

# Gledhill Response Ltd

AMD. AUGUST 2014  
COMPLETE CARE PACKAGE TERMS AND CONDITIONS

## What is the aim of our cover package?

Our package is designed to offer cover against issues which arise with your plumbing, electrics or boiler within your property boundary that are your sole responsibility.

## Is there a limit to the number of claims I can make?

There is no limit to the number of claims you are allowed to make against plumbing, electrical or boiler issues.

## Is there any excess to pay against a claim?

No. There is no excess to pay against any claim.

## What is covered?

- Annual boiler service and system healthcheck (-when the Complete Care package is purchased with our Platinum Breakdown Agreement).
- All parts and labour required to repair your boiler and its' controls (e.g. timer switch).
- Repairs to internal hot and cold supply pipes beyond the stop cock.
- Repairs to internal waste pipes.
- Repair or replacement of faulty ball valves to remedy an escape of water from an overflow pipe.
- Repair of taps and where economic repair cannot be achieved, a contribution of £40 per complete tap against material costs will be made. Replacement labour costs will be covered in full.
- Re-washing and ceramic disc replacement to plumbing fixtures.
- Maintenance of the existing fixed electrical wiring and fixtures.
- Repairs to your domestic electrical wiring system supplying electrical power beyond the electricity company's supply meter including: switches, wall sockets, bulb sockets and fuse boxes.
- Repair of non-electric and electric showers (where fitted as original equipment by the developer). Where economic repair cannot be achieved, contribution of £100 against the cost of a replacement shower organised by Gledhill.
- Repair of panel heaters and where economic repair cannot be achieved, contribution of £100 against the cost of replacement panel heaters organised by Gledhill.
- Minimum 25% contribution against costs in the event your boiler requires replacement.
- Basic air extraction units are covered up to a value of £75 against replacement or repair; more complex units will only be covered with specific written agreement from Gledhill Response.
- All labour charges against plumbing or electrical repairs up to £1000 inclusive VAT per claim.
- Making good damage caused by gaining necessary access (- which means making surfaces level and does not include redecoration or replacement of tiles, hardwood flooring etc).
- Standard replacement parts may be different from the original. For example, using a standard chrome tap to replace a gold-plated tap, unless you give us an alternative to use.

## What is not covered?

- Pre-existing problems; system improvements; design faults; cosmetic damage or damage caused by another party.
- Any part of the domestic system which is too difficult to access safely or is impossible to maintain because of its position.
- Loss or damage arising from leak, disruption to water or power supply or disconnection from the mains services.
- Any shared facilities, stopcocks, pipework, ventilation systems, wiring or electrics in communal areas.
- Smoke alarms; burglar alarms; telephone wiring; satellite dishes, internal intercom systems; air conditioning units, solar panels/controls; radio or television aerials and any wiring and electrics mounted on the external surface of the building or situated outside.
- Repairs or replacement of domestic and household appliances (- such as fridges, cookers, electric fires etc).
- Removing and repairing damage caused by scale or repairs to water softeners or scale inhibitors - other than those installed or supplied by Gledhill.
- Full replacement cost of panel heaters, sanitary wear, extraction units or fans, taps or shower fixings where economic repair cannot be achieved.
- Bath and shower seals / grouting.
- Electric window openers and underfloor pumping systems for wet rooms are not covered
- Day to day maintenance tasks (- such as the changing of light bulbs or resetting of circuit breakers, where it is not associated with permanent repair work and can be reset by the homeowner).
- Any costs over £1000 inclusive VAT per claim.
- Risks normally insured under household insurance cover (e.g. replacement of appliances or systems caused by subsidence, structural repairs, accidental damage, fire, flood etc).

## Specific note relating to properties with underfloor heating

In the event that cover is not in place centrally on your development for underfloor heating systems, we will cover: 1) the accessible controls for the heating system installed within your property 2) repairs to underfloor heating pipework or electrics. However, we note that the cost of accessing such hidden pipework and of repairing flooring in your property following a repair is not covered and we do not cover controls, pipework or equipment outside the interior walls of your apartment. We also highlight that we require prior written notification of any underfloor heating system installed in your property before providing cover. Failure to disclose this information may result in your cover being invalid.

## Who is eligible to apply for Complete Care cover?

- Anyone who owns or rents an apartment. Cover against tenanted properties need to be specifically requested and confirmed in writing.
- No pre-contract qualifying inspection of any property less than ten years old is demanded, although we may ask to view properties to ensure our familiarity with the specification of fittings.
- We are committed to looking after customers in the long term and our Total Care package is open to properties of any age without financial penalty.

## When will my cover start?

Cover will begin immediately on receipt of payment for homeowners applying **within** 60 days of the expiry of their initial 2 year NHBC warranty period.

We will not be liable for the costs, repairs or resolution of any electrical or plumbing issue which occurs within 30 days from the start of the Complete Care agreement, where that agreement application has been made **more than** 60 days from the expiry of the initial NHBC 2 year warranty period. This 30 day restriction only applies at the very start of the contract and does not apply if the contract is renewed.

## How do I make a claim?

Maintenance repairs are available Monday to Friday 0800 to 1700hrs and can be booked simply by calling our customer line 0800 1018 365. Our office team are also on hand 0900 to 1200hrs over weekends and most Bank Holidays to provide advice, help and schedule appointments.

## What happens in the event of an emergency?

We know that problems can occur at any time of day or night. A sudden and unforeseen issue can occur with your plumbing or electrics outside of our normal opening hours which you cannot control through turning off the water or electricity supply. In such circumstances **and** where there is a significant risk to your health or of loss or damage to property, we will cover the reasonable costs of a local 24 hour emergency plumber or electrician to attend to make the situation safe.

Homeowners will benefit from preferential rates for any system improvement or upgrades offering by Gledhill Response (e.g. scale prevention devices; easy to operate stop cocks; hot water temperature controls etc).

## What happens if I already have Gledhill Standard or Platinum Breakdown Agreement for my PULSAcoil boiler?

It is possible to add our Total Care package cover for your plumbing and electrics to the boiler cover provided through your Standard or Platinum Breakdown Agreement at any time.

You may choose to wait until the end of your current Breakdown Agreement contract period to upgrade or may purchase Complete Care cover part way through a Breakdown Agreement boiler contract by paying the difference in subscription for the remainder of the year.

Please contact us to obtain the exact cost of upgrading your coverage mid term through an existing Breakdown Agreement.

## Tenanted Properties

Please note that our Complete Care package is designed for properties occupied by the homeowner. Separate terms and conditions and rates apply for tenanted properties.

## What happens if I wish to cancel cover or change my mind?

You may cancel your agreement for any reason within 28 days of initial payment, providing no claim has been made. We will not refund any payment where a repair or attendance has been made.

## How can I pay?

We are introducing a direct debit facility in the near future for your convenience; however, you may currently only pay by credit/debit card or by cheque.

## What happens next year?

You will receive a renewal notice and a request for payment for the forthcoming year if you wish to continue with our cover.