



L.A.P.D Gas

Terms and Conditions for Emergency Breakdown Cover

Tailor made **Emergency Breakdown Cover** for your exact needs, designed by you! Cover starts at just £9.00 per month, and you can add any other package to it from the 'add on' list below, and there's **NO EXCESS** to pay!

This is an Emergency Breakdown Cover and not an Insurance Policy, it should not be treated as such, meaning it does not include wear and tear or things that have broken with old age, installations that are faulty or badly fitted/managed. **Please read the terms and conditions in full before signing so you understand what's included and what's not included in the Emergency Breakdown Cover.** Please note any advisories given and not acted upon can result in your cover being suspended and cancelled.

This service is for maintaining and repairing a single wet (using water) central heating system in your home and includes the following:

- A Safety and Maintenance Inspection of your boiler and system (except for parts of the system that aren't readily accessible) prior to commencement of cover. There is a requirement for L.A.P.D. Gas to notify the homeowner of any unsafe appliances.
- Labour and parts if your system breaks down.
- Where we agree that your boiler is more than five years old, a replacement boiler will be recommended to you, as a cover care customer this will include a 10% discount on all parts for the job or one year's free boiler cover.
- If your boiler is five years old or more, and it is beyond economic repair (i.e. where the cost of repair exceeds the current value of the boiler), or for example, spare parts are no longer available to carry out the repair or you choose to replace it at any time (however old it is), you are entitled to a 10% discount off the full installation cost of a replacement boiler if you choose us to replace your boiler and a free system flush.
- There is no age limit on your boiler, and it does not matter who installed it, as long as all the essential working parts are available at reasonable costs and are approved by us.

Prior to Boiler Cover being Granted

Prior to your cover being granted we will arrange to visit your property and carry out a Gas Safety Check, Boiler Service and Maintenance Check of the system (dependent of type of cover). The boiler should be in good working order and the system should be free from any leaks. **Should any work to the boiler or pipe work need completing, then a price for the parts and labour will be given to you and the contract will be denied until these works have been carried out.**



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If you decided that the works are to be carried out by a different company, then we will complete further checks to confirm the work has been done to a satisfactory standard before boiler cover will commence.

Once we have carried out a GSC, Boiler Service and Maintenance Check should everything be satisfactory and in good working order, then your contract will be granted, and your welcome pack will be emailed to you within the next week.

What's NOT included

- Gas Leaks
- Removing sludge or hard-water scale from the boiler or system.
- Replacing your boiler, if a new boiler is installed outside of this agreement, it must be installed by a Gas Safe Registered Installer, in a position readily accessible for operation, inspection and maintenance and you have a duty to obtain the manufacturer's instructions.
- Repairing or replacing appliance flues that aren't part of your boiler, or flues that have rusted.
- Repairing or replacing parts of your central-heating system and controls that are specifically designed for piped or electric under floor heating.
- The cost of repairs needed because of design faults (unless we are responsible), or **faults which existed before you entered into the agreement**, and which could not be identified on initial inspection using reasonable care and skill.
- Third-party or accidental damage. i.e – dropping Programmers into water and breaking the device.
- The cost of repairs relating to damage caused by you or someone else, for example if your tenant leaves the filling loop on and this causes further damage to your boiler without notifying us to the initial boiler leak.
- Consequential loss: - Unless we are responsible for it, we shall not be liable for any loss or damage to property caused by the appliance, boiler or system breaking down (for example, damage to furniture caused by water leaks).
- Normal risks: - The cost of repairing faults or damage caused by freezing weather conditions, subsidence, structural repairs, accident, fire, lightning, explosion, flood, or storm. The cost of repairing damage caused by changes to, or problems with, the gas, electricity, or water services. You should check your household insurance to make sure you have enough cover for these risks.
- Improvements including work that is needed to bring your system up to current standards. Examples of improvements include system upgrades, such as adding thermostatic radiator valves, replacing parts such as flues, which do not meet current standards, and replacing working radiators with improved models. (These are examples only, not a complete list.)
- Replacing or repairing decorative or other parts, which do not affect how the system or appliance works.



