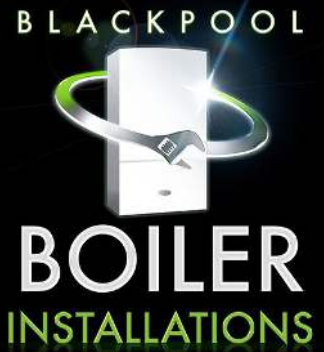


THE WINTER WARMER CLUB
FOR LANDLORDS



Terms & Conditions for Landlord Homecare Service Plans

(For landlords of rental properties, HMOs, Airbnb/holiday lets, and short-term lets)



Scope of Cover

The Winter Warmer Club Landlord Service Plans are available for rental properties only, including:

- Standard landlord/tenant properties
- HMOs (Houses in Multiple Occupation)
- Short-term lets such as Airbnb or holiday rentals

These plans do not apply to owner-occupied domestic homes.

Landlords must declare the correct use of the property (e.g. tenancy, Airbnb, holiday let). Failure to do so may invalidate cover or result in automatic transfer to the appropriate plan.

Contents

1. Definitions
2. Service Plans Overview
3. Contract Renewal & Cancellation
4. Exclusions
5. Contract Invalidations
6. Landlord Responsibilities
7. Tenant & Guest Responsibilities
8. Parts & Repairs
9. Boiler Noise & Age
10. Boiler Replacement & Beyond Economical Repair
11. Access to Property
12. Charges & Call-Out Fees
13. Annual Boiler Service / CP12 Certificates
14. System Flushing Requirements
15. Call-Outs & Urgency Levels
16. Home Plumbing Cover
17. Home Electrics Cover
18. Home Internal Drainage Cover
19. Bolt-On Options
20. Airbnb / Short-Term Lets
21. Changes to the Agreement
22. Final Legal Clauses

1. Definitions

Term	Definition
Homecare / Service Plan	The plan chosen by you, as described in Clause 2.
Boiler	Gas appliance at the rental property providing heating and/or hot water.
Heating System	Includes heating pipework, pump, motorised valves, radiator valves, programmer/timer, cylinder stat, room stat, pressure controls. Hot water cylinders are not included and require a separate bolt-on.
Plumbing System	Includes tap repairs, hot/cold pipework, water tanks, toilets, silicone seals, ball/float valves, stop cocks, above-ground drainage.
Beyond Economical Repair	Where repair is not possible due to costs, obsolete parts, or repair exceeding replacement value (usually £400+).
Start Date	The date stated on your contract as the beginning of cover.
We / Us	The Winter Warmer Club.
You / Your / Landlord	The landlord or property owner entering into this contract.
Tenant / Guest	Any person(s) residing in the property on a tenancy, HMO, short-term let, Airbnb, or holiday rental basis.
Force Majeure	Circumstances beyond our reasonable control (strikes, shortages, traffic, illness, holidays, etc.).
Contract	Agreement between you and us for services under your chosen plan.

2. Service Plans Overview

Landlord Essentials

- CP12 Landlord Gas Safety Certificate.
- Annual reminders.

Landlord Silver

- All Essentials features.
- Annual boiler service
- 50% off future diagnostic fees

Landlord Premier

- All Silver features.
- Boiler & heating repairs (parts & labour).
- Free call outs (fair usage applies)
- £300 new boiler discount.

Landlord Ultimate

- All Premier features.
- Plumbing cover.
- Internal drains cover.
- Home electrics cover.
- Free call-outs (fair usage applies)
- Direct WhatsApp support.

Plan Comparison Table

Feature/Benefit	Essentials	Silver	Premier	Ultimate
CP12 Gas Safety Certificate	✓	✓	✓	✓
Annual boiler service	✗	✓	✓	✓
Heating system repairs	✗	✗	Parts & Labour	Parts & Labour
Plumbing cover	✗	✗	✗	✓
Internal drains cover	✗	✗	✗	✓
Home electrics cover	✗	✗	✗	✓
Diagnostic / call-out	✗	50% OFF	✓	✓
Response time	N/A	N/A	24-48 hrs	24-48 hrs / faster
Direct WhatsApp reporting	✗	✗	✗	✓

3. Contract Renewal & Cancellation

Our “No Price Hike” Promise

At The Winter Warmer Club, we keep renewal pricing fair, transparent, and directly linked to how much your plan has been used. Your renewal is reviewed once per calendar year, and your price is only influenced by two things:

- 3.1 Minimum term: **12 months**.
- 3.2 Contracts auto-renew annually unless cancelled with **3 months’ notice** by calling 01253 422343.
- 3.3 A 14-day cooling-off period applies.

