

My Better Home Cover Service Contract Summary

Contract Summary

Some important facts about your Better Home Cover contract are summarised below. This summary does not describe all of the terms and conditions of the contract, so you will need to take time to read the full contract agreement to make sure that you understand the service that it provides.

Better Home Cover Ltd

This contract is arranged by Better Home Cover Ltd, Registered in England No.12062925. Registered Office: Hurlingham Studios, Ranelagh Gardens, SW6 3PA

Any requests for assistance are made to, and serviced by, LIMemergency. LIMemergency are administrators who work on behalf of Better Home Cover Ltd. Registered Office: 1 Hagley Court North, The Waterfront, Brierley Hill, DY5 1XF.

Type of Contract

Your Better Home Cover contract is a service contract to provide boiler servicing, gas safety certification and emergency call-out assistance (up to the contract limits) for the cost of the contractor's emergency call-out and labour charges, parts and materials following a specific occurrence, provided that cover for that occurrence is detailed within the contract and is not specifically excluded. For landlords we provide the same service in addition to CPI2 gas safety certificate.

Due Care

You must take due care and maintain the property and its equipment in good order and take all necessary precautions to prevent loss or damage. Where a temporary resolution or repair has been carried out, the onus will be upon you to carry out repairs or work to permanently resolve the reason for the emergency occurring. Should you fail to carry out the permanent repair a contractor will not be appointed to undertake any further emergency work.

Contract Limits

The contract limits for each Issue shall be limited (inclusive of VAT) to:

- i) The contractor's call-out charge, the contractor's labour, parts and materials up to £5,000
- ii) Boiler replacement contribution:
Boilers under 7 years old up to £5,000
Boilers aged between 7 and 15 years up to 30% of the replacement cost
- iii) alternative accommodation up to £250

Subject to a maximum limit per Better Home Cover Contract Term of £5,000

Key Benefits of my Better Home Cover

Depending on which service plan you have selected and which sections are therefore operative:

Your Boiler Cover – if you have selected this level of service, you are covered for all sections in **green**.

Your Boiler & Heating Cover – if you have selected this level of service, you are covered for all sections in **green** and **orange**.

Your Home Cover – if you have selected this level of service, you are covered for all sections in **green**, **orange** and **red**.



Annual Boiler Service - An annual boiler service to your boiler. If you have a gas boiler, this is a CP6 service.

Boiler Breakdown – Where your boiler has broken down completely.

Boiler Replacement Contribution – A contribution towards the cost of a brand-new like for like replacement of a boiler (up to £5,000) subject to our contractor deeming your boiler uneconomical to repair following an accepted request for assistance under under Section 1 – Boiler Breakdown of this contract.



Primary Heating System - Where the primary heating system has broken down completely.



Plumbing and Drainage – Damage to or failure of the plumbing and drainage system where internal flooding or water damage is a likely consequence. In addition, we cover emergency work where there is a blocked toilet or blocked external drains.



Internal Electricity, Gas and Water Supplies - Electricity failure of at least one complete circuit, gas leak and water supply system failure.



Security - Damage or failure of an external lock, door or window.



Lost Key - Loss of the only available key to the property which cannot be replaced and normal access cannot be obtained.



Pest Infestation – An infestation as a result of a wasp nest, hornet nest, house mice, field mice, rats or cockroaches.



Roofing - Sudden and unforeseen damage to the roof of the property which is causing internal damage



Overnight Accommodation - Overnight accommodation (where first agreed by us, upon production of an official receipt) where it has not been possible to resolve the emergency following emergency work carried out by the contractor and the property is rendered uninhabitable.

Significant and Unusual Exclusions or Limitations

- This contract covers emergency situations only. It does not cover circumstances more appropriately handled by your buildings and contents insurance.
- Please note if you engage the services of a contractor directly, cover will not apply. All requests for assistance must be reported to the emergency helpline service who will arrange to send a contractor.
- Where it is not possible to validate your cover at the time of initial notification, you will be required to leave either credit or debit card details which may be debited in the event that the cost of the call-out and any subsequent repairs are not covered by your Better Home Cover contract.

Duration of the Contract

The service provided by Better Home Cover Ltd is normally for a twelve-month period. Where this is altered, it will be clearly shown within the quotation provided and confirmed in writing.

Cancellation

We wish you to be happy with the service provided by your Better Home Cover contract. However, you have the right to cancel the contract within 14 days. If you choose to cancel, we will refund the amount paid full amount as long as you have not yet had your boiler service, gas safety certificate or we have carried out any works. If so, the cost of these services will be deducted and the balance returned to you.

Reporting an Issue

The person covered by the contract should report immediately any Issue which may require us to attend your property under the terms of your Better Home Cover. Failure to do so could mean that we decline to pay the costs of an attendance under the contract. The telephone number for the reporting of an Issue is contained within the contract agreement.

Please note that we will not enter into dialogue or correspond with anyone other than the person named on the contract or the person's personal representatives (following death or serious incapacity) in relation to the notification and subsequent handling of requests for assistance.

Complaints Procedure

In the event of a complaint arising under this contract, you should in the first instance write to us at:

The Managing Director,
Better Home Cover Limited
Hurlingham Studios,
Ranelagh Gardens,
London,
SW6 3PA

Please request proof of receipt if posting.

Alternatively, you can email our Managing Director at:

Mads@betterhomecompany.com

This procedure is in addition to your statutory rights as a consumer.

Better Home Cover

Better Home Cover Ltd provides boiler servicing, gas safety certification and home emergency assistance for Homeowners and Landlords. It is important to note that this is not an insurance policy and is therefore not regulated by the Financial Conduct Authority. Please read the terms and conditions of your contract thoroughly to confirm that the Home Emergency Cover you have purchased meets your requirements.

Better Home Cover Ltd
Hurlingham Studios, Ranelagh Gardens,
London, SW6 3PA

www.betterhomecover.com

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