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- Resetting controls (for example, thermostats and programmers following wintertime or summertime changes), or changing batteries in timers/programmers.
- Repairing faults or clearing physical blockages (blockages such as rubble, sludge and scale, but not air locks) if we have told you permanent repairs or improvements are needed to make sure your appliance or system works properly. We will only tell you this if, in our expert opinion, it is necessary.
- Removing asbestos associated with repairing the appliance or system. When you have had any asbestos removed, you must provide us with a clean-air certificate before we will do any further work at your property. By law, the person who removes the asbestos must give you a clean-air certificate.
- Cash alternatives for repair or maintenance.
- Repairing any damage caused by our work or redecorating unless we or our agents have been negligent or broken this agreement.
- Repairing or replacing any lead or steel pipes.
- Power Flushes or Cold-Water Flushes to clear/clean system
- User Error (an issue that is caused by the user and not the boiler/controls/system they are using) is **NOT** part of this cover, these visits are chargeable, and should you wish to add this cover on then you can add this on as part of our User Error cover for an extra £5 per month. User Error examples, not switching boiler to heating, not switching the room stat up when it's turned down, not being able to repressurise the boiler, not being able to reset the boiler when the gas goes off at the meter.
- Changing items – for example – as part of the cover if your room stat needs replacing, we will replace like for like, if that item is no longer available this will be classed as an upgrade and will need to be paid for.
- Anything fitted identified as not to current standards or fitted incorrectly will not be covered.
- Anything fitted by a third party (trade or non-trade) that we have not been advised of and is fitted incorrectly. E.G – new radiator installed incorrectly and starting to leak, if this is a rad fitted by someone else and we have not been advised of the upgrade or come to assess it will need to be repaired at cost to the customer.
- Repairs to any faults picked up that are not dealt with or any system upgrade that we have advised are required and the request is ignored, this will void your cover.

Underfloor Heating What's Covered

- Manifolds • Controls • Pumps • Regulators • Circulation Problems • Leaks

Underfloor Heating - What's Not Covered

- Damage caused by getting to or repairing leaks, relaying floors, or the cost of replacing floors is not covered.
- Accidental Damage – Caused by homeowner/family member eg – accidentally drilling through the pipework – the leak and the temporary fix is covered, but getting to the



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leak is not – The homeowner will need to replace the run of underfloor heating as the fixing kit is a temporary fix. – Failure to do so will result in suspension of cover.

- Accidental Damage – Caused by a Third Party – eg Flooring Professionals who damage the underfloor heating – this will be for them to repair – However if they use a temporary fixing kit – the homeowner will need to replace that run of underfloor heating as the kits are for a temporary fix only. Failure to do so will result in suspension of cover.
- Issues caused by products entering the system that have caused corrosion of any kind, to pipes work and washers, valves etc.
- Repair kits on any single link of underfloor heating pipes as these are generally a temporary fix until a new length can be installed at the customers cost.

Central-heating improvements - Replacing your boiler.

The Energy Savings Trust recommends that gas central-heating boilers are replaced every 15 years. While boilers older than this can often still work properly, their effectiveness and efficiency become reduced. Technological advances mean that today's boilers, if regularly serviced, have significantly improved efficiency, performance, reliability, and safety features. Every new boiler we sell is an 'A' - rated condensing boilers which are over 90% efficient - this compares with boilers over 15 years old, which have an average efficiency of around 65%.

Upgrading the system and energy-efficiency improvement

If you ask us to improve your system (for example, by adding new controls), we will give you a 12 months parts and labour guarantee. To arrange an engineer visit, ring 01253 356 384.

Sludge

Sludge is internal corrosion of the radiators, which can clog vital parts of your boiler and heating system, including heat loss from radiators due to sludge build up, low hot water temperature due to plate-to-plate sludge issues, main heat exchanger overheating or kettling due to sludge build up, poor pump circulation, feed and expansion tank over pumping can also be a contributing factor due to high pump speed on micro boar systems. High corrosion can occur when sealed system is constantly being replenished with fresh water which air rates the internal water causing the perfect conditions for corrosion.

