

Landlord's Package

Our Landlord's Package includes providing your Landlord's Gas Safety Certificate, plus an annual boiler service.

We care

We can also care for each property's:



Boiler



Controls



Central heating



Plumbing



Drains



Gas pipes



Electrics



Gas fires



Welcome to Warm for Life

The Warm for Life Landlord's Package offers a unique way of caring for the essential home services at your rented properties. Our aim is to keep your tenants warm and safe all year round, by taking care of your Landlord's Gas Safety Checks and providing great value service and maintenance plans for the domestic systems at each of your properties. We understand that each landlord and property has different, individual needs. That's why we've designed our plans to work as flexibly as possible. With Warm for Life, you'll have complete control over choosing the right package for each property.



John rents out a flat and a house in Nottingham. Both have gas boilers and the house also has two gas fires. John's main concern is to keep all these appliances in the best possible condition, to avoid costly repair bills in the future as well as meet his legal obligations as a landlord. So he chooses our Boiler Maintenance and Gas Pipes plans for both properties, on top of our Landlord's Gas Safety Certificate plan, which forms the foundation of all our Landlord's Packages. For extra peace of mind, he also takes out our Gas Fire Servicing and Maintenance plan for the two gas fires at the house.



About Warm for Life

Warm for the Life is the brainchild of Russell Bowen and Mark Vincent, two seasoned, Gas Safe registered plumbing and heating engineers who've been serving the Nottingham and Derby areas since 2004.

Over the years, Russell and Mark have listened to countless customers – both homeowners and landlords – talk about their boiler service and other property care plans. Time and again, the same problems kept cropping up: hidden costs, faceless engineers, lots of exclusions, too much small print... the list goes on.

Russell and Mark wanted to do things differently. Working with a team of experienced engineers, they created a package of property care services, with separate offers for homeowners and landlords, which tackle these problems head-on and give customers what they want.

The result is Warm for Life.

Your Landlord's Gas Safety Certificate – and much more

If your rented property contains any gas appliances, you're legally obliged to have all of them checked each year. Our Landlord's Gas Safety Certificate plan takes care of these obligations and includes an annual service of your property's boiler. How much your plan will cost depends on the type and number of gas appliances at your property – please see page 6 and 7 for full details.

Our Landlord's Gas Safety Certificate plan forms the foundations of every Warm for Life Landlord's Package. It's the only plan that we'll always ask you to have. After that, it's up to you to decide which (if any) of our optional plans you'd like to add. If you rent more than one house or flat, you're free to choose different combinations of plans for your different properties.

You can choose from:

- Boiler Maintenance
- Controls Maintenance
- Central Heating Maintenance
- Plumbing Maintenance
- Drains Maintenance
- Gas Pipe Maintenance
- Electrics Maintenance
- Gas Fire Servicing and Maintenance.

Why choose a Warm for Life Landlord's Package?

You'll benefit from:

- Knowing the gas appliances at your properties are safe and legally compliant
- A tailored package of plans that meets your exact needs for each property
- Comprehensive cover for your chosen services – it's covered unless we say it isn't
- Genuine value for money with no catches, hidden costs or unreasonable exclusions
- Peace of mind for you and your tenants – we're on call 24 hours a day, 365 days a year
- Fast response times, with priority given to vulnerable tenants
- Reliable, high quality service from fully-trained, appropriately qualified engineers.

As you can see, Warm for Life lets you create a Landlord's Package that perfectly matches your needs and budget for each of your properties. And because we want to offer you the best possible value, you can save money by adding some of our optional plans together. We call these combination packs. You'll find out more about these and how they work on pages 4 and 5.

The Warm for Life ethos

Our approach is simple: we care about you and your tenants – and we understand what you're looking for from a landlord's property care package

Like you, we want your tenants to be warm, comfortable and happy in each house or flat that you rent out. We want you to feel reassured that the services at each of your properties are safe, in good working order and compliant with the latest gas safety regulations. And we want to help you avoid large repair bills in the future by providing regular maintenance to keep your services in good working order. Above all, we want you to be happy with the plans you choose for your properties, and feel they represent fantastic value for money.

Our promise to you

We will:

- Be open, honest and transparent in all our dealings with you
- Be upfront about all our costs, including call-out fees (see below)
- Provide friendly, helpful and personal service that's tailored to your needs
- Put the interests and safety of your tenants first at all times
- Provide the high standards of workmanship and quality that you should expect from us.

Everything's covered unless we say it isn't

You'll notice that our service and maintenance plans have fewer exclusions and limitations than similar plans from other companies. That's because we've created each of our plans with the needs of your properties and tenants firmly in mind.

Our plans have been designed to provide wide-ranging and affordable cover, so you can get the maximum benefit from your chosen package. Of course, our plans still feature some exclusions and limitations, as we need to minimise risks and keep our costs as low as possible for our customers, but you can trust us to always be open and honest about these. Please see pages 6 to 16 for more information.

Keeping costs down

We want to keep the monthly costs of our plans as low as possible for everyone. We'd also like to reduce the number of unnecessary call-outs we attend, so we can focus on dealing with urgent problems.

Because of this:

• We charge call-out fees

We'll charge a £50 call-out fee each time you ask us to visit one of your properties, except for pre-arranged Landlord's Gas Safety Checks and servicing appointments. You'll find more information about our call-out fees on page 18 and also in sections 1b, 6 and 7 of our Terms and Conditions.

• But we also offer free help and advice

We're always happy to offer help and advice on the phone, so please feel free to call us about any non-urgent matters.

The Warm for Life plans at a glance

The diagrams to the right illustrate the different plans and combination packs available from Warm for Life, and how they might work together.

Our Landlord's Gas Safety Certificate plan will always form the foundation of your Warm for Life Landlord's Package. After that, you're free to add as few or as many plans and/or combination packs as you like, to create a completely bespoke package that meets each of your property's needs.

The monthly cost for each plan and combination pack is shown in the diagrams to the right. To work out how much you'll need to pay in total for each month, simply add up the costs that apply to your chosen plans and/or combination packs. Note that the monthly cost of your Landlord's Gas Safety Certificate plan will depend on the number and type of gas appliances located at your property, as shown in the diagram.



Landlord’s Gas Safety Certificate

Includes servicing the property’s boiler

One of our Gas Safe registered engineers will carry out an annual Landlord’s Gas Safety Check on all the pipe work, gas appliances and flues at your property to make sure they’re safe. Your boiler will be serviced at the same time. How much your plan will cost depends on the number and type of gas appliances at your property, as shown in the diagram above.

We’ll always arrange your Landlord’s Gas Safety Check in advance and agree a morning or afternoon time slot that suits you and your tenants.

