploy a gas engineer for an hour	1 hour labour at your property. All call out and labour costs.	Materials - if any materials/ parts are recommended we will be happy to provide you a quotation.	If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..
Heating	Desludge a Central Heating System	Cleaning out the boiler & associated system pipes to ensure efficient operation of your central heating system. Includes cleaning of up to 8 radiators. All equipment necessary to provide this service included.	Cleaning more than 8 radiators.	This price covers up to a maximum of 8 radiators, each additional radiator will cost £35. To book this service 7 days notice is required. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..

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Electricians	Repair or Replace an Extractor Fan	Repair or replacement of extractor fan in your home. The fan replacement will be up to the value of £30. FREE visual wiring inspection. N.I.C.E.I.C certificate if appropriate.		Our electricians are all HomeServe approved. This repair is dependant on your wiring meeting minimum wiring regulations (BS7671) otherwise further work may be required, which can be quoted for. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..
Electricians	Repair or Replace an Immersion Heater Thermostat	Repair or replacement of the immersion heater thermostat in your home. FREE visual wiring inspection. Part N.I.C.E.I.C certificate if appropriate.		Our electricians are all HomeServe approved. This repair is dependant on your wiring meeting minimum wiring regulations (BS7671) otherwise further work may be required, which can be quoted for. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..
Electricians	Repair or Replace Garden Lighting	Repair or replacement of your garden lighting. Supply of a new fitting up to the value of £20 and may include brick or mains halogen garden lighting. FREE visual wiring inspection.		Our electricians are all HomeServe approved. This repair is dependant on your wiring meeting minimum wiring regulations (BS7671) otherwise further work may be required, which can be quoted for. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..
Electricians	Repair or Replace Permanent Fixed Wiring to Immersion Heater or Sockets	Repair or replacement of the fixed wiring to your immersion heater. Up to 3 metres of replacement cable supplied and fitted. FREE visual wiring inspection. Issue of part N.I.C.E.I.C certificate if appropriate.	Supply & fitting of more than 3 metres of cable - we will be happy to provide you with a quotation if required.	Our electricians are all HomeServe approved. This repair is dependant on your wiring meeting minimum wiring regulations (BS7671) otherwise further work may be required, which can be quoted for. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..
Electricians	Repair or Replace Plug Sockets - 13 Amp (supplied by the customer)	Repair or replacement of a plug switch supplied by you. FREE visual wiring inspection.	Supply of a plug switch socket.	If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..

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Electricians	Repair or Replace a Miniature Circuit Breaker in Fusebox	Repair or replacement of 1 miniature circuit breaker as necessary within existing fuse board. FREE visual wiring inspection. N.I.C.E.I.C certificate if appropriate	Replacement of more than 1 miniature circuit breaker- this can be additionally quoted for.	Our electricians are all HomeServe approved. This repair is dependant on your wiring meeting minimum wiring regulations (BS7671) otherwise further work may be required, which can be quoted for. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..
Electricians	Repair or Replace a Plug Socket - 13 Amp	Repair or replacement of a white plastic 13A plug switch in your home. Supply of a standard white plastic fitting if required. FREE visual wiring inspection.		Our electricians are all HomeServe approved. This repair is dependant on your wiring meeting minimum wiring regulations (BS7671) otherwise further work may be required, which can be quoted for. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..
Electricians	Repair or Replace a White Plastic Dimmer Switch	Repair or replacement of a white plastic 1 way or 2 way dimmer switch in your home. Supply of a standard white plastic fitting if required. FREE visual wiring inspection.		Our electricians are all HomeServe approved. This repair is dependant on your wiring meeting minimum wiring regulations (BS7671) otherwise further work may be required, which can be quoted for. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..
Electricians	Repair or Replace a White Plastic Light Switch	Repair or replacement of a white plastic 1 way or 2 way light switch in your home. Supply of a standard white plastic fitting if required. FREE visual wiring inspection.		Our electricians are all HomeServe approved. This repair is dependant on your wiring meeting minimum wiring regulations (BS7671) otherwise further work may be required, which can be quoted for. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..