Penalties:

- 3.4 **Cancelling after service completed within the first 3 months:** The full standalone service cost will be charged.
- 3.5 **Cancelling after incentives (e.g. free diagnostics, discounts):** The full value of the incentive will be invoiced.
- 3.6 **Cancelling Direct Debit does not end the contract.** Outstanding fees or the full year’s balance will be taken by our system. If you attempt a banking recharge (chargeback), additional charges will be reapplied.
- 3.7 **Silver Exception: Immediate cancellation permitted.** Any monies paid are forfeited. If a service has been carried out before full payment, the outstanding annual plan fee or the full standalone service cost will apply.

4. Exclusions (but not limited to)

- Pre-existing faults.
- Damage caused by tenants or third parties.
- Sludge, scale, or blockages.
- Weather or flood damage.
- Asbestos removal.

Cosmetic parts, batteries, casings.

- Flues above 3m or concealed.
- Gas meter/supply pipe.
- Fire, flood, lightning, storm.
- Time control adjustments.
- Parts unobtainable/unavailable.
- Routine maintenance (topping pressure, bleeding, airlocks).
- Repairs over £400 without agreement.
- Replacement of showers, taps, toilets, baths, cubicles.
- Below-ground drainage.
- Excluded boiler brands (Ferrol, Heatline, Ariston, etc.).
- Non-condensing boilers.
- Underfloor heating systems.

5. Contract Invalidations

- Invalid/misleading information.
- Payment not received within 7 days.
- Permanent repair recommendations ignored.
- Work carried out by unauthorised persons.
- Unsafe working conditions at property.

6. Landlord Responsibilities

- Provide up-to-date tenant/guest contact details.
- Notify us of tenant changes within 14 days.
- Ensure tenants/guests allow access.
- Remain legally responsible for compliance under Gas Safety Regulations.

7. Tenant & Guest Responsibilities

- Tenants/guests must provide access at agreed times.
- Misuse, damage, or neglect is not covered.
- Examples: blocked toilets from misuse, tampering with controls, accidental/deliberate damage.
- Repairs due to misuse are charged at standard rates.

8. Parts & Repairs

Alternative/compatible parts may be fitted. New parts only supplied where beyond reasonable repair.

9. Boiler Noise & Age

Noise due to age/water condition is not classed as a fault.

10. Boiler Replacement & Beyond Economical Repair

If beyond repair/obsolete/12+ years, we will offer a replacement boiler at a discounted rate.

11. Access to Property

- If access is refused/denied/missed, a **£94 + VAT missed appointment charge will apply.**
- Landlords are responsible for ensuring tenant/guest cooperation.
- We are **not liable for repairs where access is restricted.** This includes:
 - ▶ Where parking is not available within 200m of the property free of charge.
 - ▶ Where pay-and-display or restricted parking prevents attendance.
 - ▶ Where entry to the property is otherwise obstructed or delayed.
- No liability for delays caused by access issues.

12. Charges & Call-Out Fees

- Fair usage: **3 call-outs per year per property.**
- Excess call-outs: **£94 + VAT each.**
- Call-outs apply to the property, not individual tenants/guests.

Our out of hours times are from 5pm - 9pm Monday - Friday and 9am -9pm weekends. This may be affected by public holidays. We will not attend a call out outside of these times. Silver customers will be booked in during usual business hours and will receive usual discounts from call outs as they are on a standard service only plan and not a repair plan.

12.2 No Fault Found Call-Outs

If we attend and no fault is present, or the issue falls outside your plan cover (for example, user error, non-covered parts, third-party interference, or tenant misuse), the visit will be chargeable at our standard rates of £94 + VAT which is the current rate as of 2025 ,however the rate may be adjusted to match new rates at the time of call out.

This ensures that our engineers' time is used efficiently and helps us keep plan prices fair for all members. False alarms, operational errors, or issues unrelated to covered components can otherwise increase costs for every customer.

If a fast-track or emergency attendance is requested and the issue is later found to be non-fault or unrelated to plan cover, the visit will be charged at our fast-track rate of £56 + VAT in addition to the standard call-out rate.

Fast-track attendance is defined as any appointment prioritised ahead of standard diary allocation, including same-day or next-day emergency call-outs. If this falls on an evening, weekend, or bank holiday, additional out-of-hours charges may apply. All costs mentioned relate to standard working hours only.

