

Contract Heating

Install | Service | Repair

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Edinburgh Landlord Service Contract 2018



www.contractheating.co.uk

About Contract Heating Ltd.

We are an Edinburgh company established in 1996 and over the years we have carried out repairs for private home owners, landlords, property management companies and boiler manufacturers.

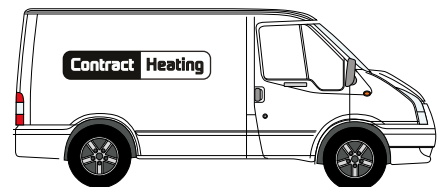
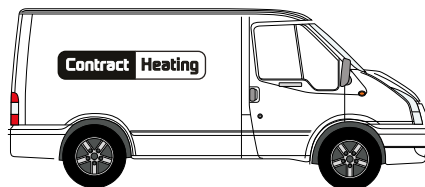
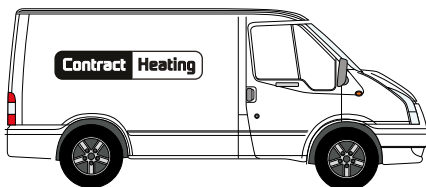
We are currently Edinburgh's approved service agents for the following boiler manufacturers:



Experienced Gas & Electrical Engineers.

Our engineers are experienced in all types of central heating repairs and carry an extensive amount of stock in their vans, enabling us to achieve a high first fix rate, as required by our customers.

We have a large support team in our office ready to deal with any enquiries or problems that arise and able to keep you updated as required with the progress of any work carried out.





Why should Edinburgh Landlord's consider using Contract Heating?

- ✓ **Priority Service (Engineer in attendance same/next working day)**
- ✓ **Trusted and reliable Edinburgh based company established for over 20 years**
- ✓ **22 fully trained engineers on the road 6 days a week**
- ✓ **We carry in excess of 300 lines of stock in each vehicle**
- ✓ **Engineers supported by an experienced team from our office and training facility in Edinburgh**

Edinburgh Landlord's Contract.

We have a very large percentage of our customers in the rental sector requiring regular maintenance checks and a breakdown service that enables them to keep their tenants heating and hot water running.

We currently have in excess of 1500 properties on service contract, many of these for landlords. We can provide our existing landlord customers with a contract that is more tailored to them, that provides the following.

Tailored Edinburgh Landlord's Contract Includes:

- ✓ **Parts and Labour. For a repair to the boiler or associated controls***
- ✓ **Annual Safety Checks**
- ✓ **2 Gas Appliances (1 Central Heating Boiler & 1 Cooker)**
- ✓ **10 Electrical Portable Appliances**
- ✓ **Local uplift and return of keys**
- ✓ **Same or next day working day. This is dependent on the postcode of your property.**
- ✓ **Same or Next working day visit to attend a breakdown**

Contract cost is from £198.00

The cost of the contract, including the items listed above, will be from £198, additional appliances or services can be added to this and the price will be reviewed annually. *Subject to terms and conditions.