For each appliance that we test, there are three possible outcomes:

- 1. Pass with no action required
- 2. Fail with defects (repairs required)
- 3. Fail and condemn (replacement required).

After the check, we’ll give you a Landlord’s Gas Safety Certificate (also called a Landlord’s Gas Safety Record) detailing the check results, and explain any repairs or replacements that are needed.



What is included in our Landlord’s Gas Safety Certificate plan

Included	
<ul style="list-style-type: none">• Carrying out a Landlord’s Gas Safety Check on all the pipe work, flues and gas appliances at your property every 12 months, in line with the requirements of the Gas Safety (Installation and Use) Regulations 1998, or any new regulations that supersede these.• Issuing a Landlord’s Gas Safety Certificate listing all the pipework, flues and appliances in the property, any defects identified and any repairs or replacements carried out or recommended.• Carrying out a tightness test on the gas pipes at your property to check for any leaks that require immediate attention. We provide this test as an added extra (it isn’t required as part of the Landlord’s Gas Safety Check) because we’re committed to ensuring your tenants’ safety and welfare to the best of our ability.	<ul style="list-style-type: none">• A regular service of your property’s boiler, carried out at the same time as your Landlord’s Gas Safety Check. This will involve carrying out a range of checks on the boiler including a visual inspection, gas pressure check and flue emissions test. After the service, your engineer will tell you about any repairs or other work that might need doing on the boiler. They’ll also give you a quote for these if you don’t have, or they’re not covered by, our Boiler Maintenance plan (see page 8 and 9).• Re-checking any appliances that failed the initial check, after repairs or replacement have been carried out and if we did this work.

Please also read our General Exclusions and Limitations on page 19 to find out what’s not covered under any of our plans, or where the cover we provide is limited.

What isn’t included in our Landlord’s Gas Safety Certificate plan

Excluded	
<ul style="list-style-type: none">• Removing sludge or hard water scale from your boiler or central heating system. However, we can quote for carrying out a Power Flush at our standard rates if you’d like us to.• The cost of any repairs or replacement that are required to make any of your property’s gas fittings safe. For boilers, pipes and gas fires, these works may be covered by our Boiler Maintenance and/or Gas Pipes and/or Gas Fire Servicing and Maintenance plans. Having these optional plans in place could not only save you money on repair costs, but could also minimise the amount of time that any unsafe gas appliances need to be disconnected (see below and page 18 for details) – helping to keep your tenants warm and comfortable in your property.	<ul style="list-style-type: none">• Inspecting your property’s external gas pipe, as the check only covers the pipework from the outlet of your gas meter to your property’s boiler and other gas-fired appliances.• Servicing and maintaining your property’s gas pipes, appliances and flues.• Re-checking any appliances that failed the initial check, after repairs or replacement have been carried out and if we didn’t do this work.

Please also read our General Exclusions and Limitations on page 19 to find out what’s not covered under any of our plans, or where the cover we provide is limited.

Unsafe gas appliances

Please see the ‘Unsafe gas appliances’ section on page 18 for information on our legal obligations if we find that any of your gas fittings, including gas pipes, are faulty.

When Landlord’s Gas Safety Checks should take place

Under the Gas Safety (Installation and Use) Regulations 1998, you must arrange for a Landlord’s Gas Safety Check to be carried out on any new gas appliance, pipes or flues within 12 months of their installation. After that, checks must be carried out annually.

Please let us know about any new or additional equipment that’s installed in between your annual checks, so we can update our records and allow enough time to inspect all your gas fittings during your next check.

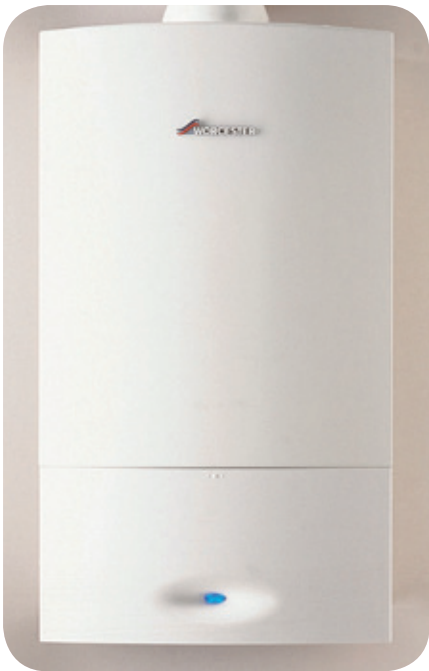
It’s also a good idea to arrange for a Landlord’s Gas Safety Check in between tenants, even if your annual inspection isn’t due yet. This will enable us to pick up on any faults that have recently developed, or any damage your previous tenants might have caused, and make sure your gas fittings are safe for your new tenants. These additional checks are not included in your plan and will be charged at our standard rates.

Your Landlord’s Gas Safety Certificate

For your convenience and to help protect the environment, we’ll send your Landlord’s Gas Safety Certificate by email as a PDF attachment. This can be quickly and easily forwarded on to your tenants, with no need to print or post the paperwork. You’re legally obliged to keep a copy of the certificate for two years and to give it to any new tenants before they move into the property, or to existing tenants within 28 days of the Landlord’s Gas Safety Check taking place.

Is your property’s boiler eligible?

Our Landlord’s Gas Safety Certificate plan is designed for properties with domestic gas boilers of up to 70kW that don’t need to be removed from the wall to be repaired. If your property has a different type of boiler, we may still be able to cover it under a bespoke plan – please ask us for details.



When will my boiler be serviced?

The timing of your first boiler service will depend on the boiler’s age when you apply for your Landlord’s Gas Safety Certificate plan.

• Boilers less than 6 months old

If the boiler is very new, it won’t need servicing just yet. We’ll check whether or not it’s eligible during the application process. If it is, you’ll be accepted onto the plan and your first boiler service will take place at the same the time as your second Landlord’s Gas Safety Certificate inspection.

• Boilers more than 6 months old

For older boilers, we’ll pre-authorise the cost of your first service (currently £60) on your debit or credit card before carrying out your initial Landlord’s Gas Safety Check and boiler service.

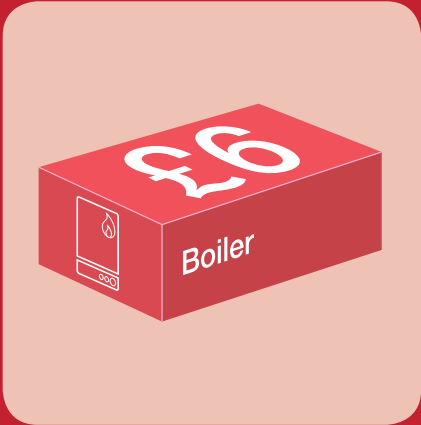
Carbon monoxide (CO) alarms

Unless your property has a solid fuel appliance such as a wood-burning stove, you’re not legally obliged to install CO alarms at your rented properties. However, we recommend that you install them for your tenants’ safety. We can advise on, supply and install CO alarms at competitive rates – just ask one of our engineers for details.



