

A male technician with short brown hair, wearing clear safety glasses, a white t-shirt, and black suspenders, is focused on working on a white gas boiler. He is wearing black gloves and using a tool to adjust a component on the boiler. The background is a bright, slightly blurred indoor setting. The image is framed by a large, stylized graphic consisting of overlapping blue and orange chevron shapes.

**CITYGAS**  
GAS BOILER & HEATING ENGINEERS

# A WARM WELCOME

Gas boiler & central heating cover by a family owned business. Serving the Northeast of England since 2014 As we're not an insurance company, when your boiler or central heating has a breakdown, there are no lengthy waiting times for insurance underwriters

City Gas 24 LTD Company No: 15686135 England & Wales trading as **City Gas**

## Our cover plans

### Boiler Only Cover

#### What's Included?

- Gas Boiler
- Gas Leak Repair
- Unlimited Repairs
- Parts & Labour Included
- Emergency Repairs
- Repaired by City Gas (no Sub-contracting)
- Domestic boilers up to 45kW
- **Free Annual Boiler Service**

**Up to £999 combined costs  
per claim**

### Boiler & Heating Cover

#### What's Included?

- Boiler Only Cover+
- Radiators
- Lockshield Valves
- Thermostatic Valves
- Central heating leak repair
- Central Heating Pipes & Fittings
- Domestic Boilers upto 45 Kw
- **Free Annual Boiler Service**

**Up to £999 combined costs  
per claim**

### 12 Months contract

All of our cover plans are a minimum 12 months contract. The reason we have a contract is when a certain number of customers sign up with us we add more assets & invest to our infrastructure. A contract term allows us to invest in these assets & continue to grow our infrastructure so we can give you a high quality, resilient & totally unmatched service.

### Cooling off period

After purchase you have a cooling off period of 14 days. In this time you can cancel your cover plan with no charges and we'll also give you a refund. After 14 days you are in a legally binding contract.

#### Cancellations in your 14 day cooling off period

	Cancellation / administration Fee	
Without Claims	£0	We'll refund you
With Claims	£45 plus	Plus the cost incurred by us for any claims

**To cancel simply contact us using the form on our contact us page, & one of the team will assist you.**

If you have made a claim in the cooling off period & you want to cancel your plan, you will owe us any amount we may have incurred attending your property for a repair or breakdown, this includes but not limited to any parts used or time spent, up to a maximum of £150.

## What's NOT Included?

- Electric boilers.
- Any boiler over 45 kilowatt
- Warm Air boilers.
- Back boilers.
- Hot water cylinders
- Warm Air heating Systems.
- Back boiler heating systems.
- Separate gas hot water heaters.
- Electric Central heating systems.
- Damage caused while your home is unoccupied.
- Payment of any excess stated in your cover plan.
- Damage or faults caused by freezing weather conditions.
- Damage to the central heating, boiler or the boiler controls.
- Faults caused by sludge, lime scale, debris & or blockages.
- Any parts of the heating system or boiler that is not powered by natural gas.
- Underfloor heating system or related parts & components.
- Damage caused by any unrelated or related works being carried out by a third party.
- Damage or/and faults caused by disconnection / reconnection of your gas or water supply.
- Damage caused in order to gain access to carry out any repairs.
- Damage caused by or resulting from leaking appliances.
- Anti-corrosion inhibitors.
- Condensate lift pumps.
- Water pumps or any part of your water system designed to increase water pressure.
- Gas fires or solar panels & any renewable energy systems.
- Power flushes to the central heating system.
- Magnetic & non-magnetic central heating system & water filters.
- Remote Wi-Fi / smart thermostats & controls.
- Boiler over 12 years old at the plan start date or renewal.
- Any costs related to working at heights.
- Any pre-existing faults you had before joining us.
- Any repair by an engineer not authorised by us.
- Payment for any inconvenience or damage caused by delays beyond our control.
- Trace & access for water, central heating & gas leaks.
- Pipes or equipment from gas meter and upstream which is the responsibility of the energy supplier.
- Any Damage caused to property which resulted from boiler/central heating faults.
- Damage caused by an event where buildings insurance should cover the damage for example natural disasters, floods, fires etc.
- Day to day maintenance for which you are responsible. i.e. re-pressurising boiler or adjustments to the timing, temperature controls, bleeding heating system.
- Any equipment not installed, operated, maintained or repaired in accordance with established practice or manufacturer's instructions, statutory regulations or British Standards.





## REPORTING A FAULT

You should report any faults as quickly as you notice them, leaving a fault on the boiler or heating system for long periods could lead to additional faults or damage to your property.

