

CARE PLAN TERMS & CONDITIONS

Introduction – How These Terms Work

We understand that terms and conditions can be difficult to read. We have written these Care Plan Terms & Conditions as clearly as possible so you understand exactly what is and is not included.

These Care Plan Terms & Conditions apply specifically to our service plans and operate separately from our general terms for one-off works.

Care Plans are governed by:

These Care Plan Terms & Conditions; and

Any applicable Care Plan Schedules and Optional Add-On Terms.

Where more than one document applies, the following order of precedence applies:

These Care Plan Terms & Conditions

Care Plan schedules, summaries, and comparison tables

Optional Add-On Terms & Conditions

This Care Plan is a maintenance agreement and not an insurance policy.
PHP Services Ltd is not regulated by the Financial Conduct Authority (FCA).

Separate Care Plan Terms apply to:

Domestic homeowners

Landlords, letting agents, and rented properties

DOMESTIC CARE PLAN TERMS & CONDITIONS

1. Definitions

In these Domestic Care Plan Terms & Conditions, the following definitions apply:

Care Plan

The domestic maintenance plan selected by you, as confirmed following enrolment and acceptance.

Covered Components

The boiler, system components, and associated parts included under your selected Care Plan level, as set out in the applicable Care Plan Schedule.

Breakdown

The sudden and unexpected failure of a Covered Component resulting in loss of heating or hot water.

Beyond Economic Repair (BER)

Where the cost of repair exceeds the economic value of the appliance or component, or where repair is otherwise deemed uneconomical.

Plan Start Date

The date on which Care Plan cover formally commences following successful inspection and acceptance.

Plan Year

A 12-month period beginning on the Plan Start Date.

2. Scope of the Care Plan

2.1 The Care Plan provides maintenance and, where applicable, repair cover for Covered Components only.

2.2 Cover applies solely to the domestic residential property stated at the time of enrolment.

2.3 The Care Plan does not provide cover for properties used wholly or partly for commercial purposes.

2.4 The scope of cover depends on the Care Plan level selected and may vary between plans.

3. Eligibility and Initial Inspection

3.1 All Care Plans are subject to an initial boiler service and system inspection, which is chargeable unless expressly stated otherwise in writing.

3.2 The initial inspection assesses safety, condition, compliance, and eligibility for Care Plan cover.

3.3 Where an appliance or system is unsafe, non-compliant, unsuitable, or otherwise ineligible, we may decline or restrict cover.

3.4 The initial service and inspection remain chargeable even where Care Plan cover is declined, restricted, or not activated.

3.5 Where defects, safety issues, non-compliance, or pre-existing faults are identified, we may:

Decline cover

Restrict cover

Require remedial works before cover commences

3.6 Any required remedial works are chargeable and must be completed before Care Plan cover applies.

3.7 Eligibility decisions are made at our sole discretion.

4. Care Plan Levels

4.1 Available Care Plan levels, together with inclusions and exclusions, are set out in the applicable Care Plan Schedule.

4.2 Service-only plans provide an annual service and priority booking only and do not include repair cover, labour, or parts.

4.3 Repair-inclusive plans provide cover only for Covered Components and remain subject to exclusions, BER limits, and fair usage provisions.

5. Optional Add-Ons

5.1 Optional add-ons may be available, including but not limited to:

Unvented hot water cylinder service

Gas fire service

Electrical cover

5.2 Optional add-ons are subject to separate Add-On Terms & Conditions, which apply in addition to these Care Plan Terms.

6. Callouts and Response Times

6.1 Unlimited callouts apply to Covered Components only and only where repair cover is included.

6.2 Priority service means priority over non-members but does not guarantee same-day attendance.

6.3 Attendance outside normal working hours may be chargeable depending on plan level.

6.4 No Fault Found

If an engineer attends following a report of a fault and no fault is found with a Covered Component, or the issue arises from an excluded cause, we reserve the right to charge a diagnostic or attendance fee.

7. Annual Boiler Service

7.1 An annual boiler service is included under all Domestic Care Plans.

7.2 Services are carried out in accordance with manufacturer instructions and current regulations.

7.3 Missed or aborted appointments due to access issues may be chargeable.

8. Water Quality and System Care

8.1 Where included, water testing and corrosion protection apply only to plans that expressly include these services.

8.2 You are responsible for maintaining correct system pressure and reporting recurring faults.

9. Customer Responsibilities and Access

9.1 You must provide safe, clear, and unrestricted access to all relevant system components.

9.2 We do not make good, redecorate, or repair cosmetic finishes following works.

9.3 We may refuse to carry out works where access is unsafe or restricted.

10. Exclusions

10.1 The Care Plan excludes (but is not limited to):

Plumbing and drainage systems

Appliances not expressly covered

External pipework

Frozen pipes

Cosmetic damage

Damage caused by misuse, neglect, or third parties

Faults arising from building works or alterations

10.2 Fuel storage and supply systems are excluded, including:

Oil tanks and oil supply pipework

LPG cylinders, regulators, and bottle installations

Fuel contamination or running out of fuel

10.3 Where works fall outside the Care Plan, we may offer to carry them out at the applicable Care Plan labour or discounted member rate. Such works remain chargeable.

