



S GREEN

PLUMBING AND HEATING LTD

Boiler Service & Maintenance Membership Agreement

Homeowner and Landlord Plans • RG10 postcode area

S Green Plumbing and Heating Ltd
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COMPANY NUMBER: 09132198 • VAT NUMBER: 156 6299 74 • GAS SAFE NUMBER: 527016

Plan schedules

The benefits below apply only to the plan selected on the signed order form and remain subject to the Membership Terms.

A. Boiler Service Plan — £12.99 per month

- One annual service of one eligible domestic natural-gas boiler at the covered RG10 property.
- Routine service seals or gaskets that the boiler manufacturer requires to be replaced as part of the scheduled annual service.
- Service reminder and arrangement of the annual appointment during normal working hours.

Not included: breakdown diagnosis or repair, callouts, repair parts, controls, system components, additional appliances, remedial work or work outside the annual service.

B. Boiler + Additional Item Plan — £14.99 per month

- Everything included in the Boiler Service Plan.
- At the same annual appointment, one declared gas fire service or one declared unvented hot-water cylinder service.
- The additional item must be eligible, at the same RG10 property and recorded on the order form.

A customer-requested separate appointment, a second additional item, repair work, non-routine seals and replacement parts are chargeable.



C. RG10 Boiler Maintenance Plan — £20.00 per month

- Everything included in the Boiler Service Plan.
- Priority booking for boiler breakdowns reported during normal working hours, at the next reasonably available appointment.
- Up to two hours of total boiler breakdown labour in each membership year. The allowance may be shared between diagnosis, repair, fitting parts and testing across initial and return visits for the same or different faults.
- Travel time and time obtaining parts do not reduce the labour allowance.
- Parts are quoted and charged separately. Labour beyond the allowance is £100 plus VAT per hour, subject to the customer's approval.
- Accepted emergency-priority or out-of-hours attendance is £75 including VAT per attendance.

D. Landlord Compliance Plan — £14.99 per month, plus £2.00 per additional gas appliance

- One annual service of the declared boiler.
- One annual Landlord Gas Safety Record for the covered property and boiler.
- A gas-safety check and record entry for each declared additional gas appliance paid for at £2.00 per month, such as a hob, oven or gas fire.
- Routine boiler service seals required as part of the scheduled service.

The £2.00 appliance addition covers its statutory gas-safety check and record entry, not a full strip-down service or repair, unless expressly agreed in writing. The landlord remains responsible for legal compliance, access, tenant communications and providing the record to tenants.

E. Landlord Maintenance Plan — £24.99 per month, plus £2.00 per additional gas appliance

- Everything included in the Landlord Compliance Plan.
- Priority normal-hours boiler breakdown booking.
- Up to two hours of total boiler breakdown labour per membership year, on the same basis as the RG10 Boiler Maintenance Plan.
- Parts are charged separately; additional labour is £100 plus VAT per hour.
- Accepted emergency-priority or out-of-hours attendance is £75 including VAT per attendance.

Membership terms

1. Parties and contract. The agreement is between S Green Plumbing and Heating Ltd ('we', 'us') and the customer named on the order form ('you'). It consists of the signed order form, selected Plan Schedule and these terms. If they conflict, the order form takes priority, followed by the Plan Schedule and then these terms.

2. Eligibility and area. Plans are available only for eligible domestic properties in the RG10 postcode district unless we agree otherwise in writing. Homeowner plans are for owner-occupied homes. Landlord plans are for rented domestic properties. One plan covers one declared boiler at one property.

3. Initial assessment and existing faults. Acceptance is subject to an initial inspection or review. We may require chargeable remedial work before accepting the boiler, system or appliance. Pre-existing faults, symptoms arising during the waiting period and work needed to bring an installation to an acceptable safe or serviceable standard are not included.



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4. Start and waiting period. The service membership begins on the accepted start date. Breakdown benefits begin 28 days later. The waiting period does not prevent us undertaking separately chargeable work. No breakdown benefit is available until the first monthly payment has cleared and we have accepted the boiler.

5. Minimum term and monthly payments. The initial membership term is 12 months. The monthly price is the annual membership price divided into 12 instalments; it is not payment only for that particular month. Payments are collected monthly in advance. You must maintain a valid payment method and tell us promptly of any change.

6. Annual service. We will contact you to arrange the service during the membership year. You must provide reasonable access and respond to appointment requests. The service will follow applicable manufacturer instructions and safe working requirements. An annual service is preventive maintenance and does not guarantee that a boiler or appliance will not later break down.