Boiler Maintenance

Our Boiler Maintenance plan is designed for boilers that are no longer covered by the manufacturer’s warranty. Choosing this plan gives you the reassurance that the cost of routine repairs and replacement parts is covered if something goes wrong with your property’s boiler – helping keep your tenants warm and safe all year round.



What is included in our Boiler Maintenance plan

Included <ul style="list-style-type: none">• Repairing the covered boiler, provided that it’s not beyond economical repair, although we may be able to replace it free of charge in certain situations (see below)	<ul style="list-style-type: none">• Replacing and fitting broken parts including circular flues (see below), where spares are available
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Please also read our General Exclusions and Limitations on page 19 to find out what’s not covered under any of our plans, or where the cover we provide is limited.

What isn’t included in our Boiler Maintenance plan

Excluded <ul style="list-style-type: none">• Repairing damage caused by sludge, scale and other debris if we have previously recommended that you had a Power Flush carried out and you didn’t do so• Repairing or replacing square flues (see below)	<ul style="list-style-type: none">• Any electrical components of the property’s hot water or central heating system which are connected to, but not located inside, the boiler. These would be covered by our Controls Maintenance plan – see page 10.
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Please also read our General Exclusions and Limitations on page 19 to find out what’s not covered under any of our plans, or where the cover we provide is limited.

Boilers that are beyond economical repair

We might decide that your boiler is beyond economical repair if either:

- The cost of repairing it would be 85% or more of the cost of buying an appropriate replacement boiler, or
- Any genuine, new spare parts that we need to repair the boiler have become permanently unavailable from our approved suppliers.

How we can help you then depends on the age of your boiler, as explained here.

Boilers less than 7 years old*

We’ll supply and fit a replacement boiler which we’ve approved and that’s of a similar or better specification than your old boiler, free of charge.

Boilers between 7 and 10 years old

We’ll supply and fit a Warm for Life-approved replacement boiler, free of charge if:

- We installed your existing boiler, **and**:
- It’s been covered by our Landlord’s Gas Safety Certificate plan since its installation, **and**
- You’ve been covered by our Triple Heating Pack (see pages 10 and 11) since the boiler’s manufacturer’s warranty expired.

Boilers over 10 years old

We’ll offer you a discount of up to 100% off the cost of installing (but not supplying) a new boiler of your choice if:

- We installed your existing boiler, **and**:
- You’ve been covered by our Landlord’s Gas Safety Certificate plan between the date of installation and the date the boiler’s manufacturer’s warranty expired, **and**
- You’ve been covered by our Triple Heating Pack since the boiler’s manufacturer’s warranty expired.

The discount offered would be 10% of the installation fee for each full year that the existing boiler has been covered by our Triple Heating Pack. This means that if the existing boiler has been covered by our Triple Heating Pack for 10 years or more, a new boiler will be fitted absolutely free! Of course, if you aren’t eligible for free supply or fitting of an approved Warm for Life boiler under one of the above offers, we’ll still be pleased to give you a competitive quote, if you wish.

*** If we didn’t install the boiler, we should have noted its installation date during your initial Landlord’s Gas Safety Check. However, if we don’t have this date on file, we’ll need to verify the age of the boiler by asking to see your receipt for installation, your Corgi or Gas Safe registration, or your Benchmark certificate. Otherwise, we’ll assume that the boiler is over 7 years old.**

Circular or square flue?

The shape of the boiler’s flue will determine whether or not we can repair or replace it. This is simply because replacement square flues and spare parts for existing ones are no longer available. Don’t worry if you’re not sure whether the boiler flue at your property is square or circular. We’ll take a look at it during your initial Landlord’s Gas Safety Check.



Controls Maintenance

We've designed our Controls Maintenance plan to cover the cost of repairing or replacing the electrical equipment that controls how your property's heating and hot water systems work. To give an example, if the circulating central heating pump breaks down, then your tenants will still have no central heating even if there are no problems with the property's boiler, pipes or radiators.

Having our Controls Maintenance plan gives you and your tenants the extra peace of mind that, if a fault develops with the control system that stops your property's central heating or hot water system from working, the cost of repair or replacement will be covered.



Central Heating Maintenance

Our Central Heating maintenance plan covers your property's radiators and associated systems listed below, keeping them in good working order so your tenants can stay nice and toasty during colder weather. No one wants to feel cold in the winter, but we'd especially recommend this plan if your property's tenants include children, vulnerable adults or older people.



What is and isn't included in our Controls Maintenance plan

Included

Repairing or replacing any electrical components of your property's hot water or central heating system which are connected to, but not located inside, the boiler.

These might include your:

- Programmer
- Motorised zone valves
- Cylinder thermostat
- Circulating central heating pumps
- Circulating hot water pumps
- Room and frost thermostats

Excluded

Any electrical components of the property's hot water or central heating system located inside the boiler. These would be covered by our Boiler Maintenance plan.

Any pumps not listed opposite.

Please also read our General Exclusions and Limitations on page 19 to find out what's not covered under any of our plans, or where the cover we provide is limited.

What is and isn't included in our Central Heating Maintenance plan

Included

Repairing or replacing:

- Radiators
- Radiator valves
- All water pipes linking your property's boiler with its radiators and expansion tank.

Excluded

Warm air and underfloor central heating systems.

Please also read our General Exclusions and Limitations on page 19 to find out what's not covered under any of our plans, or where the cover we provide is limited.

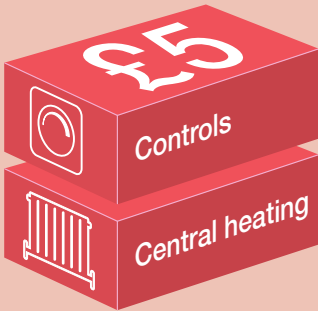
Save money with our Twin and Triple Heating Packs

You can reduce the costs of our Heating Maintenance plans by adding them together with our Twin or Triple Heating Pack, as shown opposite. This gives you and your tenants all the benefits of enhanced protection for a lower price than buying the plans separately.