11. Beyond Economic Repair (BER)

11.1 Repairs will not be carried out where an appliance or component is deemed Beyond Economic Repair.

11.2 Heat exchanger failure is always considered BER.

11.3 Once BER is declared, no further repairs will be covered.

11.4 Monthly payments continue unless the Care Plan is cancelled in accordance with Section 12.

12. Payments, Term, and Cancellation

12.1 Domestic Care Plans operate on a minimum 12-month term.

12.2 Payments are collected monthly using the agreed payment method.

12.3 Missed or failed payments may result in suspension or cancellation.

12.4 Plans renew annually unless cancelled in writing prior to renewal.

13. Cooling-Off Period

13.1 A statutory 14-day cooling-off period applies from the date of enrolment.

13.2 Where services have been provided during the cooling-off period, reasonable costs may be deducted from any refund.

14. Certificates and Records

14.1 Service records and certificates are issued digitally unless otherwise agreed.

14.2 Printed copies may be chargeable.

15. Limitation of Liability

15.1 Nothing in these Terms limits liability for death or personal injury caused by negligence.

15.2 We are not liable for indirect or consequential loss.

16. Governing Law

These Domestic Care Plan Terms & Conditions are governed by the laws of England and Wales. The courts of England and Wales shall have exclusive jurisdiction.

LANDLORD CARE PLAN TERMS & CONDITIONS

1. Application of These Terms

These Landlord Care Plan Terms & Conditions apply where PHP Services Ltd provides Care Plan services to:

Landlords

Letting agents

Property managers

in respect of rented residential properties.

These Terms apply in addition to the Care Plan Introduction and override the Domestic Care Plan Terms where there is any conflict.

This Care Plan is a maintenance service and not an insurance policy.

2. Parties and Authority

2.1 The Client is the landlord, property owner, or managing agent instructing PHP Services Ltd.

2.2 Where a letting or managing agent instructs services, they confirm they have full authority to:

Instruct works

Accept quotations

Agree Care Plan terms

Settle payment on behalf of the landlord

2.3 References to a tenant mean the lawful occupier of the property.

3. Scope of the Landlord Care Plan

3.1 The Landlord Care Plan provides maintenance and, where applicable, repair cover for Covered Components only, as defined by the selected plan level.

3.2 Cover applies solely to the rented residential property stated at enrolment.

3.3 The Care Plan does not apply to:

Commercial premises

HMOs requiring separate licensing

Mixed-use properties

unless expressly agreed in writing.

4. Eligibility and Initial Inspection

4.1 All Landlord Care Plans are subject to an initial boiler service and system inspection, which is chargeable unless stated otherwise in writing.

4.2 The inspection assesses safety, condition, compliance, and eligibility for Care Plan cover.

4.3 Where a system or appliance is unsafe, non-compliant, unsuitable, or otherwise ineligible, we may:

Decline cover

Restrict cover

Require remedial works before cover commences

4.4 The initial service and inspection remain chargeable even where Care Plan cover is declined or restricted.

4.5 Eligibility decisions are made at our sole discretion.

5. Landlord Responsibilities

5.1 The landlord remains responsible at all times for compliance with statutory obligations, including but not limited to:

Gas safety

Electrical safety

Carbon monoxide protection

Water hygiene

5.2 This Care Plan does not replace or override any legal duties owed by the landlord.

5.3 Accurate and complete information regarding:

Appliances

Access arrangements

Tenancy status

must be provided.

6. Tenant Access and Attendance

6.1 The landlord or managing agent is responsible for arranging tenant access.

6.2 Missed or aborted appointments due to tenant non-attendance or access restrictions may be chargeable.

6.3 Repeated access failures may result in suspension or refusal of service under the Care Plan.

7. Care Plan Levels

7.1 Available Care Plan levels and their inclusions are set out in the applicable Care Plan Schedule.

7.2 Service-only plans include:

An annual boiler service

Statutory checks where applicable

and do not include repairs, labour, or parts.