Sludge is not covered on any cover plan as it is wear and tear of an unprotected / neglected system, preventative measures should be put in place, and these include Chemical replenishment, such as inhibitor, when systems are drained, System Flush and fitting a Magna Clean to the system, see 'System Flush' for further details.

System Flush

System Flush is a way of removing sludge and other waste from central-heating systems. We may also suggest you correct any design faults which might cause the problem to return. This work can increase the life of your system and improve efficiency.

When a repair is needed due to sludge (for example, damage to the pump, valves, or radiators),



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we will quote for the cost of the works needing to be carried out. All decisions on parts required are reserved by L.A.P.D Gas. Our engineer will also tell you what other work, if any, is needed to avoid further/future problems.

Once a System Flush has been carried out and a Magna Clean has been installed to the system, our engineer will check the system ready for the contract to be granted, once this check has been carried out and our engineer is happy to proceed, the contract will be then granted on the boiler.

Condemned Boilers

If your boiler has been condemned during our boiler cover, we will explain in detail why we have reached this decision, reasons for condemning the boiler, including but not restricted to catastrophic sludge, congestion, parts needed to repair the boiler exceeding the value of the boiler, excessive rust on main heat exchange resulting in casing needing to be replaced, genuine new parts for boiler being obsolete.

If you choose us to fit your new boiler after we have condemned your old boiler, and you agree to the 10% discount. **Our terms state in this case, where the offer is being taken out, that you will continue your boiler cover for at least 12 months at the cost you currently pay.**

Landlord's Gas Safety Records

We can carry out the inspections that are needed at the same time as the Safety and Maintenance Inspection. After the inspections on the gas appliances, we will then give you a Landlord's Gas Safety Certificate showing that we have done a safety inspection, which will include details of any faults we have found and any repairs that are needed.

If you ask us to repair a gas appliance, which is found to have a fault, we will provide you with a quotation prior to carrying out any work. If the fault is found to be on the boiler, we will fix the fault free of charge if you have L.A.P.D Gas Boiler Only Cover, or Boiler and System Cover. (If the fault is found on a gas cooker, L.A.P.D Gas will provide a quotation to fix the cooker).

If you or we cancel your agreement after we have provided a Landlord's Gas Safety Certificate, you will be subject to a minimum fee of £75 for the year. Payments made during the year will be deducted from the £75 accordingly, and you will be required to pay the balance outstanding.

Gas Fire Service

L.A.P.D Gas will provide an annual gas fire service, if required, at the same time as the annual safety and maintenance inspection of the central heating system or boiler. If you opt to pay for the gas fire service by monthly standing order payments, and you cancel your cover, there will be a minimum payment of £36 a year for the service.

Boiler Service

For the contract to continue, we recommend that a boiler service is carried out on the boiler annually, if this is not carried out by ourselves then we would ask to see the service sheet for the



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company who has carried this out. We will need to see proof of the service being carried out in case of any issues. **Boiler services are an important health check on the boiler, it also keeps your boiler cover valid**, boiler services can spot any potential issues with the boiler, and we can repair them before they do any further damage. **We offer the first years' service FREE, after that it is automatically charged to your cover plan for an extra £1.50 per month unless advised otherwise.**

The Contract

Once the contract is granted you are agreeing to a **12 month contract**, each year when we revisit the property to carry out the annual Gas Safety Check your new yearly contract will be granted should everything be satisfactory. Should you wish to cancel this contract before the end of the terms, any parts fitted to the boiler will need to be paid for less whatever you have paid on the contract prior to leaving. For more information on cancellations please read the cancellation section of the policy.

Plumbing Services - What is included:

Plumbing & Cylinder Cover - Part A Plumbing

Under this service, inside your home we **will** provide materials and labour to repair or replace:

- hot and cold-water pipes from the internal mains stopcock leading to your taps (excluding garden taps);
- your cold-water storage tank.
- leaking overflow pipes.
- standard ball valves and toilet siphon.
- central heating water pipes if there is a water leak.
- radiator valves.
- repairs only on hot water cylinders and immersion heaters.

Plumbing Cover – What's NOT included?