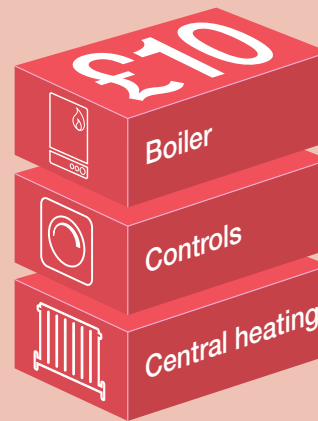
"It made sense for us to add these plans together for great savings, and to give our tenants total peace of mind."



Heating Twin Pack



Heating Triple Pack



Plumbing Maintenance

Our Plumbing Maintenance plan covers many of the water pipes and plumbing systems in your property, offering valuable reassurance that any faults or damage will be repaired quickly. Having hot and cold water on tap at all times is a ‘must’ for any rented property, but we particularly recommend this plan if your tenants include children, vulnerable adults or older people.



Drains Maintenance

It’s a fact of life that all properties get a blocked, cracked or collapsed drain at some point. Our fully-qualified engineers are on call 24 hours a day, 365 days a year to tackle any drain problems that are covered by your plan, helping protect your property all year round.



What is and isn’t included in our Plumbing Maintenance plan

Included

Repairing or replacing:

- Your mains water supply pipe*. This is the pipe that leads from the property boundary to the internal stopcock. (Please note that cover for the mains water supply pipe is limited to a maximum of £1,000 during any rolling 12 month period. If any work over and above a cost of £1,000 is required, we’ll always be happy to provide you with a competitive quote at our standard rates.)
- Stopcocks
- Hot and cold pipework* to the property’s taps, sinks, showers, baths and toilets
- Hot water cylinder and immersion heater
- Plastic cold water storage tank feeding the hot water cylinder
- Leaking overflow pipes*
- Flexible hot and cold water pipes feeding water to the dishwasher and/or washing machine or washer-drier

Excluded

Repairing or replacing your property’s:

- Pipes carrying water or waste from sinks, showers, baths, toilets, washing machines, washer-driers, dishwashers and any similar appliances
- Taps, sinks, showers, baths or toilets, except for replacing rubber tap washers
- Any other bathroom or kitchen fittings
- Pumps, macerators and waste disposals

Please also read our General Exclusions and Limitations on page 19 to find out what’s not covered under any of our plans, or where the cover we provide is limited.

* Unlike some of our competitors, we don’t exclude steel or lead pipework from our plans. However, we may replace steel or lead pipes with plastic pipes, where we consider this to be appropriate.

What is and isn’t included in our Drains Maintenance plan

Included

As required, accessing, unblocking, repairing and replacing your property’s:

- Grey and foul waste pipes
- Soil and Vent pipes
- Drains. (Please note that cover for repairing or replacing (or both) any collapsed drains at your property is limited to a maximum of £1,000 during any rolling 12 month period. If any work over and above a cost of £1,000 is required, we’ll always be happy to provide you with a competitive quote at our standard rates.)

Excluded

- Repairing or replacing the guttering and rainwater pipes
- Creating, replacing or repairing manholes, soakaways, septic tanks, cesspits, treatment plants and their outflow pipes
- Dealing with pipes that are frozen but that haven’t suffered confirmed damage
- Repairing or unblocking drains that are primarily used for commercial purposes
- Regularly cleaning or descaling the property’s drains

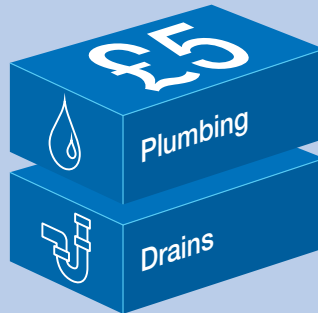
Please also read our General Exclusions and Limitations on page 19 to find out what’s not covered under any of our plans, or where the cover we provide is limited.

Remember!
Save money
by adding
our Plumbing
and Drains
plans together

You can reduce the costs of these two plans by adding them together, as shown below. This gives you and your tenants all the benefits of both plans at a lower price than buying them separately.



Water Pack



Gas Pipe Maintenance

No one wants to have to deal with a gas leak. But if you take out our Gas Pipe Maintenance plan, at least you'll have the reassurance that we're always on hand to deal with any problems promptly. And at just £2 a month, it's a small price to pay for helping keep your tenants and your property safe.



What is and isn't included in our Gas Pipe Maintenance plan

Included

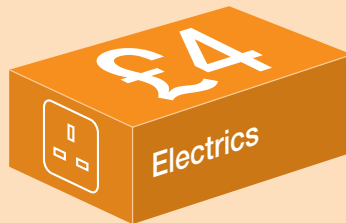
Repairing or replacing the gas pipe from the outlet of your property's gas meter to the boiler and any other gas-fired appliances.

Excluded

General exclusions and limitations only – please see page 19 for details

Electrics Maintenance

Fixing electrical faults can be time-consuming and costly. But with our Electrics Maintenance plan, you can be confident that any repairs and replacements covered by the plan will be carried out promptly by our fully-trained engineers.



What is and isn't included in our Electrics Maintenance plan

Included

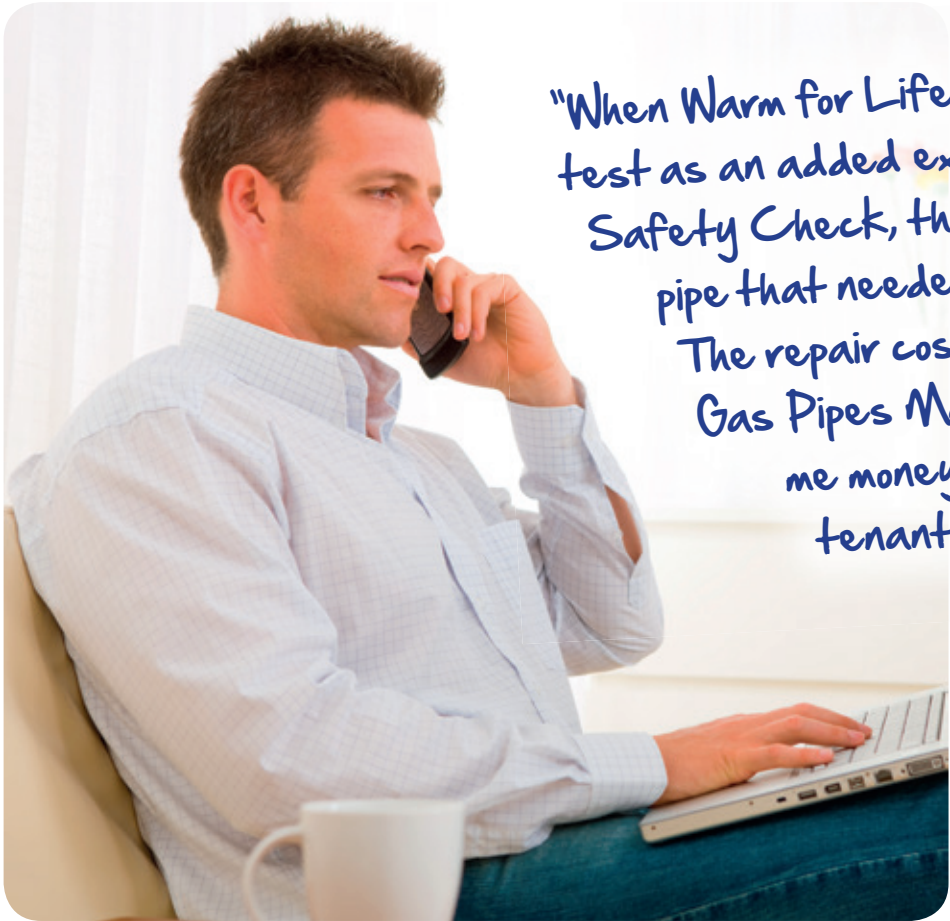
Repairing or replacing, with our standard, nearest-equivalent parts, your property's:

- Wiring leading from a single electricity meter to each connected socket and switch
- Consumer unit (fuse box)
- Connected sockets, switches and extractor fans
- Mains-powered doorbells and smoke alarms
- Electric showers.

Excluded

- The mains electricity supply leading to the consumer unit (fuse box)
- Repairing or replacing any mains-powered electrical appliances not listed opposite.
- Repairing or replacing the immersion heater (you can cover this under our Plumbing Maintenance plan)
- Door entry systems and light fittings
- Central heating, hot water and shower pumps
- Cables encased in rubber or lead (see below)

Please also read our General Exclusions and Limitations on page 19 to find out what's not covered under any of our plans, or where the cover we provide is limited.



"When Warm for Life carried out a tightness test as an added extra to my Landlord's Gas Safety Check, they found a leak in the gas pipe that needed sorting straight away. The repair costs were covered by my Gas Pipes Maintenance plan – saving me money and helping keep my tenants and property safe."

Unsafe gas pipes

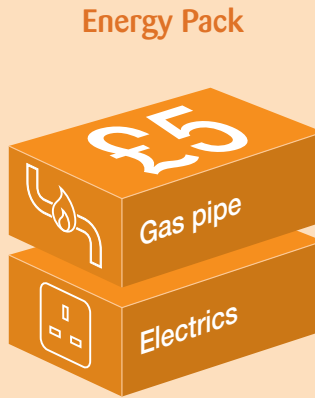
Please see the 'Unsafe gas appliances' section on page 18 for more information on our legal obligations if we find faulty gas pipes in your property.

Cables encased in rubber or lead

Please note that we can't legally repair any cables or wires that are encased in rubber or lead. All we can do is make them safe. You'll then need to arrange for these cables to be replaced with legally-acceptable wiring at your own cost. We'll be pleased to provide a competitive quote for carrying out this work at our standard hourly rates, if you'd like us to.

Remember!
Save money by adding our Gas Pipe and Electrics plans together

You can reduce the costs of these two plans by adding them together, as shown opposite. This gives you and your tenants all the benefits of both plans at a lower price than buying them separately.



Gas Fire Servicing and Maintenance

There's nothing cosier than a roaring gas fire in the depths of a British winter – and our Gas Fire Servicing and Maintenance plan will help make sure your tenants won't be left out in the cold. Our fully-qualified engineers will service your property's gas fire(s) every 12 months, at the same time your Landlord's Gas Safety Check takes place. Under the maintenance element of the plan, you can also call us out at any time if something goes wrong with the fire in between these checks.

Please note that the price shown above for our Gas Fire Servicing and Maintenance plan is per fire. So if you have two or more gas fires in your property, simply multiply the number of fires you'd like us to cover by £2 to work out the monthly cost of your plan.



What is and isn't included in our Gas Fire Servicing and Maintenance plan

Included	Excluded
<ul style="list-style-type: none">Any gas fire for which you can supply the manufacturer's instructionsA regular service of each gas fire covered under the plan, carried out every 12 months or so, at the same time as your Landlord's Gas Safety CheckCarrying out any required repairs and/or replacing any broken or worn-out parts, where these are available (see below)	<ul style="list-style-type: none">Repairs where any necessary replacement parts are no longer available from our approved suppliers (see below)Repairing or replacing flues or flue terminalsChimneys or brickworkRepairing or replacing ceramic coals, pebbles, logs and remote controls

Please also read our General Exclusions and Limitations on page 19 to find out what's not covered under any of our plans, or where the cover we provide is limited.

What happens if replacement parts are no longer available?

Like many household appliances, the way that gas fires are designed and built is constantly changing due to advances in technology. This means that genuine, new parts for older models may no longer be available from our approved suppliers.

If we find that this is the case when you call us out to maintain your property's gas fire, we won't be able to repair it. Instead, if we find that the fire is still safe to use, we'll cancel your Gas Fire Servicing and Maintenance plan and refund all costs that you've paid to us in relation to it since our last visit within the previous 12 months. The fire will still be covered by your Landlord's Gas Safety Certificate plan.

However, if we find that the fire isn't safe to use, we may have to disconnect it for your tenants' safety. Please see the 'Unsafe gas appliances' section on page 18 for more information on our legal obligations if we find an unsafe gas fire in your property.

If your property has one or more additional fires that are still covered under their own Gas Fire Servicing and Maintenance plans, these plans will remain in place as before.



Getting started

Who's eligible for a Warm for Life Landlord's Package?

You can apply for our Landlord's Gas Safety Certificate plan if:

- You're the landlord of the rented property you want us to cover (please see our separate Homeowner's Brochure if you're the owner-occupier)
- The property you want us to cover is located in Nottinghamshire or Derbyshire and is supplied by mains (natural) gas*
- The property has a domestic (up to 70Kw) gas central heating boiler that doesn't need to be removed from the wall to be repaired
- The house or flat in question has 5 or fewer bedrooms and a maximum of 2 toilets*

You can also apply for your choice of optional plans if:

- You're eligible for our Landlord's Gas Safety Certificate plan, **and**
- The services you want us to cover are all safe and in good working order (see 'Your free health check' below).

* Please ask us for an individual quote if the property is located outside these areas and/or has more than 5 bedrooms and/or more than 2 toilets.

Please also note that:

- Your property must be eligible for our Landlord's Gas Safety Certificate plan and you must remain a member of this plan to apply for any of our optional plans.
- Any optional plans you choose must cover home services located at the same property covered by the Landlord's Gas Safety Certificate plan.