7.3 Repair-inclusive plans provide cover only for Covered Components and remain subject to:

Exclusions

Beyond Economic Repair limits

Fair usage provisions

8. Gas Safety and Certification

8.1 Where included, annual gas safety checks and certification are carried out in accordance with statutory requirements.

8.2 Certificates are issued only where:

Appliances pass inspection

Payment obligations are met

8.3 Unsafe appliances may be isolated or disconnected without liability.

9. Tenant Misuse and Damage

9.1 Faults arising from:

Tenant misuse

Neglect

Interference

Unauthorised alterations

are excluded from Care Plan cover.

9.2 Evidence of misuse may result in suspension of cover until rectified at the landlord's expense.

10. Void Properties

10.1 Damage occurring during void periods is excluded from Care Plan cover.

10.2 The landlord remains responsible for protecting systems during voids, including frost protection.

11. Exclusions

11.1 The Landlord Care Plan excludes (but is not limited to):

Plumbing and drainage systems

Appliances not expressly covered

External pipework

Frozen pipes

Cosmetic damage

Damage caused by tenants or third parties

Faults arising from building works or alterations

11.2 Fuel storage and supply systems are excluded, including:

Oil tanks and oil supply pipework

LPG cylinders, regulators, and bottle installations

Fuel contamination or running out of fuel

11.3 Where works fall outside the Care Plan, we may offer to carry them out at the applicable Care Plan or discounted member rate. Such works remain chargeable.

12. Beyond Economic Repair (BER)

12.1 Repairs will not be carried out where an appliance or component is deemed Beyond Economic Repair.

12.2 Heat exchanger failure is always considered BER.

12.3 Once BER is declared, no further repairs will be covered.

12.4 Monthly payments continue unless the Care Plan is cancelled.

13. Payments, Term, and Cancellation

13.1 Landlord Care Plans operate on a minimum 12-month term.

13.2 Payments are payable by the landlord or managing agent.

13.3 Missed or failed payments may result in suspension or cancellation of cover.

13.4 Plans renew annually unless cancelled in writing prior to renewal.

14. Records and Certificates

14.1 Service records and certificates are issued digitally unless otherwise agreed.

14.2 Printed copies may be chargeable.

15. Limitation of Liability

15.1 Nothing in these Terms limits liability for death or personal injury caused by negligence.

15.2 We are not liable for indirect or consequential loss, including loss of rental income.

16. Governing Law

These Landlord Care Plan Terms & Conditions are governed by the laws of England and Wales. The courts of England and Wales shall have exclusive jurisdiction.

ULTIMATE CARE PLAN – EXTENDED COVER SCHEDULES

The provisions in this section apply only where the Ultimate Care Plan has been selected. These schedules do not apply to Service Only, Basic, or Premium plans.

Where there is any conflict between these schedules and the Domestic or Landlord Care Plan Terms, these schedules shall take precedence in respect of the services described below only.

All services remain subject to eligibility, inspection, exclusions, and fair usage.

1. Heating Pipework (Ultimate Plans Only)

1.1 Scope of Cover

Where included, cover applies to existing internal heating pipework only, forming part of the central heating system.

Cover includes:

Repair of sudden and unforeseen leaks or failures

Limited sectional replacement where repair is not reasonably practicable

Any replacement carried out will be:

Like-for-like or nearest modern equivalent

Routed in the same or substantially similar manner

Determined at our discretion

1.2 Exclusions

Heating pipework cover does not include:

Pipework concealed within walls, floors, ceilings, or structural elements

Pipework requiring lifting flooring, cutting walls, or disturbing finishes

Plastic microbore pipework where widespread degradation is evident

Lead pipework

Alterations, upgrades, rerouting, or system redesign

Full or property-wide pipework replacement

Damage caused by freezing, corrosion, scale, building movement, impact, pests, or third-party works

2. Internal Gas Supply Pipework (Ultimate Gas & LPG Plans Only)

2.1 Scope of Cover

Where included, cover applies to internal gas supply pipework only, located within the property boundary and serving fixed heating appliances.

Cover includes:

Repair of leaks arising from normal domestic use

Limited sectional replacement where repair is not reasonably practicable

2.2 Exclusions

Internal gas supply pipework cover does not include:

External pipework

Pipework serving non-heating appliances unless expressly stated

Gas meters, regulators, emergency control valves, or supply infrastructure

Full replacement of gas installations

Upgrades required solely due to changes in legislation or regulations

All gas works will be carried out in accordance with Gas Safe requirements.

This cover does not replace or override any statutory gas safety obligations.

