



## Managed Protect Service & Support Agreement

### 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 Managed Protect.

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

#### Plans - What's Included

Support for;	Basic	Essential	Protect	Shield
Boiler Controls	✓	✓	✓	✓
Central Heating System	✓	✓	✓	✓
Gas Supply Pipes		✓	✓	✓
Plumbing Pipework		✓	✓	✓
Electrics		✓	✓	✓
Water Supply Pipes			✓	✓
Drains			✓	✓
Taps & Toilets			✓	✓
Security & Locks				✓
Roof Protection				✓
Pest Control				✓

## **Managed Protect Service & Support Agreement**

Plans include;

- Annual Gas Safety Inspection & Annual Boiler Service
- Boiler Replacement
- Tenant access to a 24/7 support centre where we deem a repair may be necessary

### **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 – 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.

**Boiler Replacement or Contribution towards a new boiler** - If your boiler is under seven years old and we deem it BER (beyond economical repair), we may decide to replace your boiler.

If your boiler is seven years old or more and we deem it BER, we may pay a contribution towards a new boiler. The contribution will be a refund of any monthly payments (excluding any fixed fees) you have made to us during the current term of your agreement up to a maximum of £350.

We will only consider a boiler replacement or 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. Also:



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- We will only ever cover the cost of replacement boilers that have been supplied and installed by us;
- Any replacement will be suitable for your property, but we shall not be responsible for the cost of a "like for like" replacement;
- and
- We are not responsible for the costs of any upgrades required to meet current regulations.

If you are not eligible for a boiler replacement or a contribution towards a new boiler then you will be entitled to cancel this agreement without any termination fee.

### IV. Call out fees

All plans have a £0 call out fee.

This £0 rate applies to up to four call outs in any 12 month period (excluding boiler service and annual gas safety inspection) after this a fee of £75 will apply for any call outs and will need to be paid in advance.

Works completed are guaranteed for 30 days and if you call us back to the same fault within this period this will not count as an independent call out and charges will not apply.

### 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

- This is a service agreement providing 24/7 telephone support to your tenant/s and access to our network of approved engineers. It is not a contract of insurance nor regulated by the Financial Conduct Authority.
- Any benefit under this service agreement related to the occurrence of an uncertain event will be provided at our absolute discretion.
- The law of England and Wales applies to this agreement and how it is interpreted.
- We will use your personal data in accordance with our privacy policy which you can find at <https://www.makeurmove.co.uk/page/privacy>.
- We will carry out our obligations under this agreement within a reasonable time unless we cannot do so due to circumstances which are beyond our reasonable control.
- Nobody other than you can benefit from this agreement.
- All repair work is guaranteed for 30 days from the date of repair completion.
- We may at any time transfer any or all our rights or responsibilities under this agreement to any other organisation. We will tell you as soon as we reasonably can if we do so.
- We will subcontract what we have agreed to do under this agreement. None of this affects your rights.
- We may make changes to these terms and conditions. If we make changes which are not in your favour, we will tell you about them.
- If you do not accept the changes, you may end this agreement without any cancellation fees.
- All parts and materials supplied by us shall be standard parts commonly used in the industry and purchased from a reputable specialist heating supplier. We shall not be responsible for the cost of a "like for like" replacement part to the extent that the cost of that replacement part exceeds the cost of an equivalent standard part.

### Exclusions

We will not assist or provide support with any:



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- Faults that existed before you entered into this agreement or within the first 14 days after entering into this agreement;
- Systems or appliances that haven't been installed, maintained and used in accordance with manufacturer's instructions and or current regulations or best practice;
- Replacement of heat exchangers or repairing faults caused by limescale, sludge (namely, dirty water contaminated by particles of dirt, rust or other foreign contaminants, that is deposited as water passes through the components of the central heating system), or other debris;
- User tasks which are detailed in your user guide, re-pressurising your system and or bleeding your radiators;
- Systems that are powered by anything other than natural gas;
- Non-standard systems or parts;
- Trace and access (work required to locate the fault);
- Upgrades or improvements to your system;
- Problems relating to steel, lead or iron pipes;
- Damage we have caused in order to carry out any repair or maintenance that you have requested;
- Damage linked to or caused by the supply of your gas, water or electricity;
- Showers and shower pumps;
- Faults or damage caused by a third party;
- Issues that don't affect how your system works;
- Intermittent faults which cannot be identified at the time of the approved engineer's attendance;
- Boilers or systems that are not solely used for domestic purposes and situated completely within a domestic property;
- Systems that have pipework 35mm or more in diameter, a commercial gas meter or any other work that our engineer advises require commercial gas qualifications to complete a repair;
- Issues where we reasonably consider that there is a health and safety risk;
- Maintenance work required to keep your systems in good working order;
- Replacement of consumables (such as external fuses, batteries, seal/gaskets, fuel);
- Faults that haven't been reported within 24 hours of you becoming aware of them;
- Seals and grouting, which generally fill gaps between tiles and sanitary ware;
- Frozen pipes or any faults caused by freezing;
- Damage that is covered by any insurance policy;
- Parts/equipment still under manufacturer's warranty;
- Faults that arise between tenancy if you are a Landlord; or
- Boilers that have been flooded or submerged in water.

## Specific System Terms

### Boiler & Controls

We can help with:

✓ The breakdown of standard parts of a domestic natural gas boiler, standard associated thermostats, frost stats, clocks, timers and programmers.