7. Routine service seals. Included seals are limited to routine seals or gaskets that the manufacturer requires to be replaced as part of the scheduled service. Repair seals, obsolete parts, damaged casings, electrodes, burners, heat exchangers and parts required because of a fault, damage, corrosion, contamination or poor previous work are not routine service seals and are chargeable.

8. Appointments and access. Appointments are subject to availability. You or an authorised adult must provide safe, unobstructed access. If access is unavailable, we may charge a reasonable missed-appointment fee reflecting our loss. Landlords are responsible for arranging lawful access with tenants. We may stop work where conditions are unsafe.

9. Breakdown labour allowance. This clause applies only to Maintenance Plans. Labour is recorded in reasonable working-time increments and combined across visits. A return visit needed to fit an ordered part does not create a new allowance. Once the annual allowance is used, further labour is chargeable at the current standard rate shown in the Plan Schedule. We will seek approval before chargeable work, except work reasonably necessary to make an immediately unsafe situation safe.

10. Parts and quotations. Parts are not included except routine service seals. We will explain the required part and price, where reasonably possible, before ordering or fitting it. Special-order parts may require advance payment and may be non-refundable once ordered, except where consumer law provides otherwise. We may use genuine or compatible parts of suitable specification.

11. Emergency and out-of-hours requests. This clause applies only to Maintenance Plans. Normal breakdown appointments do not attract an attendance fee. If you request attendance sooner than our next normal appointment or outside our published normal hours, and we accept, the £75 including VAT fee applies. We will disclose it and obtain agreement first. Availability and attendance time are not guaranteed. Suspected gas escapes must be reported to the National Gas Emergency Service on 0800 111 999.

12. What is not included. Unless the selected Plan Schedule expressly says otherwise, the plan excludes: boiler replacement; repair parts; labour beyond an allowance; sludge, scale or contaminated system water; power flushing; blocked condensate or waste pipes; utility failure; frost, flood, storm, structural movement or accidental damage; pest damage; misuse or third-party work; asbestos; inaccessible or concealed components; making good decorations, floors, walls, fixtures or fittings; non-standard systems; smart controls; LPG, oil and commercial equipment; underfloor heating; and faults where suitable parts cannot reasonably be sourced.

13. Beyond economical repair and unavailable parts. We are not required to replace a boiler or appliance. We may declare it beyond economical repair where a suitable repair is unavailable, unsafe, technically



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unsuitable or disproportionate to the equipment's condition and value. Breakdown benefits for that item then end. We will explain the reason and may offer a separate replacement quotation.

14. Safety. Gas work will be undertaken by a suitably qualified Gas Safe registered engineer. Unvented-cylinder work will be undertaken by a suitably competent person. If an installation is unsafe, we will follow applicable safety procedures, which may include warning labels, disconnection or notification. Membership does not require us to leave unsafe equipment operating.

15. Landlord responsibilities. A landlord remains responsible for complying with all applicable gas-safety duties, ensuring checks are completed when due, arranging access, retaining records and giving records to tenants. We are responsible for the work we agree to perform but do not assume the landlord's wider legal obligations. Additional appliances must be accurately declared before the visit.

16. Cooling-off right. If the contract is made online, by telephone or away from our business premises, you may cancel within 14 days after the contract is made without giving a reason. Use the cancellation form or make any clear statement. If you expressly ask us to begin work during that period, you must pay a proportionate amount for services supplied before cancellation. If the service is fully performed after your express request and acknowledgement, the cancellation right may end as permitted by law.

17. Cancellation during the initial term. After the cooling-off period, you may cancel by giving at least 14 days' written notice. Because the annual price is paid by instalments, if you cancel during the initial 12-month term after receiving a service or breakdown work, we may charge only the fair unrecovered value of benefits actually supplied at our published non-member prices, less membership payments already received. We will provide a calculation. The charge will never exceed the remaining instalments for the initial term. No penalty is charged merely for cancelling.

18. Renewal and price changes. After the initial 12 months, membership continues on a monthly rolling basis unless cancelled. We will send a renewal reminder and give at least 28 days' notice of any price or material term change. You may cancel before the change takes effect. We will not increase an individual customer's price merely because they requested an included service or breakdown appointment.

19. Our right to suspend or cancel. We may suspend benefits for missed payments. We may cancel on reasonable notice for false information, repeated non-payment, abusive or unsafe conduct, unauthorised system changes, persistent failure to provide access, the property leaving the service area, loss of required qualifications, unavailable parts or an item becoming unsafe or beyond economical repair. Immediate cancellation may occur for serious safety or abusive-conduct reasons. Any refund or fair charge will be calculated consistently with clause 17.