3. Hot Water Cylinders (Ultimate Plans Only)

3.1 Scope of Cover

Where included, cover applies to existing hot water cylinders, including unvented systems.

Cover may include:

Repair of eligible faults

Replacement where repair is not economically viable

Replacement is limited to:

Like-for-like or nearest modern equivalent

A cylinder of similar capacity and specification

Installation method determined by us

3.2 Conditions and Exclusions

Hot water cylinder cover does not include:

Relocation of the cylinder

System redesign or reconfiguration

Structural alterations or building works

Cosmetic finishes or decorative enclosures

Associated upgrades not required for safe operation

All replacement or repair is subject to:

Safety compliance

Manufacturer support availability

Engineer assessment

4. System Powerflush (Ultimate Plans Only)

4.1 Scope of Service

Where included, a system powerflush may be provided:

No more than once every five years

Only where technically appropriate and safe

Powerflushing is carried out to:

Improve system circulation

Reduce sludge and debris

Support efficient system operation

4.2 Limitations

A system powerflush:

Is not guaranteed

Will not be carried out where it may cause damage

Does not remedy underlying system defects

The decision to proceed rests solely with us following inspection.

5. Fair Usage and Limitations

5.1 Ultimate Plan extended cover is subject to fair usage, including reasonable limits on:

Frequency of attendance

Labour time

Cost of parts and materials

5.2 Repeated failures arising from the same underlying issue may result in:

Restriction of cover

Requirement for chargeable remedial works

Withdrawal of the extended cover element

OPTIONAL ADD-ON TERMS & CONDITIONS

Optional add-ons are available in conjunction with an active Care Plan where expressly selected.

Each add-on:

Is optional

Applies only where selected

Is governed by its own specific Add-On Terms & Conditions

The full Add-On Terms & Conditions for each available add-on are set out below on this page and apply in addition to the applicable Domestic or Landlord Care Plan Terms.

Where an add-on is selected, the relevant Add-On Terms apply in full and form part of the Care Plan agreement.

In the event of any conflict between:

The Care Plan Terms & Conditions; and

An Add-On's specific Terms & Conditions

the Add-On Terms & Conditions shall take precedence, but only in respect of the services provided under that add-on.

Available Add-Ons

Add-ons may include (subject to eligibility and inspection):

Electrical Cover

Gas Fire Cover

Unvented Hot Water Cylinder Cover

PAT Testing (Landlord plans only)

Legionella Risk Assessment (Landlord plans only)

Each add-on has its own scope, limitations, exclusions, and eligibility criteria, which are detailed in the relevant section below.

GENERAL PROVISIONS

1. Pricing and VAT

1.1 All Care Plans and optional add-ons are charged on a monthly basis unless expressly stated otherwise.

1.2 Where stated, prices for domestic homeowner Care Plans are shown inclusive of VAT. Prices for landlord Care Plans, optional add-ons, and any additional services are shown exclusive

of VAT unless expressly stated otherwise.

VAT is charged at the prevailing rate.

1.3 Prices may be reviewed periodically. Where pricing changes, reasonable notice will be provided.

2. Payments

2.1 Payments are collected by the agreed payment method.

2.2 Where a payment fails, we may:

Re-attempt collection

Suspend cover

Cancel the Care Plan or applicable add-ons

2.3 Cover may be suspended during any period of non-payment.

3. Term and Cancellation

3.1 Care Plans operate on a minimum 12-month term, unless stated otherwise in writing.

3.2 Plans renew automatically at the end of each term unless cancelled in accordance with these Terms.

3.3 Cancellation requests must be made in writing.

3.4 Where a Care Plan is cancelled:

Charges remain payable for services already provided

Add-ons will be cancelled concurrently unless otherwise agreed

4. Cooling-Off Period

4.1 A statutory 14-day cooling-off period applies from the date of enrolment.

4.2 Where services have been provided during the cooling-off period, reasonable costs may be deducted from any refund.

5. Suspension and Termination

5.1 We may suspend or terminate a Care Plan or any add-on where:

Eligibility criteria are no longer met

Safety concerns arise

Access is repeatedly denied

Misuse, neglect, or non-compliance is identified

5.2 Suspension or termination does not entitle the customer to a refund of amounts already paid, except where required by law.

6. Limitation of Liability

6.1 Nothing in these Terms limits liability for death or personal injury caused by negligence.

6.2 We shall not be liable for:

Indirect or consequential loss

Loss of income or rental income

Loss arising from excluded faults or third-party works

7. Force Majeure

We are not liable for delays or failure to perform services due to events beyond our reasonable control, including but not limited to:

Extreme weather

Supply chain disruption

Acts of government

Utility outages

8. Governing Law

These Care Plan Terms & Conditions are governed by the laws of England and Wales.