- Replacing taps – internal / External.
- Boiling Taps – Leaks on pipework up to but not including boiling tap & Equipment.
- Replacing the mains cold water stopcock, water softeners, shower pumps and mixer valves, combined overflow and pop-up waste mechanism, mechanical pumps, water filters, radiators, swimming pools, decorative garden features, rainwater pipes and guttering, macerators such as Saniflo, and electrical units for toilets.
- Kitchen sink macerators i.e – Inskinerators or other such products.

This service includes a Maintenance Inspection to check for water leaks on your internal pipe work, valves, and hot water cylinder once in every year in which you hold this agreement with us. If you have Central Heating Healthcare with L.A.P.D Gas, this service includes a check for water leaks on your internal pipe work, valves, and hot water cylinder every year (at the same time as your Safety and Maintenance Inspection for your central heating system).



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Part B Drainage – What's Included:

This includes our cost of materials and labour (up to £150.00 including VAT for each job) for:

- unblocking and getting to waste drainage pipes, or rainwater drains, inside your home (for example, unblocking sinks) and within the boundary of your property (up to where it is connected to the public or shared drains connection, if this is within the boundary of your property)
- Multi house drains – Anything from the multi house connection will be covered, after that will not be as it could be a number of houses causing the problem blockage.
- Act of Nature Blockages i.e – leaves, toilet paper and human waste – anything outside of these are chargeable as they shouldn't be in the drainage system.

Drainage Cover – What's NOT included?

- Repairing or replacing manholes, soakaways, septic tanks, cesspits, treatment plants and their outflow pipes.
- Regularly cleaning your drains.
- Deep cleaning of Drains and Camera Investigation of drains.
- Repairing Collapsed Drains or Drains with Tree Roots
- Unblocking drains with Debris from building work, wipes (face/baby) Feminine Hygiene Products of any kind, Nappies, Toys of any kind.
- Repairing or unblocking drains shared with another property or properties.
- Repairing or unblocking drains which are just used for commercial purposes.
- Repairing or replacing any lead or steel pipes.

N.B – Please note any advisories noted and given at any time during your cover for anything that is in the cover plan and are not acted upon, please understand that we will suspend your cover until works are completed. Should you decline to complete the works we will cancel the cover without refund for the remaining months left.

About your agreement - Domestic use

L.A.P.D Gas, Agreements are only available for appliances in domestic use inside your home.

Period of agreement

Your agreement runs for 12 months, or until you tell us that you would like to cancel, (see 'The Contract') or if we cancel the agreement (see 'Cancellation'). **You may cancel the agreement at any time, upon 28 working days written notice.** Updates to T&Cs will be posted on the website and it is your responsibility to check you have the most UpToDate version. We may also cancel the agreement at any time, if we do this, it will be done in writing.

If you pay each year in advance (by cash, card or BACS) instead of by monthly standing order and cancel the agreement during that year, we will give you a refund based on how long is left of any 12-month advance payment. You may cancel the agreement at any time, upon 28 working days written notice. There will be a minimum payment for the year of £55 if we have



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carried out work or an inspection. If we have carried out a Landlord's Gas Safety Certificate, there will be a minimum payment for the year of £75.

Start date

Your agreement begins when we have received your signed declaration, following a successful initial safety inspection and cleared first payment.

Initial safety and maintenance inspection

Your L.A.P.D Gas service engineer will complete an initial safety and maintenance inspection within 28 days of commencing your cover, where possible. However, as we give priority to breakdowns, it can be later if there is a high demand for our services. If the inspection reveals a problem, we may:

- tell you what work is needed and what it will cost you for that work to be completed.
- continue with the agreement
- cancel the agreement and refund any payments.

We have a duty to inform the homeowner of any unsafe appliances and if the homeowner cannot be notified (for whatever reason) of any unsafe appliances we have a duty to notify the gas supplier or transporter. Should the homeowner not be contactable for these notifications we will notify such authorities.