The application process

- We'll contact you to arrange your initial Landlord's Gas Safety Check, plus a free health check of any non-gas services you'd like us to cover (see below for details), to make sure they're eligible for your chosen maintenance plans.
- As soon as we've arranged a date for your initial Landlord's Gas Safety Check, you'll be deemed as having applied for* and been automatically accepted onto our Landlord's Gas Safety Certificate plan, even if one or more of your gas appliances doesn't pass the initial check. (Please see the 'Unsafe gas appliances' section on page 18 for what will happen if one or more of your gas pipes, appliances or flues fails this check).

Accordingly, we'll charge your debit or credit card with the cost of the Landlord's Gas Safety Check before we visit your property. The cost will depend on the number and type of gas appliances located at your property (see page 6 and 7 for more details).

* Please note that by applying for our Landlord's Gas Safety Certificate plan, you'll be accepting our Terms and Conditions on page 20, so please read these carefully.

- If you've applied to join any of our optional plans, you'll be accepted onto these when we find that the relevant services are eligible during your initial Landlord's Gas Safety Check and, for non-gas services, your free health check. Your chosen plans will be added to your Landlord's Gas Safety Certificate plan to create your Warm for Life Landlord's Package.
- Once your complete package has been set up, we'll contact you in writing or by email to confirm the date(s) that any optional plans will come into effect and your cover will start. We'll also set up your monthly annual or monthly Direct Debit payments and confirm your payment dates.

Your free health check

If you've applied for one or more of our maintenance plans to cover non-gas services, we'll carry out a free health check on the relevant services at the same time as the initial Landlord's Gas Safety Check. This is to make sure they're eligible for your chosen plans and are in good working order before accepting you for these plans.

During the health check, we'll complete a detailed survey sheet for each service we've inspected, indicating whether or not we're prepared to cover it under the relevant plan. We'll then ask you to sign the survey sheet to confirm that you accept our findings and that you're happy to proceed with any pre-acceptance repairs, other work or special conditions that we've recommended (see below).

Pre-acceptance repairs and other work

Sometimes, repairs or other work might be needed to make your property's services eligible for your chosen optional plans*. This could include taking reasonable steps to help prevent problems in the future. For example, for Plumbing Maintenance, we might ask you to fit pipe lagging to stop vulnerable pipes bursting in the winter.

We'll be happy to carry out the required work or repairs for you if you wish, and will quote and charge for this at our standard rates**.

Alternatively, you're welcome to ask someone else to do the work. However, in the case of repairs, your services will need to pass a second health check before we can accept you as a Warm for Life customer. We'll charge our standard call-out fee of £50 for this repeat visit.

We'll be happy to carry out the required work or repairs for you if you wish, and will quote and charge for this at our standard rates**.

Alternatively, you're welcome to ask someone else to do the work. However, in the case of repairs, your services will need to pass a second health check before we can accept them under the relevant plan. We'll charge our standard call-out fee of £50 for this repeat visit.

* Please note that, even if any gas appliances you'd like us to cover have passed the Landlord's Gas Safety Check, we may still require pre-acceptance repairs or other work to be carried out on them before accepting you onto the relevant optional plans. These, along with any special conditions (see below), will be noted on your survey sheet with the results of your free health check for any non-gas services that you've asked us to cover.

** Please note that your payment will need to be pre-authorised, but we won't take any money from your account until we've completed the work.

Special conditions

During your initial Landlord's Gas Safety Check and, if applicable, your free health check, we might find that your property has an unusual set-up which will make it more difficult or expensive for us to service and maintain the equipment. For example, a long vertical flue attached to the boiler, or a design flaw that makes certain problems more likely to happen.

In such cases, we might still be able to cover these services under your chosen plans, but with special conditions that make it feasible for us to accept them. For example, we might add some extra exclusions, or increase our standard call-out fee on the affected plans.

We'll always clearly explain our reasons for doing this before asking you to sign your survey sheet.

Being a Warm for Life customer

Unsafe gas appliances

The Gas Safety (Installation & Use) Regulations change quite regularly and, as you expect, we're obliged to implement them. At the moment, this means that if we find that any of your gas appliances, flues or pipes are unsafe for any reason, then for your own safety we must either:

- Turn off the unsafe fittings or the gas supply to the property as a whole (with your approval) **or**,
- Notify the National Grid.

If we've found any of your gas fittings to be faulty during your initial Landlord's Gas Safety Check, we'll make a note of the defects on your Landlord's Gas Safety Certificate. We'll be happy to provide a quote for repairing or replacing the faulty items at our standard hourly rates, or you can ask someone else to do the work if you prefer.

When the repair or replacement has taken place, we'll recheck the relevant fittings and update your certificate. This second check will be free of charge if you've asked us to repair or replace the fittings. If someone else has done the work, our standard £50 call-out fee will apply.

If we find any of your gas fittings to be faulty during a subsequent Landlord's Gas Safety Checks, or during a service and maintenance appointment, the above process will still apply, but the repairs or replacement may be covered by our Boiler Maintenance plan, Gas Pipes Maintenance plan and/or Gas Fire Servicing and Maintenance plan, if you have the relevant plan(s) in place.

Please note that if we need to turn off your property's gas supply or any individual fittings, these **MUST** remain switched off until after the equipment has been repaired or replaced, and has passed a Landlord's Gas Safety Check. This is a legal requirement.

Additional payments

The cost of your Warm for Life Landlord's Package will be covered by your monthly or annual Direct Debit payments. However, the cost of any call-out fees and any work or repairs not covered by your plans isn't included in these payments. You'll need to pay for these costs separately and we've explained how this works below.

• Call-out fees

We'll charge you £50 each time you call us out to your property, except for pre-arranged Landlord's Gas Safety Checks, boiler and gas fire servicing appointments. This is a 'by incident' fee, so if we need to visit your home more than once about the same matter (for example, with additional spare parts), then we won't charge a second fee.

Each call-out payment will need to be pre-authorised, but we won't take any money from your account until we've completed the relevant work.

Please see page 3 and also sections 1b, 6 and 7 of our Terms and Conditions on page 20 for more information about our call-out fees

• Non-covered work and repairs

If you need work or repairs carrying out that aren't covered by your plans, we'll be happy to provide a competitive quote for parts and labour at our standard hourly rates.

Calling us out

For your peace of mind, our fully-qualified engineers are on call 24 hours a day, 365 days a year to carry out repairs and maintenance that are covered under your plans. When we've set up your Warm for Life Landlord's Package, we'll tell you how to request a call-out by phone or email, including our emergency 24/7 phone number.