The courts of England and Wales shall have exclusive jurisdiction.

ELECTRICAL COVER – ADD-ON TERMS & CONDITIONS

Applies only where Electrical Cover is selected as an optional add-on in conjunction with an active PHP Services Care Plan.

These Electrical Cover Add-On Terms & Conditions apply where Electrical Cover is provided as an optional add-on in conjunction with an active PHP Services Care Plan.

Electrical Cover is supplementary to, and must be read together with:

The Care Plan Terms & Conditions; and

Any applicable Care Plan Schedules.

Where there is any conflict, these Electrical Cover Add-On Terms & Conditions shall take precedence only in respect of electrical works.

Electrical Cover is a maintenance service and not an insurance policy.

1. Definitions

In these Terms:

“We / Us / Our”

Plumbing, Heating & Property Services Ltd trading as PHP Services.

“You / Your / Customer”

The person or entity who has entered into a Care Plan with Electrical Cover.

Electrical Cover

The optional electrical maintenance cover provided subject to these Terms.

Property

The residential property covered under the Care Plan.

Fixed Electrical Installation

Permanent wiring, circuits, consumer units, sockets, switches, and electrical accessories forming part of the Property.

2. Scope of Electrical Cover

2.1 Electrical Cover is available only in conjunction with an active PHP Services Care Plan.

2.2 Electrical Cover applies solely to Fixed Electrical Installations within the Property and is subject to eligibility, inspection, and exclusions set out in these Terms.

2.3 Electrical Cover does not apply to portable, plug-in, or freestanding electrical appliances unless expressly agreed in writing.

3. Eligibility, Inspection, and EICR Requirements

3.1 Electrical Cover shall not commence until the electrical installation has been inspected and deemed suitable by PHP Services.

3.2 The initial electrical inspection is chargeable unless expressly agreed otherwise in writing and remains chargeable even where Electrical Cover is declined, restricted, or not activated.

3.3 Eligibility decisions are made at the sole discretion of PHP Services.

Landlord Properties

3.4 For rented or landlord properties, a valid Electrical Installation Condition Report (EICR) must be provided prior to Electrical Cover commencing.

3.5 Where no current EICR is in place, PHP Services may arrange an EICR at additional cost prior to activation of Electrical Cover.

3.6 Electrical Cover will not commence where the EICR records:

C1 (Danger Present)

C2 (Potentially Dangerous)

FI (Further Investigation Required)

3.7 Any C3 recommendations or remedial works identified must be completed before Electrical Cover commences.

Homeowner Properties

3.8 For owner-occupied domestic properties, a general electrical inspection will be carried out to assess the condition of visible wiring, sockets, switches, and accessories.

3.9 A formal EICR is not included unless expressly agreed and charged separately.

3.10 Where safety concerns, defects, or non-compliance are identified, Electrical Cover may be refused or suspended until remedial works are completed.

4. What Is Included

Subject to compliance with these Terms, Electrical Cover includes:

Fault diagnosis relating to Fixed Electrical Installations

Repair of existing electrical circuits

Replacement of faulty sockets, switches, fused spurs, and light fittings

Repair of existing cabling where failure occurs during normal domestic use

All works are limited to restoring safe and functional operation.

Improvements, upgrades, or enhancements are not included.

5. What Is Excluded

Electrical Cover does not include:

Consumer unit (fuse board) replacement, upgrade, or alteration

Full or partial rewiring of the Property

Pre-existing faults identified before cover commences

Electrical works required solely due to changes in legislation or regulations

Electric vehicle charging points

Smart home systems, data cabling, alarm systems, CCTV, or audiovisual installations

Decorative, specialist, or non-standard electrical fittings, including chandeliers, feature lighting, bespoke fittings, or designer accessories

Garden electrics, external buildings, or outbuildings unless agreed in writing

Damage caused by flooding, fire, impact, pests, or structural defects

Cosmetic issues including discolouration, cracked accessories, or aesthetic damage

6. Access and Safety

6.1 You must provide safe, clear, and unrestricted access to all relevant electrical components.

6.2 Electrical Cover does not apply where access is unsafe, restricted, or obstructed.

6.3 Electrical Cover does not include works requiring:

Lifting floor coverings

Removing fixed flooring

Cutting or disturbing walls, ceilings, or structural elements

Making-good, reinstatement, or decorative works

6.4 Aborted or failed visits due to access issues may be chargeable.

7. Parts, Labour, and Fair Usage

7.1 Electrical Cover includes labour and standard replacement parts, subject to fair usage.

7.2 Fair usage includes reasonable limits on:

The number of call-outs

The cost of parts supplied

Repeated attendance for the same underlying issue

7.3 Where faults arise from misuse, neglect, third-party works, or non-compliance, cover may be suspended until rectified at the Customer's expense.