12.3 Call-Out & Repair Limitation – First 3 Months

During the first three months of any new plan, cover for boiler or system repairs is limited to £250 including parts and labour. Any additional costs will be quoted separately. This does not apply to annual servicing or CP12 inspections.

13. Annual Boiler Service / CP12 Certificates

- CP12 included where stated.
- We will attempt to arrange, but ultimate legal responsibility for compliance remains with the landlord.

14. System Flushing Requirements

Where recommended, flushing must be completed for continued cover (extends contract validity for 5 years).

15. Call-Outs & Urgency Levels

- **High (same-day/24 hrs):** gas leaks, no heat in freezing weather or external temp is below 5 degrees, vulnerable tenants, uncontrollable leaks, no toilet.
- **Medium (48 hrs):** boiler breakdown (non-vulnerable), containable leaks.
- **Low (48+ hrs):** minor/routine issues.

Ultimate Plan: Direct WhatsApp contact allowed. **Other Plans:** Call 01253 422343 and follow prompts.

16. Home Plumbing Cover

Included:

- Emergency leak repairs on hot/cold pipework.
- Repairs to hot water cylinders, water tanks, toilets.
- Minor repairs to plumbing fixtures/fittings (flushes, fill valves, washing machine/dishwasher valves, leaks from taps, wastes, traps, and basic pipework).

Exclusions:

- Guttering and downpipes.
- Soakaways.
- Cast iron pipework.
- Shared drains or pipework with shared responsibility.
- Lead pipework.
- Incoming mains stop tap or any external pipework.
- Galvanised tanks.
- Replacement of tanks, cylinders, sanitaryware, or brassware.
- Silicone reseals.
- Shower/bathroom replacements.
- Below-ground drainage.
- Concealed units, walls, ceilings, or flooring (we may require access; redecoration is your responsibility).
- Concealed or digital showers and shower pumps.

17. Home Electrics Cover

Included:

- Fault finding/repairs to mains wiring where the installation is safe and compliant.
- Repairs to tripping switches, sockets, switches, immersion heater timers.
- Extractor fans ($\leq 15\text{cm}$), doorbells, and smoke alarms connected to wiring.
- Outside lighting fixed to property/outbuildings (below 10m).

Exclusions: (but not limited to)

- Electrical appliances (cookers, fridges, etc.).
- Cooker hoods.
- Consumer units/fuse boards.
- EV chargers.
- Solar panels or battery storage.
- Smart hubs, smart tech, and smart lighting.
- Undersized wiring, poor DIY wiring, or non-compliant systems.

18. Home Internal Drainage Cover

Included:

- Repairs/replacement of leaking/faulty traps, wastes, and blocked internal pipework/toilets.
- Unblocking and repairing internal waste pipes to restore flow.

Exclusions:

- Below-ground drainage.
- Guttering and downpipes.
- Lead pipework.
- Cast iron pipework.
- Removal of odours.
- Hidden pipework in walls/floors/ceilings (access may be required; redecoration is your responsibility).

19. Bolt-On Options

- Gas fire service – annual service only.
- Home Plumbing – same cover as Clause 16.
- Home Electrics – same cover as Clause 17.
- Unvented Cylinder Service – annual service/safety checks.
- Air Source Heat Pumps – covered as boilers; exclusions apply (compressors, poor design/installation, insulation issues).
- Additional Boilers/ASHPs – cover available per appliance depending on plan.

20. Airbnb / Short-Term Lets

- Applies to Airbnb/holiday rentals.
- Landlords must ensure access arrangements (keys, keyholder, check-in staff).
- Missed appointments due to guests = **£94 + VAT charge**.
- Misuse/damage by guests not covered (e.g. blocked toilets, tampering, damage).
- We are not liable for:
 - ▶ Guest complaints,
 - ▶ Refunds,
 - ▶ Alternative accommodation,
 - ▶ Loss of rental income.

21. Changes to the Agreement

- Terms/prices may change (not within the first 12 months).
- Updated terms always available on our website or by request.

22. Final Legal Clauses

- This is a maintenance contract, not an insurance policy.
- We are not FCA regulated.
- Governing law: England & Wales.
- Maximum liability capped at plan value for current year.
- No liability for consequential loss (loss of rent, business, etc.).
- Nothing limits liability for death or injury caused by our negligence.

I confirm I have read the above terms and agree to them, I consent to any debit being taken and understand my cancellation rights/terms. I understand that any updated terms are available at request and any previous signed terms are superseded with any new terms where applicable.

BLACKPOOL



BOILER
INSTALLATIONS



TERMS & CONDITIONS FOR LANDLORD HOMECARE SERVICE PLANS