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Electricians	Repair or Replace a Ceiling Fitting - minor works	Repair or replacement of your ceiling fitting. Supply of a standard white pendant plastic light fitting with pre-cut ceiling rose if required. FREE visual wiring inspection. N.I.C.E.I.C certificate if appropriate.		Our electricians are all HomeServe approved. This repair is dependant on your wiring meeting minimum wiring regulations (BS7671) otherwise further work may be required, which can be quoted for. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..
Electricians	Repair or Replace a Junction Box	Repair or replacement of a junction box in your home. Supply of a standard white plastic fitting if required. FREE visual wiring inspection. N.I.C.E.I.C certificate if appropriate.		Our electricians are all HomeServe approved. This repair is dependant on your wiring meeting minimum wiring regulations (BS7671) otherwise further work may be required, which can be quoted for. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..
Electricians	Repair or Replace a Kitchen or Bathroom Fitting	Repair or replacement of a standard power point, for example a shaving point. or a light switch in a bathroom or kitchen. FREE visual wiring inspection.		Our electricians are all HomeServe approved. This repair is dependant on your wiring meeting minimum wiring regulations (BS7671) otherwise further work may be required, which can be quoted for. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..
Electricians	Repair or Replace a Lamp Holder	Repair or replacement of your lamp holder. FREE visual wiring inspection. N.I.C.E.I.C certificate if appropriate.		Our electricians are all HomeServe approved. This repair is dependant on your wiring meeting minimum wiring regulations (BS7671) otherwise further work may be required, which can be quoted for. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..

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Electricians	Repair or Replace a 13 Amp Outlet Point - cooker etc	Repair or replacement of one of either flex outlet, cooker connection point or immersion heater switch with a standard white plastic fitting. FREE visual wiring inspection.		Our electricians are all HomeServe approved. This repair is dependant on your wiring meeting minimum wiring regulations (BS7671) otherwise further work may be required, which can be quoted for. Replacements will be with a standard white plastic cooker point/flex outlet/immersion heater switch: 45A. Outlet to BS 5733: 1995. Control and 13A socket to BS 4177: 1992. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..
Electricians	Repair or Replace a Brass or Chrome Light Switch (supplied by the customer)	Repair or replacement of a brass or chrome light switches in your home supplied by you. FREE visual wiring inspection.	Supply of a brass or chrome switch.	Our electricians are all HomeServe approved. This work is dependant on your existing wiring meeting minimum wiring regulations (BS7671) otherwise further work may be required which can be quoted for. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..
Electricians	Repair or Replace a Cartridge Fuse in Fusebox	Repair or replacement of a cartridge fuse in your fuse box. FREE visual wiring inspection. Part N.I.C.E.I.C certificate if appropriate.		Our electricians are all HomeServe approved. This repair is dependant on your wiring meeting minimum wiring regulations (BS7671) otherwise further work may be required, which can be quoted for. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..

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Heating	Service & Desoot a Back Boiler	Full inspection of the appliance. The Inspection will identify if the appliance meets current safety regulations. Thorough de-soot of the chimney.	Services to Keston boilers.	Our heating engineers are all approved & registered with Gas Safe. If your back boiler does not comply with safety regulations we advise you what additional work may be necessary. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..
Heating	Service a Gas Boiler or Appliance	Full inspection of the appliance. The Inspection will identify if the appliance meets current safety regulations.	Repairs to boilers/ appliances. Services to Keston boilers.	Our heating engineers are all approved & registered with Gas Safe. If your gas boiler/ appliance does not comply with safety regulations we advise you what additional work may be necessary. Please note the service can only be carried out if the boiler/ appliance is fully functional. If your boiler / appliance is in need of a repair we can provide a fixed price for this - please see our repair boiler/ heating system job, or other repair jobs for specific appliances. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..
Heating	Service a Gas Fire	Full inspection of the appliance. The Inspection will identify if the appliance meets current safety regulations.	Repairs to gas fires.	Our heating engineers are all approved & registered with Gas Safe. If your gas fire does not comply with safety regulations we advise you what additional work may be necessary. Please note the service can only be carried out if the appliance is fully functional. If your appliance is in need of a repair we can provide a fixed price for this - please see our repair gas fire job. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..

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Plumbers	Repair a Toilet Flush	Location the problem. Repair to the toilet flush ensuring full working order. If replacement of the handle is required we'll replace it with a standard mechanism e.g., chrome handle. All standard parts and materials associated with the work.	Repairs to Saniflow toilets.	All work will be carried out in line with current water regulations. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..
Plumbers	Repair an Accessible Burst Pipe	Location & identification of the problem. Permanent repair to the pipe. All parts and materials associated with the work.	Replacement of lead pipe.	All work will be carried out in line with current water regulations. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job.. If the burst pipe is deemed to be a Water Supply Pipe before the internal stop tap we will provide a quote for this work and send a specialist engineer.
Plumbers	Repair an Accessible Plumbing Leak	Location of the leak. Permanent repair to the leak. All parts and materials associated with the work.		All work will be carried out in line with current water regulations. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..
Plumbers	Repair Taps	Location & identification of the problem. Permanent repair to your taps (set of). All parts and materials associated with the work.	Repairs to Mixer taps- & Replacement of the taps. If it can't be repaired we are happy to provide you with a quotation for a replacement. This service excludes mixer tap repairs.	All work will be carried out in line with current water regulations. All Pipe work to taps needs to be accessible for the repair of your taps. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..
Plumbers	Repair/ replace an outside tap	The repairing or replacement of existing tap to a domestic property	Additional pipe work alteration	If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..