7.4 Where works fall outside the scope of Electrical Cover, PHP Services may, at its discretion, offer to carry out such works at the applicable Care Plan labour rate or discounted member rate. Such works remain chargeable.

8. Landlord and Tenanted Properties

8.1 For rental properties, the landlord or managing agent remains responsible for tenant access.

8.2 Missed appointments due to tenant non-attendance are not covered.

8.3 Electrical Cover does not replace or override the landlord's legal obligations to maintain safe electrical installations.

8.4 Electrical Cover is not a substitute for an Electrical Installation Condition Report (EICR).

9. Attendance and Emergencies

9.1 Electrical Cover provides attendance during normal working hours unless otherwise stated.

9.2 Emergency or out-of-hours attendance may be chargeable depending on Care Plan level and availability.

10. Term and Cancellation

10.1 Electrical Cover runs concurrently with the underlying Care Plan and is subject to the same minimum 12-month term.

10.2 Cancellation or termination of the Care Plan will automatically cancel Electrical Cover.

11. Governing Law

These Electrical Cover Add-On Terms & Conditions are governed by the laws of England and Wales.

The courts of England and Wales shall have exclusive jurisdiction.

UNVENTED HOT WATER CYLINDER COVER – ADD-ON TERMS & CONDITIONS

Applies only where Unvented Hot Water Cylinder Cover is selected as an optional add-on or is included as part of an Ultimate Care Plan.

These Unvented Hot Water Cylinder Cover Add-On Terms & Conditions apply where cover for an unvented hot water cylinder is provided in conjunction with an active PHP Services Care Plan.

These Terms are supplementary to, and must be read together with:

The Care Plan Terms & Conditions; and

Any applicable Care Plan Schedules.

Where there is any conflict, these Add-On Terms shall take precedence only in respect of unvented hot water cylinder works.

This service is a maintenance service and not an insurance policy.

1. Definitions

In these Terms:

Unvented Hot Water Cylinder

A mains-pressure hot water storage cylinder incorporating safety devices and controls in accordance with Building Regulations.

Cylinder Cover

The optional maintenance and repair cover provided subject to these Terms.

Ultimate Care Plan

The highest level Care Plan which may include extended system and replacement cover.

2. Scope of Cover

2.1 Where Unvented Hot Water Cylinder Cover is selected as an add-on, cover is limited to:

Fault diagnosis

Repair of eligible components

2.2 Where included as part of an Ultimate Care Plan, cover may include:

Repair of eligible faults; and

Replacement of the unvented hot water cylinder where repair is deemed uneconomical or unsafe.

2.3 Replacement, where applicable, is limited to:

Like-for-like or nearest modern equivalent

Similar capacity and specification

Installation method determined by us

2.4 Cover applies only to the existing cylinder installed at the property and does not extend to system redesign or upgrades.

3. Eligibility and Inspection

3.1 Cover shall not commence until the cylinder and associated components have been inspected and deemed suitable.

3.2 The inspection is chargeable unless expressly stated otherwise and remains chargeable even where cover is declined.

3.3 Where safety issues, non-compliance, age-related deterioration, or pre-existing faults are identified, we may:

Decline cover

Restrict cover

Require chargeable remedial works before cover applies

3.4 Eligibility decisions are made at our sole discretion.

4. What Is Included

Subject to these Terms, cover may include:

Repair or replacement of immersion heaters

Temperature and pressure relief valves

Expansion vessels

Associated safety controls

All works are limited to restoring safe and functional operation.

5. What Is Excluded

Unvented Hot Water Cylinder Cover does not include:

Installation defects or non-compliant installations

Discharge pipework upgrades beyond current compliance requirements

Scale damage caused by water hardness or poor water quality

Relocation of the cylinder

System redesign or reconfiguration

Structural alterations or building works

Cosmetic finishes, boxing-in, or decorative enclosures

Replacement where parts or cylinders are no longer supported by manufacturers

6. Landlord-Specific Provisions

6.1 This cover does not replace or override any statutory obligations owed by landlords.

6.2 Responsibility for compliance with Building Regulations and safety requirements remains with the landlord.

7. Fair Usage and Limitations

7.1 Cylinder cover is subject to fair usage, including reasonable limits on:

Attendance

Labour time

Cost of parts or replacement components

7.2 Repeated failures arising from the same underlying issue may result in restriction or withdrawal of cover.

8. Term and Cancellation

8.1 Unvented Hot Water Cylinder Cover runs concurrently with the underlying Care Plan.

8.2 Cancellation or termination of the Care Plan will automatically cancel this add-on.

9. Governing Law

These Unvented Hot Water Cylinder Cover Add-On Terms & Conditions are governed by the laws of England and Wales.