### How To Report A Fault

You can report a fault quickly & easily by on our website, by visiting [www.citygas24.co.uk/reportafault](http://www.citygas24.co.uk/reportafault). Once you have reported a fault our smart booking system will automatically assign the nearest expert engineer with the quickest availability who will contact you to arrange a mutually convenient time to get the job done.

**Note:** There is a maximum claim limit of £150 for the first 30 days after joining us. This is to deter people joining us with pre-existing faults with their gas boiler central heating system.

### Call out charge / Repair contribution

When you report a fault there is a call out charge to pay. This is paid when you report a fault & before we dispatch an engineer to attend your property. The amount you pay would have been displayed on our website when you joined and a confirmation would have been sent via email.

## EMERGENCY GAS LEAKS

In the event of a gas & water leak follow the steps below as best as you can and call the emergency gas escape helpline on 0800 111 999



### Boiler breakdowns

- Check there is electricity / power at the boiler by looking at the displays or lights.
- Ensure your gas meter is topped up or the gas emergency shut off is open. Ensure the
- boiler pressure is topped up according to manufacturer's instructions. Ensure a
- heating or hot water demand by running taps or turning up the thermostat. Reset the
- boiler. This information can usually be found on the front of the boiler.

## Boiler, Heating & Water Leaks

- Turn off the water supply immediately to prevent further damage to your property.
- Find out where the leak is coming from.
- Check to see if you have the correct cover plan & report a fault.

In the event you find that the fault you have is NOT within the scope of the cover plan you have with us, please get in touch with us, we will always try to help you as best as we can.

## Free Annual Boiler Service

Annual boiler servicing starts from the beginning of April to September. All annual boiler services are carried out during the warmer periods. This is so all the team are readily available during the colder periods to attend boiler breakdowns and emergencies.

To book your annual boiler service, every year one of the team will get in touch with you via email where you can book in your annual boiler service around your schedule. All annual boiler service appointments are full day appointments however, you do not need to wait around.

On the day, our service engineer will call you 30 minutes – 1 hour before arrival.

## Things you need to do before your engineer visit

Clear work / boiler Area.

Lock away any pets.

Ensure there is working gas at the property.

Ensure there is working electric at the property.

Give engineer as much space as reasonably possible.

### Boiler Service Does Include

- Visual check of the boiler
- Testing the boiler for any faults
- Efficiency testing the flue gasses
- Opening up the boiler & inspecting it
- Checking & adjusting system pressure
- Cleaning out condensate trap
- Bleeding radiators
- Visually checking the hot water cylinder

### Boiler Service Does Not Include

- Topping up inhibitor levels
- Checking or removal of sludge
- Repairing boiler during the service
- Repairing the hot water cylinder during service
- Servicing any other gas appliances
- Tightness testing



## LANDLORDS ANNUAL GAS SAFETY CHECKS

When signing up we will make a note you landlord gas safety check due dates. You will receive an email reminder letting you know the check is due.

### BOOKING YOUR GAS SAFETY CHECK

Before the due date we will send you an email reminder with a link to book in your gas safety check around you and your tenants schedule, once the form is received our engineer will come out on the date selected and get the job done.

All annual gas safety check appointments are full day appointments however, you or your tenant does not need to wait around. On the day, our service engineer will call you or the tenant 30 minutes – 1 hour before arrival.

### Things Landlords need to do before your engineer visit

- Inform your tenant of engineer visit.
- Ensure our engineer has access to the property.
- Ensure work / gas appliances area are cleared.
- Ensure there is a working "Carbon Monoxide" alarm at the property.
- Ensure there is a working "Smoke, Fire or/& Heat" alarm at the property.
- Ensure any pets are locked away.
- Ensure there is working gas and electricity at the property.
- Give engineer as much space as reasonably possible.
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Once the gas safety check is complete you will be emailed a copy of the certificate. The gas safety check will not be an automatic pass, where a gas appliance has failed, an appropriate action will be taken according to current gas safe regulations.



# CANCELLATIONS

We understand at times there may be reason why you may need to cancel a cover plan. We will never force you to stay with us. However when cancelling mid-term there may be a cancellation / administration fee to pay. This cancellation administration fee amount depends of how many claims you have made during your cover plan contract. Please refer to table below.

## Mid-term Cancellations

	Cancellation Administration Fee	
Without Claims	£45	5 Working days before direct debit day
With Claims	£75 plus	Plus the cost incurred by us for any claims

To cancel simply contact us using the form on our contact us page, & one of the team will assist you.