We cannot help with:

- Boiler models: Potterton Powermax, Britany, Chaffoteaux, Simi, Servowarm and Elm Le Blanc;
- Smart or internet connected thermostats or devices;
- Resetting/reprogramming your controls or replacing batteries;
- The boiler flue (namely, the pipe used to remove waste gases produced by the boiler) and flue terminal;
- Combined cooking and heating or power and heating appliances; or
- Accidental damage or anything other than fair wear and tear.

### Central Heating System

We can help with:

✓ The breakdown of standard parts of the associated heating and hot water system including pumps, motorised valves, radiator valves, pipework and parts and fittings associated with the hot water feed and expansion tank.

We cannot help with:

- Servicing, clearing, replacing or repairing magnetic filtration devices;
- User tasks which are detailed in your user guide, re-pressurising your system and or bleeding your radiators;
- Non-standard parts or systems including towel rails, towel rail valves and curved radiators;
- Airlocks or the balancing and venting of radiators;
- Replacing radiators, water tanks or cylinders that cannot be repaired;
- Electric immersion heaters and condensate pumps;
- Parts of a system that are specifically designed for underfloor heating, swimming pools and renewable energy;
- Unvented hot water, thermal storage, warm air, or systems that require specialist work, or qualifications; or
- Accidental damage or anything other than fair wear and tear.

### Hot and Cold Pipes

We can help with:

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✓ Leaks on the hot and cold water pipes inside your property between the stopcock and your taps or appliances.

We cannot help with:

- Appliance connections such as flexible washing machine and dishwasher hoses; or
- Accidental damage or anything other than fair wear and tear.

### Gas Supply Pipes

We can help with:

✓ Gas leaks on copper gas pipes inside your property which supply gas to your gas appliances from a domestic gas meter.

We cannot help with:

- Hoses and gas connections on the gas meter cooker, hob gas fire or any other appliance other than the boiler; or
- Accidental damage or anything other than fair wear and tear.

### Electrics

We can help with:

✓ The mains wiring & electrics, circuit breakers, light fittings, fuse boards, switches and sockets inside your property that connect to the main supply.

We cannot help with:

- Electrical appliances, burglar alarms and camera systems, shower pumps, cooker extractor hoods, storage and panel heaters, underfloor heating, swimming pools, controls, pumps, detectors, electrical plugs, rewiring and solar panels and their invertors;
- Supply cables up to the fuse box or mains isolation switch if fitted;
- Outside lighting or any electrical equipment located in out buildings or outside of your property;
- Rubber or lead wrapped cables; or
- Replacing or upgrading fuse boards or consumer units; or
- Accidental damage.

### Drains

We can help with:

✓ Leaking or blocked standard domestic internal or external drains that you are responsible for within your boundary



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We cannot help with:

- Shared drains for which you are not solely responsible;
- Drains that have collapsed or been damaged by tree roots;
- Blockages caused by non-flushable items such as fat, nappies, baby wipes, toilet fresheners or any other items that should not go down the drain;
- Waste fittings that connect your internal waste pipes to your sanitary ware such as plug holes pop up waste and sanitary overflow fittings;
- Rainwater guttering and downpipes, manholes and their lids, soakaways, cesspits, drainage pumps, macerators, septic tanks, treatment plants and their outflow pipes; or
- Accidental damage or anything other than fair wear and tear.

### Taps & Toilets

We can help with:

- ✓ Repairs to standard dripping or seized taps, and replacement of non-ceramic tap washers.

*If your tap(s) cannot be repaired, we may be able to replace them providing they are easily accessible, but you would be required to source and supply the taps.*

- ✓ Standard toilets that are leaking, blocked, not filling, not flushing or overflowing, including standard mechanical parts that are available from major UK trade suppliers.

*If you have a standard toilet that requires non-standard mechanical parts or parts that are not readily available from major UK trade suppliers and we are not able to replace them with standard parts, you would be required to source and supply the parts for us to complete the repair.*

We cannot help with:

- Electric toilets, saniflows and or macerators;
- Non-standard toilets such as wall mounted, concealed or pressurised toilets;
- Toilets that need to be removed to complete a repair or toilets that cannot be repaired and require replacing;
- Repairing or replacing sanitary ware - which is ceramic or other such as sinks, basins, baths or toilet bowls; or
- Accidental damage or anything other than fair wear and tear.

### Security & Locks

We can help with:

- ✓ The mains wiring & electrics, circuit breakers, light fittings, fuse boards, switches and sockets inside your property that connect to the main supply.





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We cannot help with:

### Electrics

We can help with:

- ✓ Boarding up broken external doors or windows if your property is not secure;
- ✓ Broken locks on external doors and windows if your property is not secure or the key has snapped off in the lock; or
- ✓ Gaining access to your property if you are locked out due to lost, stolen or broken keys.

We cannot help with:

- Loss of keys if another set of keys exist;
- Electronic units that power garage doors; or
- Internal doors or windows.

### Roof Protection

We can help with:

- ✓ Supplying and securing a temporary tarpaulin sheet in the event of extreme winds (in excess of 55mph) which have directly caused damage to the tiled pitched roof over the main residence resulting in water ingress.
- ✓ For health and safety reasons we can only attend roof jobs during daylight hours when the weather is dry and stable.

We cannot help with:

- Flat roofs, or any roofs other than those of a tiled pitched construction over the main residence;
- Temporary or permanent repairs to your roof; or
- Damage caused by anything other than extreme wind.

### Pest Control

We can help with:

- ✓ Brown or black rats and house or field mice inside your home; or
- ✓ Wasps and hornets' nests inside your home, garden, outbuildings or garage.

We cannot help with:

- Pest infestations where reasonable hygiene measures have not been taken;
- Any damage caused by pests; or
- Removal of wasps or hornets' nests after they have been treated.