



SERVICE CONTRACT

Highgate Heating provides each of our customers with a top level of service and a professional, reliable and committed team. Our service agreement aims to give our customers piece of mind with the maintenance of their boiler.

Our homeowners service contract includes:

- An annual service of the gas boiler and system controls
- Clean magnetic filter
- Safety and performance check to ensure boiler is working efficiently including the detection of carbon monoxide
- Priority breakdown service

Our **landlords** service contract for landlords includes:

- An annual service of the gas boiler and system controls
- Annual gas safety certificate
- Clean magnetic filter
- Safety and performance check to ensure boiler is working efficiently including the detection of carbon monoxide
- Priority breakdown service
- We deal directly with the tenants issues, removing all the stress from you.

COSTS OF AGREEMENT

Homeowners service contract: £85.00 or £8.50 a month

Landlords service contract: £185.00 or £17.50 a month

I would like to sign up for the following service contract:

Homeowners

Landlords

Annual payment / Monthly payment

(please delete as appropriate)

Name: _____

Address: _____

Signed: _____ Dated: _____

ABOUT YOUR AGREEMENT:

Period of Agreement

If you pay by monthly standing order, your agreement runs until you tell us that you would like to cancel, or if we cancel the agreement (see "Cancellation"). You may cancel the agreement at any time. We will write to you to tell you about any changes to

the terms and conditions or prices. For all other payment methods, your agreement runs for 12 months from the date it begins (or is renewed), unless you or we use the cancellation rights (set out in the clause headed Cancellation)

Start Date

Your agreement begins when we process your application and you receive confirmation that contract is active.

Yearly Inspection

We normally carry out the yearly inspection around the same time each year where possible, depending on workload. We will inform you in writing when your service check is due.

Cancellation

We will cancel your agreement if:

- You have given false information
- You do not make an agreed payment
- We are not reasonably able to find parts to keep you system working safely, or circumstances arise which make it inappropriate for the contract to continue.

If we cancel your agreement, we will:

Give you a refund based on how long is left of any 12-month cash, cheque, and credit or debit card payment. If you cancel your agreement with us, we will not normally give a refund. However, you are entitled to a full refund if you cancel within seven working days of taking out the agreement, as long as we have not done any work. If you cancel your agreement after we have done work, we may charge you an amount that brings your total payments up to £230.00 if we have also carried out an initial safety inspection (or £130.00 if we have not).

Spare Parts

If we do not carry the spare parts your repair needs on the day, we will do all we reasonably can to find parts from our suppliers. We may use an approved alternative or parts that have been reconditioned by the original manufacturer.

Labour

One of our engineers will always carry out the work.

Priority breakdown service to be charged at normal hourly rates. You will receive priority over

What is not covered in your contract

- Removing sludge or hard-water scale from the boiler or system
- Replacing your boiler.
- Repairing or replacing appliance flues
- Repairing or replacing parts of your central heating system and controls
- Labour and parts for any repairs necessary.
- Vat

Using Personal Information

Information you provide or we hold about you may be used by us to:

- Identify you when you contact us
- Help run (and contact you about how we run) any accounts, services and products we have provided before, or provide now or in the future. You may opt out of this at any time.
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We may monitor and record communications with you (including phone conversations and emails) for quality assurance, legal, regulatory and training purposes.

Third Party Rights

Nobody other than you will be able to benefit from this agreement.

Our Responsibilities

We will meet our responsibilities under this agreement within a reasonable time unless it is impossible for us to do this because of circumstances outside our reasonable control. In particular, we will not be responsible for delays caused by our suppliers or their agents.