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 your system or appliance working safely.
- Circumstances arise (including health and safety issues) which make it inappropriate for the contract to continue.
- **We have advised you that permanent repairs or improvements are needed to make sure your appliance or system works properly, and you do not follow our advice within a reasonable period.**
- **Another contractor attends:** this will void the contract with immediate effect. Your contract is with L.A.P.D Gas, and unless agreed ahead of time with us, we do not permit an outside company/engineer carrying out any kind of checks/works.
- Your tenant continues to refuse entry (making appointments but going out, opening the door but not allowing them to gain entry or simply pretending not to be home) to our engineers to carry out any works required to the boiler and or a gas safety check.
- This advice may include replacing your boiler or system.
- If we give you notice that we are going to cancel.
- If the rental property has stood empty for four consecutive weeks or more without being drained down.



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- **If we encounter abuse of any kind to any staff, we are a zero-tolerance company.**

If **we** cancel your agreement:

We will contact you in writing to confirm we are cancelling your cover.

Empty Properties

When a tenant moves out of the property, should that property remain empty for a period of four weeks or more consecutively, we advise that the property is drained down. Once the new tenants move in the system should be refilled. Failure to have the drain down on an empty property will mean that the contract is void. The charge for draining down and refilling the system will be £90.00p

Electrical Cover

What's Included in Your Agreement

Home Electrical Cover is designed to meet the needs of householders who want protection against various problems with their electrical wiring and fixtures on a repair only basis. The following are included in your Agreement:

- Repairing electrical wiring and electrical fixtures (but not appliances), inside your Home, fuse boxes, including your central heating wiring, light switches, wall sockets, circuit breakers and transformers.
- Parts and labour are included for fitting standard replacement parts, for example we will replace all fittings with our nearest equivalent standard white plastic fitting unless you give us an alternative to use.

Electrical Exclusions:

What's NOT included:

These exclusions plus 'General Exclusions' apply. The following are not included in your Agreement:

- Old wiring, Not to Current Standards and Unsafe Wiring will not be covered
- Electrical issues caused by workmen/homeowner/tenants, cutting /drilling hammering through hidden wires in walls or under floors.
- Repairing controls, pumps, detectors, timers, and programmers.
- Repairing or replacing the mains supply up to the fuse box.
- Repairing the parts of the power supply between your Home and the outbuildings on your property.
- Repairing faults with outside lights
- Repairing or replacing wiring encased in rubber or lead.
- Repairing accidental damage to the main electrical consumer unit or fuse box.
- Repairing damage to wiring caused by rodents.
- Repairs to electric doorbells/door entry systems, bathroom extractor fans and smoke alarms connected to the wiring of your Home.
- Rewiring the property, either part or full rewire.
- Getting to the wiring if it's under the floor.
- Outbuildings, Garages, outside lights or outside Electrics of any kind.
- If a fault caused by outside electrics affects the household electrics, this is not covered as the fault lies outside the house and therefore will need to be paid for.



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- Your appliances such as washing machine, dryer, microwave, kettle, gas/electric oven, hob, extractor fans, fires etc – This is an emergency breakdown cover it is for emergencies it is not for replacing appliances.
- Electrical heaters even if hardwired to the mains are not included.
- Electrical certificates.

Spare parts

If we do not carry the spare parts your repair needs on the day, we have access to a network of national stockists, which means we can get hold of most items within 3-5 working days. Otherwise, we will do all we reasonably can to find parts from other suppliers.

We may use approved alternative parts or parts that have been reconditioned by the original manufacturer. During Pandemic/Epidemics this maybe out of our control.

Labour

One of our engineers will usually carry out the work. In some cases, we may authorise a suitably qualified contractor to carry out the work.

Gaining access to your property

It is your responsibility to let us into your property. If we cannot gain access to your property to carry out the necessary work, we will tell you and arrange another appointment. If, after three attempts, we still cannot gain access, we may cancel your agreement. We will tell you in writing if this is the case.

Under all L.A.P.D Gas options – General Exclusions

We will **not** include the following.