Our engineers will always be smartly presented in the Warm for Life uniform and carry identity cards, which they'll show you or your tenants when they arrive.

However, if there's any doubt over the engineer's identity, please call us on the number shown on your Warm for Life welcome pack and we'll verify their identity before you or your tenants let them into the property.

Our response times

Our target response time to your call-out is 12 hours and we'll always aim to respond within 48 hours. Please rest assured that we'll always prioritise your call-out if someone living in the property is classed as vulnerable. This includes babies and infants, people who are elderly, disabled or chronically ill. Please tell us about any vulnerable people living in the property when you complete our application form.

At very busy times such as during bad weather, it might take longer than usual for an engineer to respond if your tenants are non-vulnerable. At such times, we'll prioritise our call-outs based on factors such as your tenants' access to heating, toilet facilities and fresh water.

Adding new plans and packs

You can enhance your Warm for Life Landlord's Package by adding in extra plans and packs to cover additional equipment in your property, for example, when the manufacturer's warranty has run out. You can add new plans and packs at any time – you don't need to wait for your renewal notice to arrive.

We'll always charge you our best package price for covering your property's services with Warm for Life. So if adding a new plan means that you're now eligible for a combination pack, you'll start saving money straight away.

Renewal and cancellation

Each plan and pack in your Warm for Life Landlord's Package will run for 12 months from the date we issue your first Landlord's Gas Safety Certificate. You can't cancel your package, or any individual plans or packs within it, during this initial period.



A few weeks before the renewal date of each plan or pack, we'll write to you to remind you that it's due for renewal. We'll also tell you about any changes to our monthly costs or to the level of cover provided, and give you the opportunity to cancel or add (see below) new plans or packs if you wish.

However, unless you tell us you'd like to cancel, each plan* or pack will be automatically renewed after 12 months, so you don't lose any cover by forgetting to renew with us. Once your cover's been renewed, it will run for another 12 month period after which you'll again have the opportunity to cancel or amend it. Please see section 13 of our Terms and Conditions for more information.

*** Please note that if you cancel your Landlord's Gas Safety Certificate plan, then provided you've made all 12 monthly payments or the corresponding annual payment towards your next Landlord's Gas Safety Check, we'll carry out your next check without further charge. However, our obligations under all other plans and packs will be cancelled immediately, because the Landlord's Gas Safety Certificate plan forms the foundation of every Warm for Life Landlord's Package.**

Cancelling part of a combination pack

If you want to cancel a plan that's part of a combination pack, the pack will be cancelled. We'll then amend your overall package cost accordingly. Please note that cover will always be continuous for the plans you want to keep.

General exclusions and limitations

As we explained on page 3, we want to keep the monthly costs of your Warm for Life Landlord's Package as low as possible. To help us do this, and to reduce risk to our business, there are some things that we can't cover, or where the cover we can provide is limited. We've set out below the general exclusions and limitations that apply to our service as a whole. To help set your expectations for our maintenance plans, we've also briefly defined what is and isn't maintenance.

What we can't cover

We can't provide maintenance cover for:

- Any equipment that's still within the manufacturer's warranty or guarantee period.
- Pipes that are encased by, or lie underneath, concrete.
- Accidental damage or faults caused by your tenants or a third party, other than one of our approved sub-contractors.
- Intentional damage to covered equipment or services.
- Damage or faults which are covered by any other insurance policy you hold.
- Anything for which you're not legally responsible, such as pipes, cables and drains located outside your property's boundary.
- Damage or faults caused by extreme weather events and conditions, such as earthquake or hurricane*.
- Damage or faults caused by fire, explosion, subsidence or structural repairs.
- Damage caused whilst the property was unoccupied for four weeks or more.

*** Please note that we will cover damage or faults which aren't covered by any other insurance policy you hold and that are caused by snow, ice, frost or lightning unless we've asked you to take specific preventative steps as a condition of agreeing to cover your property's services (such as lagging vulnerable pipes to help stop them freezing and bursting), and you haven't done so.**

When our cover is limited

- We can't cover any faults that arise within 14 days of the initial start date of the relevant Warm for Life plan, unless we installed the equipment and have maintained it ever since.
- Any obligation we have to replace parts under a particular plan or pack will be limited to a total of £250 during the first three months of cover.
- During any 12 month period, any obligation we have to access pipes or cables in your property's walls or under its floors, and to make good the relevant repair afterwards, will be limited to £1,000.
- If any genuine, new spare parts that we need to repair a covered appliance have become permanently unavailable from our approved suppliers, then we won't be able to repair the appliance and it will have to be replaced. In some situations we may be able to contribute to, or even cover the full cost of, supplying and/or installing a new appliance – please see individual plans for full details.

Limitations around working in your property

- Despite regular servicing, equipment sometimes fails and this can damage other items in your property. Please note that we can't cover the cost of repairing or replacing these items unless the equipment covered by your Warm for Life package failed because we didn't service or maintain it properly.
- If we need to access pipes or wires behind built-in units or appliances, we might ask you to arrange for these to be removed before we start work and replaced when we finish. This removal and replacement will be at your own cost and risk.
- If we need to access pipes or wires buried inside a wall, we'll make all reasonable efforts to limit mess, and we'll make the surface good afterwards to a flat plaster finish. However, your cover doesn't include us arranging or paying for any necessary redecoration of the room.
- If we need to access pipes or wires which are under a floor*, we'll re-lay any disturbed floorboards. However, your cover doesn't include us arranging or paying for the re-laying of carpets or other floor-coverings, or for replacing them if we can't lift them without damaging them.

*** Please note that we can't cover pipes that are encased in or lie underneath concrete, as noted above.**

What is and isn't maintenance?

Maintenance is: providing routine repairs to the services or equipment covered by the relevant Warm for Life plan. In most cases, maintenance also includes replacing any broken or worn-out parts that are stopping the covered services from working properly.

Maintenance isn't: carrying out any work, or providing any upgrades or replacements not required as a direct result of the covered equipment being damaged or developing a fault. For example, if your property's gas fire breaks down, we'll restore it to safe working order but we can't repair any cosmetic damage or replace any decorative parts such as ceramic coals, logs or pebbles.

If you're not sure, please just ask

You can trust us to be open and honest about what is and isn't covered by your Warm for Life plans. So if you're in any doubt, please just ask – we're always at the end of the phone.

And remember: if the covered equipment has been installed correctly, then everything's covered unless we tell you it isn't!

Terms and Conditions

These Terms and Conditions are a legal document that will bind us both. We've tried to make them both clear and fair, but if there is anything You don't understand or are unsure about, please discuss it with Us before placing Your order.