The courts of England and Wales shall have exclusive jurisdiction.

GAS FIRE COVER – ADD-ON TERMS & CONDITIONS

Applies only where Gas Fire Cover is selected as an optional add-on in conjunction with an active PHP Services Care Plan.

These Gas Fire Cover Add-On Terms & Conditions apply where Gas Fire Cover is provided alongside an active Care Plan.

These Terms are supplementary to, and must be read together with:

The Care Plan Terms & Conditions; and

Any applicable Care Plan Schedules.

Where there is any conflict, these Add-On Terms shall take precedence only in respect of gas fire works.

Gas Fire Cover is a maintenance service and not an insurance policy.

1. Definitions

In these Terms:

Gas Fire

A fixed, mains-gas or LPG-fired room heater installed at the Property and connected to a flue or chimney system.

Gas Fire Cover

The optional servicing and repair cover provided subject to these Terms.

2. Scope of Cover

2.1 Gas Fire Cover applies to one gas fire per property, unless expressly agreed otherwise in writing.

2.2 Cover includes:

Annual service of the gas fire where selected

Fault diagnosis

Repair of eligible internal components

2.3 Cover applies only to the existing gas fire installed at the Property at the time cover commences.

2.4 All works are limited to restoring safe and functional operation.

3. Eligibility and Inspection

3.1 Gas Fire Cover shall not commence until the appliance has been inspected and deemed safe and suitable.

3.2 The initial inspection or service is chargeable unless expressly stated otherwise.

3.3 Where the appliance is found to be unsafe, non-compliant, obsolete, or unsuitable, we may:

Decline cover

Restrict cover

Isolate or disconnect the appliance without liability

3.4 Eligibility decisions are made at our sole discretion.

4. What Is Included

Subject to these Terms, Gas Fire Cover may include:

Cleaning and servicing of the appliance

Replacement of eligible internal components

Safety checks in accordance with current regulations

Replacement parts are subject to availability.

5. What Is Excluded

Gas Fire Cover does not include:

Chimneys, flues, liners, cowls, or ventilation upgrades

Building works or structural alterations

Decorative surrounds, hearths, mantels, or cosmetic finishes

Remote controls, batteries, or accessories

Fires that are obsolete or where parts are no longer available

Replacement of the appliance where deemed Beyond Economic Repair

Damage caused by misuse, neglect, or third-party works

6. Landlord-Specific Provisions

6.1 Where Gas Fire Cover is provided at a rented property:

Tenant misuse or damage is excluded

The landlord remains responsible for statutory gas safety obligations

6.2 Gas Fire Cover does not replace or override landlord compliance duties.

7. Fair Usage and Limitations

7.1 Gas Fire Cover is subject to fair usage, including reasonable limits on:

Attendance

Labour time

Cost of replacement parts

7.2 Repeated faults arising from the same underlying issue may result in restriction or withdrawal of cover.

8. Term and Cancellation

8.1 Gas Fire Cover runs concurrently with the underlying Care Plan.

8.2 Cancellation or termination of the Care Plan will automatically cancel this add-on.

9. Governing Law

These Gas Fire Cover Add-On Terms & Conditions are governed by the laws of England and Wales.

The courts of England and Wales shall have exclusive jurisdiction.

PAT TESTING – ADD-ON TERMS & CONDITIONS

(Landlord Care Plans Only)

Applies only where Portable Appliance Testing (PAT) is selected as an optional add-on in conjunction with an active Landlord Care Plan.

These PAT Testing Add-On Terms & Conditions apply where PHP Services Ltd provides portable appliance testing services at rented residential properties.

These Terms are supplementary to, and must be read together with:

The Care Plan Terms & Conditions; and

Any applicable Landlord Care Plan Terms.

Where there is any conflict, these Add-On Terms shall take precedence only in respect of PAT testing services.

PAT Testing is a testing and reporting service and not an insurance product.

1. Definitions

In these Terms:

Portable Appliance

An electrical appliance that can be moved and is connected to the electrical supply via a plug.

PAT Testing

The visual inspection and electrical testing of portable appliances in accordance with current guidance.

