

Futureplumb – Homebuyer report - Terms & Conditions

A homebuyer report carried out by Futureplumb will include the following:

- **A Boiler Assessment**
- **A Gas Safety Check** (Not a Landlord CP12 Certificate)
- **A Legionella Risk Assessment**
- **A full inspection of any gas appliance as well as an assessment of exposed pipes that have water or gas in them, for example... Boiler, fire, gas cooker, gas hob, cylinder, hot pipes, cold pipes, flow & return Central Heating pipes, Gas pipes, baths, showers, wet rooms, urinals, toilets, basins, sinks, taps, waste pipes, drain pipes etc**
Please note: This is a non-invasive test and we will only assess any exposed hot, cold, flow, return, pipe fittings, cylinders etc. We will not assess any hot, cold, flow, return, pipe fittings, cylinders etc which are concealed (under floors, in walls, above ceiling height, behind structures/immovable/large objects etc).

A homebuyer's report is only for one address. The address **MUST** be specified during the sign-up process in the additional information – Order Notes box prior to payment being made if purchased through our website or during the / booking in process if booked in any other way.

Futureplumb will make 2 reasonable attempts for access for access to the property for the homebuyer's report, beyond this you may be charged.

If the property you are having a homebuyer's report carried out in has more than one boiler, you will be required to pay for an additional boiler assessment which is charged at the same price as a boiler service (prices found at www.futureplumb.co.uk/about-futureplumb/futureplumb-pricing-structure).

You may choose to change your homebuyers report to a different address however we reserve the right to decline this request if we have already carried out any work in the previous property.

In all cases of any amendments to a homebuyer's report, written confirmation from both the customer and ourselves, (Futureplumb) is needed.

START DATE

We will endeavour to have the homebuyers report carried out within 10 working days of you booking it however this may take longer if it is booked between 1st Oct and 1st February.

We will NOT carry out any repairs whatsoever during a homebuyer's report.

BOILER ASSESSMENT (SERVICE)

A Gas Safe Registered Engineer will carry out a boiler Assessment on any natural gas boiler which is identical to a full boiler strip and with the added benefit of having a detailed report about its condition.

The boiler will be opened up,

The key components cleaned and the parts to be checked for operational safety & ratios restored to manufacturers guidelines, The engineer will check on the boiler to ensure it is all in good working condition,

A full functionality test will be carried out on the boiler to ensure it is operating as it should.

This check will be carried out by a Gas Safe Registered Engineer in accordance with the manufacturer's servicing instructions.

We will ALWAYS leave the boiler in a fully working, Gas Safe Condition, if this is not possible due to the boiler being in an unserviceable or unsafe Gas Safe condition, we will isolate the boiler and condemn it.

We will issue an appropriate warning notice and advise you of what work will be needed in order for the appliance to be made safe before it is safely turned back on.

If this occurs during our homebuyer's report and we find the boiler to be in need of a repair, we will not repair the boiler, but you will still be charged for the homebuyer's report.

GAS SAFETY CHECK

Our homebuyer's report includes a Gas Safety Check in your domestic property.

This will be carried out in accordance with the current Gas Safety Regulations.

This check will be carried out by a Gas Safe Registered Gas Engineer during the same appointment as the homebuyer's report.

We will ALWAYS leave the property in a Gas Safe Condition.

If the property is gas safe, we will advise you of our results.

If we find any part of the property to be in an unsafe gas safe condition which causes any risk or danger whatsoever, we will act in accordance with the gas safer register's current regulations. Please note; this currently requires us to isolate the gas supply to the unsafe pipe / gas appliance until the necessary work to rectify the fault has been carried out.

We will issue an appropriate warning notice and advise you of what work will be needed in order for the pipe / appliance to be made safe before it is safely turned back on.

If we find any part of your property to be unsafe or dangerous during our initial inspection we will not be able to leave your property in the condition we found it nor will we be able to provide you with a service plan until the unsafe / dangerous work has been rectified.

These gas safety checks apply to Domestic properties with domestic appliances that are supplied with natural gas.

Please Note: Gas Appliance Servicing and Gas Safety Checks will be carried out between 1st April and 31st October and MUST be carried out once a year to maintain validity of this contract.

