



## Your Homecare cover plan

- There will be an additional £2 added to the price if the boiler is over 7 years old
- There will be an excess of £50 for toilet repairs (Complete Homecare)
- If at the initial inspection it is determined that we cannot provide cover, we will advise a repair to the boiler and the cost of that repair. If the customer decides not to proceed with one of our options, the customer will be liable for the cost of the service of £50
- If the customer would like to supply their own tap we would charge £80 to install it

### WHAT IS THE AGE OF THE BOILER AT THE INITIAL POLICY START DATE?

1-7 years: If the boiler is beyond economical repair we will replace the boiler up to the value of £1500

7-10 years: If the boiler is beyond economical repair we will replace the boiler up to the value of £400

10+ years: If the boiler is beyond economical repair we will replace the boiler up to the value of £250

You will receive an email with a service/breakdown report each time we visit. We keep this on our system but if possible please print and add to your BHE Homecare folder.

### ALL TOILET REPAIRS HAVE A £50 EXCESS

## This is our “no price hike” promise to you

No claims in your first year? We've capped the second year price for you at just 5%. If you've made a claim, your renewal will be higher than 5% but still lower than renewal quotes from national companies. We do this to keep prices as low as possible for everyone, but wherever we can, we make sure that renewal prices are lower than our competitors'.

### YOUR RENEWAL PRICE IS BASED ON TWO THINGS ONLY:

1. The number of claims - we look at how many issues we've had to fix in the last year. The fewer claims you have, the lower the increase will be.
2. Inflation - the cost of labour and parts goes up with inflation. We therefore need to increase our prices in line with this. The table below shows renewal prices for customers that have renewed recently.

Number of callouts	Percentage price increase
0	0%
1	2%
2	5%
3	20%
4	30%

## Your current boiler's age & condition

Our Homecare packages are based on a working, efficient boiler that falls within the recommended age. Upon inspection of your current boiler we may recommend that it is replaced, based on the following:

**Your boiler is 15-20 yrs old** - We are able to provide Homecare cover. However, we strongly recommend replacement of your current boiler, as it will soon be beyond economical repair and parts may become unavailable

**Your boiler is 12-15 yrs old** - We are able to provide Homecare cover on your current boiler. However, we would recommend replacement in the next 12 months due to its age

**Boiler is 1-12 yrs old** - We are able to provide Homecare cover on your current boiler and it falls within our recommended age range

Should you require a new boiler, we can provide a competitive quotation for you on-site, based on our recommendations and the size of your property etc.



## **What's NOT included**

- Showers and their parts, shower pumps, sanitary ware and sealant
- Basin, kitchen, bath or bidet taps that cannot be repaired with a washer
- Concealed toilets or cisterns (Cistern within a vanity unit)
- These boiler models: Potterton Powermax, Britany,
- Chaffoteaux, Servowarm, Ariston, Ferroli, Biasi
- Water tanks or cylinders that cannot be repaired
- Decorative radiators (All radiators other than white standard compacts)
- Faults caused by you or someone else you used for repairs
- Pre-existing faults, inaccessible components or system design faults
- Faults caused by sludge, hard water scale or blockages
- Underfloor heating, towel rails, unvented hot water cylinders
- and non-standard parts
- Damage caused by weather or freezing
- Smart or internet connected thermostats or devices
- Saniflors, Macerators, Condense lift pumps
- Electrical "Terminal Ends" (such as light fittings, light bulbs, extractor fans, electric showers, domestic appliances)
- Burglar alarms, smoke detectors, electrical garage door systems,
- electrical gates, resetting of circuit breakers
- Part or full re-wires

## **Callout Times**

### **MONDAY – FRIDAY**

If you call us with a breakdown between the hours of 6pm - 12am we will attend on the following day.

### **SATURDAY**

If you call us with a breakdown between the hours of 9am - 12pm we will attend on the same day.

### **SUNDAY**

Any boiler emergencies on a Sunday will be carried out the following day.

\*\* In the event of a water burst, we aim to call out on the day but we will provide an explanation over the telephone of how to isolate the leak via the stop tap.

## **FAQs**

### **WHAT HAPPENS WHEN I FILL IN MY DETAILS ONLINE?**

A member of the office staff will contact you to arrange your initial inspection.

### **DO YOU COVER ANY BOILER MAKE, MODEL AND AGE?**

Please see 'What's not included?', which details the boiler models we do not cover. Prior to our visit we may ask you to provide us with photographs of your boiler and heating system. If at the initial inspection it is determined that we cannot provide Homecare cover, we will advise either a repair to the boiler and the cost of that repair, a replacement boiler or our package that includes a boiler service only. If the customer decides not to proceed with one of our options, the customer will be liable for the cost of the service of £50.

### **HOW OFTEN WILL MY BOILER BE SERVICED?**

We will carry out a boiler service at your initial inspection then annually. We aim to carry out annual services between the months of March - August.



#### **IS THERE AN EXCESS TO PAY?**

There is no excess to pay. If you are on the Complete Homecare Cover Service Plan, there will be an excess of £50 for toilet repairs.

#### **IS THERE A LIMIT ON CALL OUTS?**

Unlimited callouts.

#### **CAN I PAY IN FULL OR IS IT A MONTHLY DIRECT DEBIT AND WHEN WILL THIS BE COLLECTED?**

Monthly direct debit, following the initial inspection.

#### **CAN SOMEONE GET TO ME WITHIN THE HOUR?**

We will aim to be with you on the day or within 24 hours for further details regarding office hours and out of office hours. If your job is NOT an emergency, we will prioritise your enquiry accordingly and this may be subject to a 2-3 day lead time.

#### **DOES WHICH PLAN I'M ON GIVE ME PRIORITY IN TERMS OF A BOOKING?**

No.

#### **HOW LONG IS THE AGREEMENT AND CAN I CANCEL AT ANY TIME?**

12 months minimum term agreement with automatic renewal (if the policy is cancelled within this time period the customer will be liable for the full 12 month period).