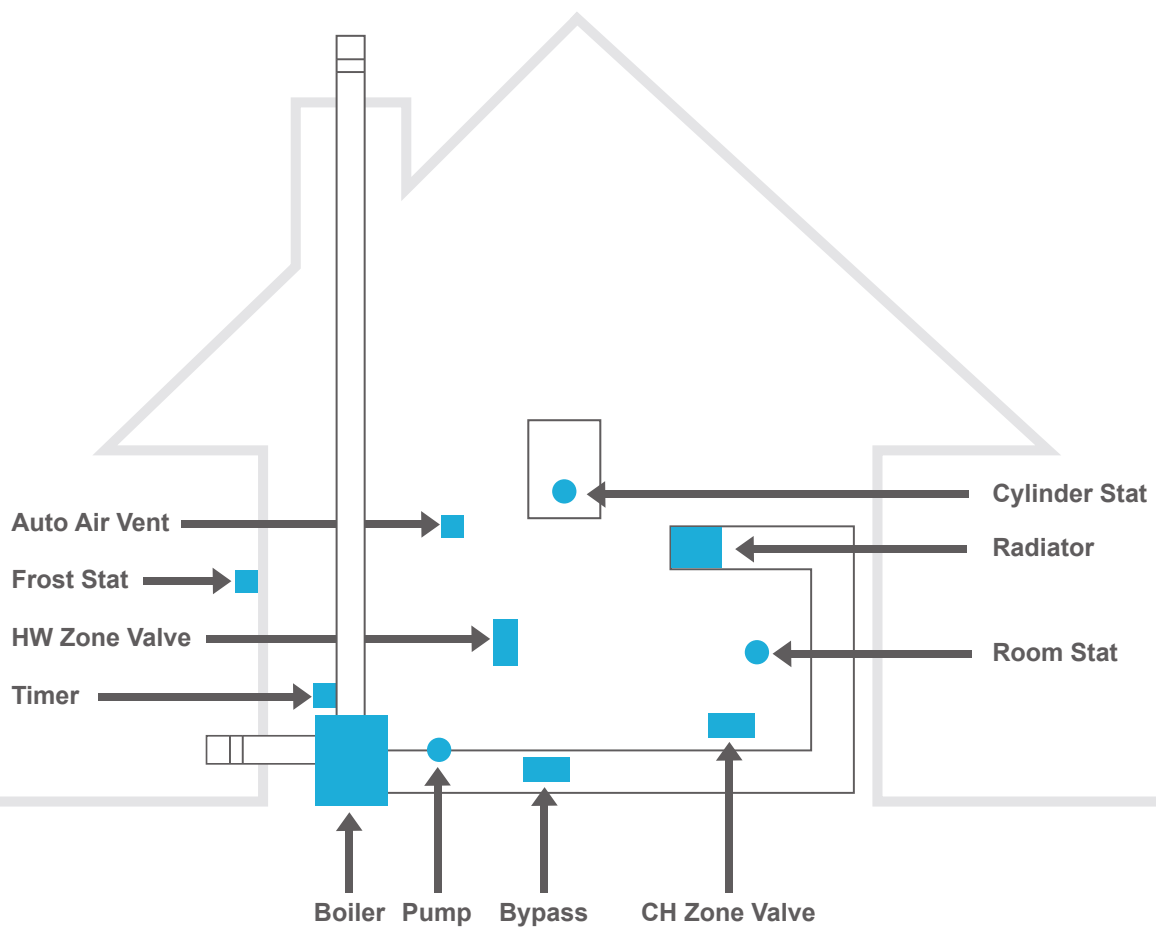
For more information, call our office on: 0131 458 3377.

Or email info@contractheating.co.uk

All prices shown are inclusive of VAT unless otherwise stated.

Typical costs that would be covered by an Edinburgh Landlord's Contract.

- 2 Gas 10 PAT Appliances £96
- Replacement Pump £200
- Replacement PCB £250
- Replacement Fan £250
- Replacement Timer £150
- Replacement Thermostat £105
- Replacement Zone Valve £150



What areas are not covered by a contract?

- Radiator Circuit
- Heat Exchangers/Heat or Storage Banks.

*First £300 of replacement cost is covered by this contract.

Faults on these items are rare and normally arise due to excessive corrosion or formation of sludge which often relates back to the initial installation. Problems occurring as a result of these conditions would not be included, therefore we wish to make this clear from the outset, by excluding these from the contract.

What would happen if we were called to a fault not covered by a contract?

We would charge our hourly rate of £45 plus vat per hour and you would be notified of any costs likely to be incurred above the first hour charge.

Contract payment via Direct Debit.

All you have to do is complete a Direct Debit form and return it to us. It's as easy as that.

Daytime Contact.

Tel: 0131 458 3377

Mon - Fri: 9.00am - 4.30pm

Sat: 9:00am - 12:30pm

Sunday: Closed

What are PAT Checks?

These are checks that are carried out on items of electrical equipment to ensure they are in safe working order. Items include Iron, Kettle, Fridge, Washing Machine etc.

Are PAT checks compulsory?

Unlike a Landlords Gas Safety Check, PAT checks are not legally required.

Why you should get PAT checks completed in your property?

Landlords have a responsibility to ensure that electrical equipment provided by them is in safe working order.



Non compliant electrical equipment can leave a landlord facing potential legal claims from a tenant who may have been injured, as a result of faulty electrical equipment provided by the landlord.

Landlord Service Contract Terms & Conditions.

Commencement of Service Contract.

The service contract must be taken out in the name of the person that owns the property, work can be instructed by a nominated person or managing agent on behalf of the owner.

The Contract will start from the first of the month following receipt of your signed agreement/payment form. The initial inspection and maintenance call will be arranged within 14 days of this date and any exceptions, exclusions or defects noted at this time will not be covered by this agreement. If you do not proceed with the agreement at this point you will be invoiced for the cost of these checks. In the first year breakdowns are not included for the first 14 days, this is to allow for the initial inspection and set up of the agreement.

Any existing faults apparent during this period would not be covered by the service contract and would be chargeable at our normal rates.

Annual Landlord Safety Check.

Contract Heating Ltd. will contact you and access must be permitted for the maintenance of the appliance.

It is the responsibility of the landlord to comply with their legal requirement and to provide a landlord's gas safety record, Contract Heating cannot be held liable for any failure to do so.