20. Moving home. Membership applies only to the covered property and is not automatically transferable. Tell us before moving. If the new property is in RG10, transfer is subject to our inspection and written acceptance. Otherwise, the cancellation terms apply.

21. Reasonable care and statutory rights. We will perform services with reasonable care and skill and within a reasonable time where no fixed time has been agreed. Nothing in the agreement excludes or restricts rights or remedies that cannot lawfully be excluded under the Consumer Rights Act 2015 or other applicable law.

22. Liability. We do not exclude liability for death or personal injury caused by negligence, fraud, fraudulent misrepresentation or any liability that cannot legally be limited. Subject to that, we are responsible for loss or damage that is a reasonably foreseeable result of our breach or failure to use reasonable care and skill. We are not responsible for pre-existing damage, unavoidable damage inherent in agreed access work, or business losses arising from a domestic consumer contract.



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23. Complaints. Contact us first at the postal or email address on the order form, explaining the problem and desired resolution. We will acknowledge and investigate complaints within a reasonable time. This does not affect the right to seek independent advice or use any applicable court or alternative dispute-resolution process.

24. Information and privacy. We use customer, property, appliance, tenant-contact and payment-related information to administer the agreement, arrange work, meet safety and legal obligations and keep service records. A separate privacy notice explains the lawful bases, retention, sharing and individual rights. Payment-card or bank details may be processed by our payment provider rather than stored by us.

25. Notices and cancellation method. Notices may be sent by email or post using the contact details on the order form. You may cancel by email, post or any equally straightforward method we make available. We will confirm cancellation and the effective date. Keep evidence of the request.

26. General. If one term is unenforceable, the remaining terms continue. A delay in enforcing a right is not a waiver. We may use qualified employees or subcontractors and remain responsible for contracted services. No third party has rights under the agreement except where the law provides otherwise. English law applies and consumers retain the right to bring proceedings in the courts available to them under applicable law.

Membership order form

This order form, the selected Plan Schedule and the Membership Terms together form the agreement. Prices include VAT unless expressly stated otherwise.

Select	Plan	Monthly price (inc. VAT)	Main annual benefits
☐	Boiler Service Plan	£12.99	One annual boiler service; routine service seals required as part of that service.
☐	Boiler + Additional Item Plan	£14.99	Boiler Service Plan benefits plus one selected gas fire or unvented hot-water cylinder service at the same visit.
☐	RG10 Boiler Maintenance Plan	£20.00	Boiler Service Plan benefits; priority normal-hours breakdown booking; up to two hours' breakdown labour per membership year.
☐	Landlord Compliance Plan	£14.99 + £2.00 per additional gas appliance	Boiler service and Landlord Gas Safety Record for the boiler;



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Select	Plan	Monthly price (inc. VAT)	Main annual benefits
			safety check and record entry for each declared additional gas appliance.
☐	Landlord Maintenance Plan	£24.99 + £2.00 per additional gas appliance	Landlord Compliance benefits; priority normal-hours breakdown booking; up to two hours' breakdown labour per membership year.

Customer and property details

Customer/landlord name	
Trading/company name (if applicable)	
Covered property address	
Postcode	RG10 _____
Billing address (if different)	
Telephone	
Email	
Boiler make/model	
Approximate installation date/age	

Additional item/appliance declaration

Only items recorded below are included. For landlord plans, £2.00 per month is added for each additional gas appliance. For the £14.99 homeowner plan, only one selected additional item is included.



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Item	Make/model	Location	Plan treatment

Payment and acceptance

Selected plan: _____

Number of chargeable additional landlord appliances: _____

Total monthly payment including VAT: £_____

Membership start date: ____ / ____ / ____

Normal working hours: Monday to Friday, 8:30am to 5:30pm, excluding public holidays

Customer confirmation: I have selected the plan shown above, received the Plan Schedule and Membership Terms, and understand the price, 12-month minimum term, waiting period, exclusions, cancellation rights and any separately chargeable work.

Customer signature: _____ Print name: _____ Date: ____ / ____ / ____

Accepted for S Green Plumbing and Heating Ltd: _____ Date: ____ / ____ / ____

Cooling-off cancellation form

Complete and return this form only if you wish to cancel during the statutory cooling-off period. You may instead send any clear cancellation statement.

To: S Green Plumbing and Heating Ltd, 11 Middlefield, Ruscombe, Reading, RG10 9DG

Email: sgreenplumbing_heating@hotmail.co.uk

I/We give notice that I/we cancel the boiler service or maintenance membership:

Customer name: _____

Covered property: _____

Membership start/order date: ____ / ____ / ____

Signature (only if sent on paper): _____ Date: ____ / ____ / ____