LEGIONELLA RISK ASSESSMENT

We will carry out a Legionella Risk Assessment in accordance with the regulations and guidelines from the Health and Safety Executive (HSE) which means that water systems must be properly assessed and controlled for the risk of legionella bacteria build up within commercial and domestic properties we will ensure that the landlords, homeowners and estate agents (as the people responsible for their properties) are protected against any claims they did not minimise the risk to the property.

We will visually inspect the water system throughout the property and assess it for the potential presence or potential growth of legionella bacteria.

This is a non-invasive test and we will only assess any exposed hot, cold, flow, return, pipe fittings, cylinders etc. We will not assess any hot, cold, flow, return, pipe fittings, cylinders etc which are concealed (under floors, in walls, above ceiling height, behind structures/immovable/large objects etc).

We provide full and detailed Legionella Risk Assessment Certificate for the water system and offer specific advice and appropriate control measures for your property.

Please note: There are miniscule traces of Legionella bacteria in all water therefore we do not carry out a test to see if it is present. We simply advise you where there is a high risk of Legionella and offer you a solution to minimise this risk.

This additional Legionella Risk Assessment is only able to be purchased with one of our service plans.

USING PERSONAL INFORMATION

We will always endeavour to handle your data in compliance with the General Data Protection Regulations (GDPR) and will store any data in a secure server.

Information you provide may be used by us to identify you when you contact us but only when information is volunteered to us, to assist us with accounts, services and products we have provided before, now & in the future. We will retain your information as long as you are our customer and will send you reminders when you have services due and information about your engineer when en-route. If at any time in the future you wish for your information to be removed from our systems, please ask us to remove you from our system via e-mail, SMS, WhatsApp or post and we will happily remove you from our system.

Through CIFAS system (the UK's fraud prevention scheme), we and other organisations may access information about you to help make decisions about credit and credit related services for you and other members of your household, and/or to check your identity to prevent money laundering, unless you give us other satisfactory proof of identity.

We may monitor and record communications with you (including telephone conversations and emails) for quality assurance, legal, regulatory and training purposes.

OUR RESPONSIBILITIES

We will meet our responsibilities under this agreement within a reasonable time unless unable to do so because of circumstances beyond our control. All standard services are offered between normal working hours, namely weekdays 08:30-15:00 UK time. In particular, we will not be responsible for delays caused by our suppliers and/or their agent.

For uncontrolled water leaks or emergencies posing an immediate risk to your health or property, we will aim to attend your property as soon as possible.

NOTABLE EXCLUSIONS

- x We accept no responsibility for any defects or inadequacy to design of the system / appliance(s) and consequential damage or loss arising from defects.
- x We accept no responsibility for any defects or damage caused through malicious or wilful action, negligence, or third party interference or accidental damage or any nature prior to or after our homebuyer's report is carried out.
- x We accept no responsibility for any defect or damage caused by fire, lightning, explosion, flood, storm, tempest, frost, impact or other extraneous cause or catastrophic event. This includes pipes that require defrosting in extreme cold.
- x We accept no responsibility for any pipework, fittings or flues buried in the fabric of the building including underfloor heating & its components as we do not assess these.
- x We accept no responsibility for any defect or damage occurring from a failure of the public electricity, gas or water supplies.
- x We accept no responsibility for any increased cost of utilities, loss of water services, loss of earnings, or any retrospective cost for items not relating to the repair of the heating components.
- x We accept no responsibility for any works pertaining to outdoor pipes or fittings, hot tubs, spas or swimming pools, including heating systems supplying any of these.
- x We will NOT carry out any repairs whatsoever during the Homebuyers report.
- x Due to us being local company based in Gosforth, Newcastle we unfortunately only provide Homebuyers reports up to a maximum travel distance from our office of 15 miles and or 45 minutes travel time from our office. We will be more than happy to create a bespoke package for you where we customise an excess charge per call out to cover our engineers time and travel costs if you would still like to take out our services.

It is your responsibility to ensure your payment for the homebuyer's report is made to the following bank account:

Account Name: **Futureplumb**
Sort Code: **20-59-43**
Account number: **13746321**

Our Company Terms and Conditions also apply, please find them at www.futureplumb.co.uk/about-futureplumb/terms-conditions

We reserve the right to amend or alter these homebuyer's report Terms and Conditions or any other of our Terms and Conditions.

If we do amend any of our Terms and Conditions, we will ensure we update our website with the revised homebuyer's report Terms and Conditions prior to us implementing the new changes.

Our latest Terms and Conditions can be found at www.futureplumb.co.uk/about-futureplumb/terms-conditions