- Your appliances such as washing machine, dryer, microwave, kettle, gas/electric oven, hob, fires etc – This is an emergency breakdown cover it is for emergencies it is not for replacing appliances.
- Electrical heaters even if hardwired to the mains are not included.
- Replacing appliances, bathroom fixtures, showers, and sanitary ware (apart from boilers as described earlier).
- Improvements including work that is needed to bring your system up to current standards. Examples of improvements include system upgrades, such as adding thermostatic radiator valves, replacing parts such as flues or vents which do not meet current standards, and replacing working radiators with improved models. (These are examples only, not a complete list.) You may need to have improvements carried out before we are able to complete other repairs to your system.
- Out of date wiring for electrics that need to be brought UpToDate will not be covered, and until the update has been carried out, the electrical cover will stop immediately.
- Replacing or repairing parts which do not affect how the system or appliance works or decorative or specialist parts.
- Resetting controls (for example, thermostats and programmers following changes due to winter or summer).



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- Repairing faults or clearing physical blockages (blockages such as rubble, sludge, and scale, but not air locks) if we have told you permanent repairs or improvements are needed to make sure your appliance or system works properly. We will only tell you this if, in our expert opinion, it is necessary.
- Removing asbestos associated with repairing the appliance or system. When you have had any asbestos removed, you must give us a clean-air certificate before we will do any further work at your property. By law, the person who removes the asbestos must give you a clean-air certificate.
- Cash alternatives for repair or maintenance.
- Repairing any damage caused by our work or redecorating unless we or our agents have been negligent or broken this agreement.
- Any lead, steel, or central heating iron pipes will not be covered.
- The cost of repairing damage or breakdowns caused by changes to, or problems with, the gas, electricity, or water services.
- If the problem is accessible there will be no additional cost incurred, however, if there is an issue getting to the problem for example: hidden pipes, laminate flooring, inaccessible pipes/wiring /walls (not a complete list) this will incur extra costs to do so. We are not responsible for the repairs of getting to and after repairing the fault, your cover is to repair the issue, everything outside of this will be at extra cost.
- If the engineer cannot locate the issue, then a survey i.e., camera for drain /electrical inspections / sludge inspections are to be carried out at an extra cost.
- Any Electrical, Plumbing, Gas or Drainage not up to code is not able to be worked on and therefore needs to be brought up to code at your cost.
- Items fitted incorrectly will not be approved for contract until it has been reinstalled to current standards.

Design or existing faults

We will not include the cost of repairs needed because of design faults (unless we are responsible), or faults which existed before you entered into the agreement and which we could not identify on our first inspection of that particular system or appliance using reasonable care and skill.

Consequential loss

Unless we are responsible for it, we will not include loss or damage to property (including any cleaning needed) caused by the appliance, boiler or system breaking down or leaking (for example, damage to furniture caused by water leaks).

If we must dig on your property, we will fill in any holes and leave the surface level, but we will not necessarily replace the original surface or construction. Any redecoration that may be needed following our work is your responsibility unless we have been negligent.

Normal insured risks

We will not include the cost of repairing faults, or damage caused by freezing weather conditions (except certain repairs included in 'Plumbing and Cylinder Cover'), subsidence, structural repairs, accident, fire, lightning, explosion, flood, or storm. You should check your household insurance to make sure you have enough cover for these risks.



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Safety advice

We may advise you that permanent repairs or improvements are needed to make sure your appliance or system works safely (for example, to comply with gas safety regulations). If you do not follow our advice, it may mean that we are unable to fulfil all our obligations under your agreement. In this case, your agreement will continue to run unless you tell us you would like to cancel or if we cancel the agreement (see 'Cancellation').

Using personal information

Information you provide, or we hold about you (whether or not under our contract or contracts with you) may be used by us or our agents to:

- identify you when you contact us.
- help identify accounts, services and products which you could have from us from time to time (we may do this using an automatic scoring system, which uses the information you have provided, any information we hold about you and information from other agencies, including credit-reference agencies);
- help run, and contact you about the improved running of, any accounts, services, and products we have provided before, or provide now or in the future.
- carry out marketing analysis and customer profiling including with transactional information and create statistical and testing information.
- help to prevent and detect fraud or loss.
- Contact you in any way (including mail, e-mail, phone, visit, text, or multimedia messages) about products and services offered by us and selected partners. We will only contact you in this way if you have previously shown your consent.
- Transactional information means what you buy from us and how you pay for it for example, usage rates and any discounts we have offered you. (These are examples only, not a complete list.)
- We will not allow other people and organisations to use information we hold about you.
- We may monitor and record communications with you (including phone conversations and e-mails) for quality assurance and to make sure that we are meeting our legal and regulatory requirements.
- We may check your details with one or more licensed credit-reference and fraud-prevention agencies. We and they may keep a record of this search and the payment details from your account and share it with other organisations. If a person provides false or inaccurate information and we suspect fraud, this is also recorded.
- If you give us information on behalf of someone else, you confirm that you have given them the information set out in this document, and that they have not objected to their personal information being used in the way described in it. If you give us sensitive information about yourself or others (such as health details or details of any criminal convictions of members of your household), you agree (and confirm that the relevant subject of the information has agreed) to us processing this information in the way set out in this document.



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- If you are making a joint application or you have told us about some other financial association with someone else, a 'financial association' between you and that other person (or people) will be made at credit-reference agencies. This will link your financial records with that other person (or people) so that both (or all) your records will be considered in all future applications by either or both (or all) of you. This will continue until one of you successfully files a notice with the credit-reference agencies asking that you are no longer financially associated with that person.

Third-party rights

Nobody other than you will be able to benefit from this agreement, which cannot be passed to someone else without our 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.

Useful phone numbers

If you have a breakdown, have any other questions, or if you are moving home, you should contact us on 01253 356384. **(We do not automatically transfer this agreement to your new home, so you need to contact us to discuss your options.)**

Ways to pay

There are a few different ways for you to pay. You can pay by monthly or yearly standing order, debit card, credit card.

Guarantees

Any guarantees do not affect your legal rights under the Sale of Goods Act 1979 and Supply of Goods and Services Act 1982. You can get advice about your rights from a citizen's advice bureau or trading standards department.

Zero Tolerance

The health, safety, and wellbeing of our customers and colleagues is important to us, we celebrate diversity and challenge inequality. We believe that everyone should be treated with dignity and respect and be free from any form of bullying, harassment, or discrimination. This extends to our contractors, and suppliers.

We have a zero-tolerance approach to bullying, harassment, and discrimination. This means:

- We'll not tolerate any form of bullying, harassment, or discrimination, and we'll take responsibility to speak up if we see or experience it.
- We'll treat all allegations seriously.
- We'll always take appropriate, proportionate, and timely action.
- We'll learn from our experiences to help continually improve.

Zero tolerance is everyone's responsibility, helping make us all feel safe, to be ourselves. **Should any of our customers or tenants abuse, bully or harass any members of our team your contract will be rescinded immediately.**



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**Force Majeure**

We shall not be liable for failure to perform any services if the failure results from circumstances beyond that of our reasonable control.

Severance

If any provision of this agreement shall become or shall be declared by any court of competent jurisdiction to be invalid, unlawful, or unenforceable this shall not in any way impair or effect the validity, lawfulness or enforceability or any other provision of this agreement all of which shall remain in full force and effect.

Waiver

Failure by us at any time to enforce the provisions of this Agreement or to require performance by you of any provisions of this Agreement shall not be construed as a waiver of any such provision and shall not affect the validity of the agreement or any part thereof or our right to enforce any provision in accordance with its terms.

Governing Law

This agreement is governed by the law of England and Wales.

If you smell gas

Phone Cadent immediately on 0800 111 999 this is a free service.



01253 356 384



info@lapdgas.co.uk



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Signing the Agreement

This agreement must be signed and dated by the landlord of the property only, it must then be posted or emailed back to L.A.P.D Gas to be signed and sent back to the landlord along with the welcome pack. **If you are the acting agent, please send this agreement to your landlord as the contract will not be granted with a third-party signature, no signature or none completion and return of form.**

Signed
(Homeowner/Landlord)

Signed.....
(LAPD Gas)

Date:

Date:

Property Address of Contract:

Address of Landlord (if Rental Property)-

Cover Plan:.....

Add On's:

Policy Number:

Cover Price Total per Month:.....

Homeowner / Landlord Email:



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