1. In these Terms and Conditions:

a. 'Brochure' refers to this document as amended by any information We supply to You in advance of You renewing Your Plan(s)

b. 'Call-Out Fees' means the per incident fees payable, as shown in the Brochure, in respect of any maintenance callouts under Your Plan(s). These fees are payable in addition to the monthly fee for the Plan(s) shown in the Brochure.

c. 'Fees' means the fees payable to Us by You for the provision of the Works as set out in the Brochure. This includes the Call Out Fees;

d. 'Plan(s)' means the Landlord's Gas Safety Certificate (LGSC) plan (including any Gas Fire extension) and maintenance plan(s), pack(s) or package described in the Brochure which You have made a successful application to become a member of, and in respect of which Your membership has not been terminated.

e. 'We' 'Us' and 'Our' refers to Warm For Life Ltd which has an office at 19 Elswick Drive, Beeston, Nottingham NG9 1NQ

f. 'Works' means any and all works to be carried out by Us in accordance with the Plan(s);

g. 'You' and 'Your' refers to the person or organisation whose application to join one or more of the Plan(s) has been accepted by Us;

2. We will use all reasonable endeavours to carry out the Works and to attend Your premises in accordance with any time schedule or response times set out in the Brochure or otherwise agreed with You. However, unforeseeable circumstances (including the unavailability of genuine, new, spare parts from approved suppliers,) may cause delays for which We cannot be held responsible and so no warranties can be given regarding time frames. Time will not be of the essence in determining whether We have complied with Our obligations to You.

3. We will use all reasonable care and skill in providing the Works and, except whilst Fees remain unpaid as indicated in paragraph 10 below, will rectify any faults in them which are caused by Our negligence provided You notify Us of them in writing within 12 months from Our completion of the Works. Further, We will provide You with reasonable assistance in making valid claims under any warranty provided by the manufacturers of equipment We supply to You in the course of providing the Works. Please note, however, that if any 'fault', upon investigation, turns out not to be due to either Our faulty workmanship or any fault in any materials that We have used, then We reserve the right to charge You for Our time spent in investigating and rectifying the matter at Our then current rate for such services, plus all reasonably

incurred out of pocket expenses.

5. We will be entitled to cease the Works immediately if We discover asbestos at Your property, and will not be obliged to re-commence the Works until We are reasonably satisfied that it is safe for Us to do so.

Where the Works require Us to disconnect the power supply to some or part of Your property for a period of time, We will try to give You notice of the disconnection. It will then be Your responsibility to ensure that all computer and other sensitive equipment is properly shut down prior to the disconnection, to avoid any damage or loss of data. We will not be responsible for any losses incurred as a result of a planned disconnection where We have made reasonable endeavours to give You notice.

Call-Out Fees are 'per incident'. Accordingly, if We need (or You ask Us to carry out) Works which are unrelated to those We were called out to deal with, We reserve the right to charge a second Call-Out Fee. We may also have to schedule a repeat visit to deal with the unrelated Works if they are not urgent.

If We are unable to gain access to the relevant part of Your property at the time We have previously agreed with You, of if We reasonably consider that it would be unsafe for Us to do so, We will be entitled to charge a second Call-Out Fee for any re-arranged visit.

3. You will be responsible for removing any trade waste We create at Your own expense.

We will not be liable for any consequential or indirect losses You or Your tenants suffer, including necessary damage caused to decorations during rectification works carried out under paragraph 3 above and any loss or damage You suffer (for example due to water leaks) as a result of any fault in Your system or equipment which We have not caused. Further, (to the extent permitted by English law, and not beyond,) Our total liability to You for negligence or breach of contract is limited to a sum equivalent to the Fees. For the avoidance of doubt, this provision is not intended to exclude or limit Our liability for death or personal injury caused by Our negligence.

0. If there is any delay in payment of the Fees, We will be entitled to withhold providing any remaining Works (without penalty) until such time as payment is made.

1. Risk in any materials delivered to You or Your property in relation to the provision of the Works will pass to You upon delivery, and so You are advised to take appropriate precautions to prevent any loss or damage of them. However, We will retain ownership of those materials until all payments due to Us in respect of them have been paid in full. Accordingly, You authorise Us to enter the site at which the Works are or were to be provided, and to remove any materials (at any reasonable time,) for which We have not yet received payment in full.

2. We may terminate Your Plan(s) at any time, without liability, by giving You notice in writing, if You:

a. threaten or abuse, or allow any other person (including any of your tenants) to threaten or abuse, any of Our staff or sub-contractors in any way – either verbally or physically – or behave in any other unreasonable manner towards Our team; or

b. fail to pay any Fees due to Us, on time, on more than one occasion.

3. If You choose not to extend Your LGSC Plan when it falls due for renewal, all Your other Plan(s) will automatically terminate on the same date. In that case, We will refund to You any Fees which We have received in respect of the terminated Plan(s) pro-rata to the unexpired portion of the original term(s).

4. Your Plan(s) are designed for commercially let properties only and will automatically terminate on the date You sell Your property to a third party. In this case, both Your and Our obligations under the Plan(s) will cease and You will not be entitled to a refund of any of the Fees You have already paid.

5. When We carry out any Works, We may recommend that additional work is carried out to improve the performance of Your systems, reduce the risk of future malfunctions or ensure continued compliance with current safety regulations. These additional works are not compulsory. However, the safety regulations applying to the use of gas appliances do change quite regularly and We are obliged to implement them. Accordingly, if you choose not to follow Our recommendations and We reasonably believe that Your equipment is unsafe, We may be required to disconnect it (with your approval), or notify the National Grid, for Your own safety. Further, if We believe that failure to comply with Our recommendations will expose Us to unreasonable risks in terms of future call-outs, We will be relieved of all future obligations to You under the relevant Plan(s) unless and until the recommended additional works have been carried out either by Us or to Our satisfaction.

6. These Terms and Conditions, together with the Brochure and (for non-gas services) your signed Health Check Form, represent the entire agreement between You and Us and replace any prior written or verbal agreements. Any amendments to the agreement must be agreed in writing by both You and Us.

7. No waiver of any of Our rights will be binding unless that waiver is given in writing. Neither will any waiver granted by Us prevent the exercise of any other right(s) We may have against You for subsequent breach of the same or a different provision.

8. If any provision of these Terms and Conditions is legally incapable of being enforced, it will automatically be replaced by an alternative provision which achieves, so far as is practical, the objectives of the original provision.

9. These Terms and Conditions will be interpreted in accordance with English Law and disputes arising out of them will be exclusively subject to the jurisdiction of the English Courts.

Notes:

How to contact Warm for Life

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