2. Scope of Service

2.1 PAT Testing includes:

Visual inspection of landlord-owned portable appliances

Electrical testing where applicable

Recording of test results

Application of pass or fail labels

2.2 A written or digital record of results will be provided.

2.3 PAT Testing applies only to appliances accessible at the time of attendance.

3. What Is Included

Subject to these Terms, PAT Testing may include:

Kettles

Microwaves

Refrigeration appliances

Washing machines and tumble dryers

Lamps supplied by the landlord

Only appliances owned by the landlord are included.

4. What Is Excluded

PAT Testing does not include:

Tenant-owned appliances

Fixed electrical installations

Hard-wired appliances

Repairs or replacement of appliances

Ongoing monitoring or re-testing beyond the agreed visit

Failed appliances will be reported and, where necessary, isolated.

5. Landlord Responsibilities

5.1 The landlord remains responsible for:

Appliance ownership records

Replacement or repair of failed appliances

Compliance with all statutory duties

5.2 PAT Testing does not transfer legal responsibility for electrical safety from the landlord.

6. Access and Attendance

6.1 The landlord or managing agent is responsible for arranging access.

6.2 Appliances not presented, unplugged, or accessible at the time of attendance will not be tested.

6.3 Missed or aborted visits due to access issues may be chargeable.

7. Limitations

7.1 PAT Testing:

Represents the condition of appliances at the time of testing only

Does not guarantee future safety or compliance

7.2 PHP Services Ltd accepts no liability for appliance failure occurring after testing.

8. Term and Cancellation

8.1 PAT Testing is provided as a one-off service or at the agreed interval where included within a Care Plan.

8.2 Cancellation or termination of the Care Plan will automatically cancel this add-on.

9. Governing Law

These PAT Testing Add-On Terms & Conditions are governed by the laws of England and Wales.

The courts of England and Wales shall have exclusive jurisdiction.

LEGIONELLA RISK ASSESSMENT – ADD-ON TERMS & CONDITIONS

(Landlord Care Plans Only)

Applies only where a Legionella Risk Assessment is selected as an optional add-on in conjunction with an active Landlord Care Plan.

These Legionella Risk Assessment Add-On Terms & Conditions apply where PHP Services Ltd provides a Legionella risk assessment service at rented residential properties.

These Terms are supplementary to, and must be read together with:

The Care Plan Terms & Conditions; and

Any applicable Landlord Care Plan Terms.

Where there is any conflict, these Add-On Terms shall take precedence only in respect of Legionella risk assessment services.

This service is a risk assessment and reporting service and not an insurance product.

1. Definitions

In these Terms:

Legionella Risk Assessment

An assessment of the risk of Legionella bacteria growth within a domestic water system, carried out in accordance with current Health and Safety Executive (HSE) guidance.

Water System

Cold and hot water systems within the property, including storage, distribution, and outlets.

2. Scope of Service

2.1 The Legionella Risk Assessment includes:

An on-site inspection of the property's water system

Identification of potential risk factors

Assessment of system condition and usage

A written or digital risk assessment report

2.2 The assessment reflects conditions at the time of inspection only.

3. What Is Included

Subject to these Terms, the service may include:

Identification of stagnant water risks

Review of hot and cold water storage arrangements

Temperature checks where appropriate

Recommendations to reduce identified risks

4. What Is Excluded

The Legionella Risk Assessment does not include:

Remedial works or system modifications

Water treatment, flushing regimes, or sampling

Ongoing monitoring or repeat assessments

Assessment of complex, commercial, or non-domestic water systems

Any remedial works required will be quoted separately.

5. Landlord Responsibilities

5.1 The landlord remains responsible for:

Implementing recommendations

Maintaining safe water systems

Ongoing monitoring and record keeping

5.2 This service does not guarantee compliance with legislation and does not transfer statutory responsibility from the landlord.

6. Access and Attendance

6.1 The landlord or managing agent is responsible for arranging access.

6.2 Restricted or incomplete access may limit the scope of the assessment.

6.3 Missed or aborted visits due to access issues may be chargeable.

7. Limitations of Liability

7.1 The assessment represents a professional opinion based on visible and accessible elements of the system.

7.2 PHP Services Ltd shall not be liable for:

Changes in system condition after assessment

Risks arising from misuse or lack of maintenance

Failure to implement recommendations

8. Term and Cancellation

8.1 The Legionella Risk Assessment is provided as a one-off service or at the agreed interval where included within a Care Plan.

8.2 Cancellation or termination of the Care Plan will automatically cancel this add-on.

9. Governing Law

These Legionella Risk Assessment Add-On Terms & Conditions are governed by the laws of England and Wales.

The courts of England and Wales shall have exclusive jurisdiction.
