



## Landlord Home Emergency Cover

### Section 1: Our Service and Support Plans

This agreement sets out the entire agreement between you (the Landlord) and us, Make Ur Move Limited in relation to the service and support plan offered with any rental collection or managed service for landlord home emergency cover.

Additional terms will apply under the [Standard Terms of Business](#) and [Property Management Terms of Business](#).

Home emergency services are available as an addition to the following plans;

- Good Landlord
- Good Landlord Plus
- Good Landlord Protect
- Good Landlord Essential
- Fully Managed
- Managed Plus

Please check the website or contact a member of staff to confirm the fees associated with adding this to your package.

Home emergency services are included with the Managed Protect service.

We are unable to offer home emergency cover and services on the Standard package.



## Landlord Home Emergency Cover

### Plans - What's Included

Plans include;

- Annual Gas Safety Inspection & Annual Boiler Service
- Boiler Replacement Contribution
- Contractor fees for emergency repairs in respect of;
  - ✓ Blockage, collapse or leakage of the water supply pipe
  - ✓ Sudden and unexpected failure of or damage to the internal plumbing system, including escapes of water and fixed heating systems
  - ✓ Sudden and unexpected failure of or damage to the drainage system
  - ✓ Sudden and unexpected failure of your domestic central heating system due to mechanical or electrical failure or malfunction
  - ✓ Breakdown or failure of the permanent domestic electrical wiring system and its components
  - ✓ Damage to the internal gas supply pipe following a gas leak
  - ✓ An emergency relating to the security, roofing, pests or loss of keys.
  - ✓ If our approved engineer deems the cost of repair to exceed the cost of replacement, thus making the boiler beyond economic repair, a contribution of £250 towards replacing it is covered.

### Plans - What's Is Not Covered

The below is not covered:

- Any boiler that has an output in excess of 60kW/hr;
- Any non-gas appliances, Elson tanks, separate gas heaters supplying hot water, LPG boilers and dual purpose boilers such as AGA's and Rayburns;
- General maintenance such as descaling or power flushing;
- Solar powered panels or ground air and water source pumps;
- Claims where the property has been left unoccupied for more than 30 consecutive days;
- Any boiler or system that has not been serviced in line with manufacturer's recommendations;
- Cracked or broken toilets or cisterns;
- Pipes outside the boundary of your home;
- Claims relating to cesspits, septic tanks, vacuum drainage systems or electric pumps;
- Reinstatement costs relating to the original surface or construction of a drive, path, decking or any other surface which is excavated as part of a claim.



## Landlord Home Emergency Cover

### I. Annual Landlord Gas Safety Inspection

Each year we will contact your tenant/s to arrange a service visit and carry out a gas safety check of the gas meter, gas pipework (from the gas meter) and up to three gas appliances located at your property (CP12). Original expiry dates shall be preserved for any inspections completed within two months of expiry. Completed certificates shall be uploaded to the Landlord and Tenant Hub meeting compliance for service.

### II. Annual Boiler Service

An annual boiler service shall usually be completed along with the gas safety certificate. We reserve the right to complete this at a later date if your renewal of certification is due during the busier winter months.

### III. Boiler Replacement Contribution – Beyond Economic Repair (BER)

We may deem your boiler BER if:

The manufacturer of your brand of boiler advises us in writing that your boiler is BER;

The parts for your boiler are no longer stocked by the manufacturer of your boiler;

One of our independent gas safe registered engineers advises that the boiler is BER due to damage that has been caused by another fault;

Your boiler needs to be removed from the wall in order to complete a repair; or

Your boiler is over 15 years old and multiple parts are required to correct the current fault.

A contribution of £250 towards the cost of replacing the boiler shall be made where the boiler is deemed BER.

We will only consider contribution towards a new boiler if:

- You can supply the installation commissioning checklist and service history to show that your boiler has been installed and maintained in accordance with the manufacturer's instructions;
- None of the faults were subject to our general exclusions or system specific faults which we advise we cannot help with; and
- You have been an active customer of ours for at least 6 months.



## Landlord Home Emergency Cover

### IV. Claim Limits

All claims are limited to a maximum claim of £500.

In respect of temporary alternative accommodation where the property is uninhabitable cover will be provided to a limit of £250.

### V. Contract Terms, Renewals & Cancellation

Your contract is for 12 months on this element of service and will begin on the start date of the Managed Protect service or tenancy start date if later.

You may terminate this agreement by giving us notice in writing in the last 28 days of the term. After this time your contract will renew at the proposed rate for a further 12 month period. We will write to you confirming your renewal in the last 28 days where there is a price increase.

You may terminate within 14 days;

- Of the Service Start Date. Provided no work has been carried out, you will be refunded any fees paid to date.
- Where work has been completed, you will pay for any goods supplied or completed work (less any fees paid to date)

We may terminate where false or incorrect information has been provided, your system is deemed unsuitable for the plans offered, you fail to pay or any member of the household uses abusive or threatening behaviour. Where we terminate you will pay the remaining fees due for the year or the total of fees for any goods/services provided to date, whichever is less.

### Cancellation Service Fees

- Landlords Gas Safety Inspection - £99
- Boiler Service - £96
- Boiler or Central Heating Repairs - £220 each
- All other repairs - £120 each



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### VI. Selling Property or Replacing your boiler

If you install a new boiler we must be notified of the details within 7 days so that we can confirm continuation of the service.

If you sell your property or no longer wish to rent this out then you may ask us to move your plan onto another property subject to acceptance or end your agreement under the cancellation terms above.

Cancelling your direct debit will not cancel your agreement and fees will apply under the Standard Terms of Business or Terms related to Property Management.

## Section 2: General Terms & Exclusions

### General Terms

- Claims cannot be made in the first 28 days after the first inception date of the policy
- This policy will only provide a temporary repair to limit or prevent damage, or if at similar expense the cost of completing a permanent repair in respect of the cover provided
- Cover is provided for properties located in United Kingdom, Channel Islands and the Isle of Man

This summary document provides a summary only to assist you in deciding whether this service is right for you. Full policy wording is available on request from our provider and you will receive an Insurance Product Information Document (IPID) alongside Policy Wording on acceptance of your order and service beginning.