Breakdown.

In the event of a breakdown on the appliance on service contract, contact Contract Heating on 0131 458 3377. We will then arrange a visit before the end of the next working day. The normal working week is Monday to Friday from 8.00am to 4.30pm (engineers will work past 4.30pm to complete calls allocated to them on that day). During the winter months (October to March) we provide a Saturday service from 9.00am to 12.30pm, this is not considered part of the normal working week but you may be offered a call on this day, dependant on our workload and previous call history.

Landlord Service Contract Terms & Conditions.

What is included in the Service Contract.

Landlords Gas Safety Certificate for 2 Gas Appliances

(1 Central Heating Boiler & 1 Gas Cooking Appliance)

A combined appliance e.g. Fire and Back Boiler Unit would be 2 appliances.

Any gas fire that is to be included in the landlord safety check is an additional £25.

Electrical Portable Appliance Checks (10 items of equipment) Any additional Portable

Appliances to be added to the certificate are charged at £2.50 per appliance

Priority Breakdown Service

Parts & Labour costs for a repair to the appliance and external controls*

If agreed with the tenant and landlord our engineers will use keys for access.

Keys can be delivered to our office or we can uplift from an agent or premises in the area of the property. We have an electronic system in place to ensure security of your keys and where possible return them within 7 days of completion of the work.

This Service Contract does not include.

Labour costs to gain access to faulty equipment included in this service contract.

The provision of access equipment that may be required to carry out a repair on any equipment included in this service contract agreement.

Decorative panels are often subject to wear and replacement of these will not be done as part of the service contract agreement.

Landlord Service Contract Terms & Conditions.

The contract does not include any repairs required on or due to:

- The Gas, Electricity or water mains services to the property or appliance.
- The Appliance Flue System.
- Any condensate removal pipework or components external to the boiler or not supplied by the appliance manufacturer.
- Any under floor heating circuit or associated controls.
- Any domestic water storage vessel e.g. water cylinder, Gledhill unit or similar.
- Any heat exchanger or hot water heat bank within the appliance with a water storage capacity in excess of 5 litres. If replacement of these is required the contract will include the first £200 of this work which would be charged at RRP for the part and £45 per hour for labour.
- Pipework external to the boiler.
- Any part which is no longer available from the manufacturer.
- Inherent faults caused by the installation not being carried out in accordance with the manufacturers instructions.
- Accidental damage, malicious damage, storm, flood, fire, explosion or frost.
- Corrosion of metalwork or components.
- Equipment which is not part of the central heating system included in this service contract agreement.
- Any repair required due to changes in gas regulations or manufacturer upgrade/modification.
- Any repair work required due to sludge or contaminated water in the central heating system or appliance.
- Filling a sealed system which is not working due to low pressure.
- Pipework, radiators and radiator valves. Faults on these are often caused by sludge or corrosion and these are therefore not covered by this service contract.
- Any parts of the boiler which need replaced due to normal wear, these would include user controls, insulation pads, sacrificial anode.

Landlord Service Contract Terms & Conditions.

Beyond economical repair.

If the appliance is greater than 5 years old and the cost of repair, including parts and labour costs, would be in excess of £500, the appliance would be considered beyond economical repair. In this event there would be 2 options.

Option 1:

The service contract agreement will include the first £200 of the repair work with an invoice issued to the client for the remainder.

Option 2:

A £200 contribution will be made towards a replacement appliance. All cost relating to this section do not include VAT.

Cancellation.

If payment is made by Direct Debit you may cancel the contract at any time by cancelling the Direct Debit. In this event the contract will be valid for 1 month from the date of the last payment; an invoice would then be issued for any work carried out, including the annual maintenance check, above the amount paid for the service contract.

If payment is made by cash or cheque you may cancel at any time and a refund will be made on a pro rata basis, or an invoice would then be issued for any work, including the annual maintenance check, above the amount paid toward the Service Contract.

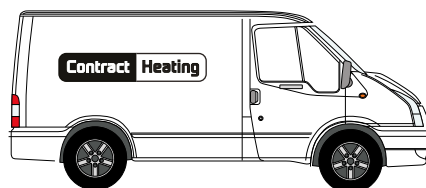
Contract Heating Ltd. reserve the right to cancel the contract by giving you 7 days notice, this will be done by sending a recorded delivery letter to the address at which the contract was taken out.

Emergency.

In the event of a smell of gas escape or fumes, you must immediately call the national gas emergency service on 0800 111 999 and they will attend your property to make the situation safe.

Emergency Contact Details

In the event of a smell of gas or fumes, you must immediately call the national gas emergency service on **0800 111 999** and they will attend your property to make the situation safe.



Contract Heating

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