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Trade	Job	Included	Not Included	Important Notes
Plumbers	Repair a Leaking Internal Stop Tap	Location & identification of the problem. Permanent repair to your stop tap.	Replacement of your stop tap, if necessary we would be happy to provide a quotation for this.	All work will be carried out in line with current water regulations. This is the control for the main water supply to your household. This service can only be carried out providing isolation of the water supply from external stop tap is possible. If this causes any problems our tradesman will discuss this with you on inspection. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..
Plumbers	Repair a Leaking Overflow Pipe	Identification & location of the problem. Permanent repair to your overflow pipe. All parts and materials associated with the work		This job may require 2 visits. All work will be carried out in line with current water regulations If access to the leaking overflow pipe is difficult e.g., behind the ceiling void or a tiled wall you may require an additional service, this will be advised on inspection of the problem. This may potentially be covered by your home insurance. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..
Plumbers	Repair a Leaking Radiator	Isolation of your leaking radiator. Identification of the problem causing the leak. Replacement of any parts e.g., the valves. If required.	Replacement of the radiator, however if advised by our tradesmen we are happy to provide a quote for the replacement.	All work will be carried out in line with current water regulations. This job may require 2 visits. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..
Plumbers	Repair a Mixer Tap	Repair of your standard mixer tap.	Repairs to bath mixer taps. If unrepairable replacement mixer tap not included.	If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..

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Trade	Job	Included	Not Included	Important Notes
Heating	Service an Integrated Back Boiler & Fire	Full inspection of the appliance. The inspection will identify if the appliance meets current safety regulations.		Our heating engineers are all approved & registered with Gas Safe. If your appliance does not comply with safety regulations we advise you what additional work may be necessary. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..
Plumbers	Deploy a Plumber for an hour	1 hour labour at your property. All call out and labour costs.	Materials - if any materials/ parts are recommended we will be happy to provide you a quotation.	If after the hour there is more work required than was apparent when you booked the job, we will quote you for the additional work of which you are under no obligation to proceed. You will be charged for the agreed rate for the hour.
Plumbers	Repair a Hidden Burst Pipe	Location of the source of the problem. Permanent repair to your burst pipe. All parts and materials associated with the repair. In order to carry out a repair there must be visible or audible signs of water.	Permanent reinstatement of the area accessed to repair the pipe e.g. damage caused through access to a ceiling/ tiled wall- this can be provided through another service or your household insurance may cover this.	If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job.. If the burst pipe is deemed to be a Water Supply Pipe before the internal stop tap we will provide a quote for this work and send a specialist engineer.
Plumbers	Repair a Hidden Plumbing Leak	Location of the source of the problem. Permanent repair to your hidden plumbing leak. All parts and materials associated with the repair. In order to carry out a repair there must be visible or audible signs of water.	Permanent reinstatement of the area accessed to repair the pipe e.g. damage caused through access to a ceiling/ tiled wall - your household insurance may cover this.	If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..

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Plumbers	Unblock a Sink	Location & removal of blockage using necessary equipment. All work carried out in line with current water regulations.	12 month work guarantee due to the nature of the problem. Replacement of faulty or broken pipe work. Additional drain work - if recommended we are happy to provide a quotation.	All work carried out in line with current water regulations.If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..
Plumbers	Unblock a Toilet	Location and removal of the blockage. Use of necessary equipment to clear the blockage.	12 month work guarantee due to the nature of the problem. Replacement of faulty or broken pipe work. Removal of blockages to Saniflow toilets.	If your toilet is situated on the ground floor the blockage may be situated in your external drain which would involve additional work. Please select unblock a drain for a quotation. All work carried out in line with current water regulations. If we arrive and there is more work required than was apparent when you booked the job, we may have to charge you more for the work. But we will inform you of this before we start any work, at which point you are still able to cancel the job..

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