### Cancelling without telling us

Cancelling your debit payments through your bank doesn't cancel your agreement with us.

If you stop your debit payment without telling us, we'll contact you to arrange for the collection of the money you owe. If we don't hear from you and you don't pay, we'll cancel your agreement on the 14th day after your payment was missed. At this stage we may calculate any claims you have made, any parts we have used & any time spent on repairs, breakdowns for those claims as well as servicing & bill you accordingly. This money will then be owed to City Gas 24 LTD by you.

### Cancelling end of term

To cancel your cover plan & contract at the end of your term simply call one of the team at least 5 working days before your renewal date & they will assist you. This will also turn off the auto renewal of your plan & contract.

### Cancellations by us

There are times we will cancel your policy on serious ground but not limited to

- Abusive language or behaviour towards any of our staff or contractors.
- Not providing information related to your cover plan
- Making threats of violence or aggressive behaviour toward our staff or contractors
- Nuisance or disruptive behaviour
- If we deem your repair as beyond economical repair or original parts are no longer available.
- Your gas boiler, heating system does not meet our cover criteria i.e. large commercials, industrials, pre-existing faults, in poor conditions & / or neglected.



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## THE IMPORTANT STUFF

### COVER EXCLUSIONS

There are certain situations where a repair or emergency breakdown is not within the scope of your cover plan. These situations may be beyond your control i.e. house fire, floods, an act of god, lightning strikes, war, explosions, property subsidence, heave, terrorism, unoccupied property, accidental or intentional damage. Any repair or emergency breakdown that is not the result of normal usage, wear & tear is not covered with your cover plan

### YOUR RESPONSIBILITIES

You are responsible for ongoing day to day maintenance of your boiler & heating system. Things like topping up the boiler pressure, bleeding radiators, topping up inhibitor levels, adjusting or programming your timer clock, & the need to reset the boiler at times does not fall within the scope of your cover plan with us. It is your responsibility to report any faults as soon as possible so as to minimise any further damage to your gas boiler, central heating system and your property.

### ANNUAL RENEWAL

At the end of every cover plans period we will see how many claims you have made in the duration of the expiring contract and send you out a renewal quote. When you receive the renewal quote you can tell us not to renew your cover plan and the end of the contract. If you are happy with the renewal quote you do not have to tell us, we will automatically renew the contract for you. This way your cover plan goes uninterrupted.



## PAYMENTS

Initial payment is payable by credit / debit when you sign up. Then subsequent monthly payments are taken from the same card you used every month until the end of your plan / cover period, or cancellation (see cancellation policy). Payments are processed by Stripe secure payments.

Ref City Gas 24 LTD

## COMPLAINTS

Though we'll always aim to give you the highest levels of service. If there is ever a time you feel we didn't quite get it right, & you have a complaint please let us know by filling in our complaints form.

- You can lodge your complaint at [www.citygas24.co.uk/complaints](http://www.citygas24.co.uk/complaints)
- Tell us which one of the team i.e. Engineer, customer service staff
- Give as much details as possible about the issue

We will promptly acknowledge your complaint and our complaints team will quickly and thoroughly start to investigate your complaint. Though we'll aim to resolve the issue as quickly and efficiently as we can, we'll never exceed more than 8 weeks from the point in which you made your complaint to resolving the issue with regularly updating you on the progress of your complaint.

## MOVING ADDRESS

You must tell us at least 14 working days before you move home permanently. In which case we will need details of your new address, the type of heating system, boiler, and how many radiators are connected to the system at your new address. Please make sure to check we provide cover to the area in which you are moving your permanent address to. If you are moving your permanent address to an area we do not provide cover for then our mid-term cancellation policy will apply. (See cancellations section)

## INFLATION

Each April, we'll adjust the monthly amount you pay for your Cover Plan by the Consumer Price Index (CPI) rate of inflation plus +3.7% (which is lower than most other boiler cover & insurance company's current price rise commitments). This adjustment will be made on renewal of your plan.

For example, using the average CPI value for the past 3 years of 5.4% plus 3.7%, this means if you were paying £9.99 per month, your monthly price would increase by no more than £0.90p. If the CPI figure is negative in the relevant year we will only increase the charges by 3.7%.

These changes are being made due to increased running costs and further investment in our network. They will allow us to continue to offer high quality, resilience and totally unmatched service to you. This change will also apply to the call out charge when you report a fault.





## FAMILY & FRIENDS REFERRAL REWARD

As all our customers are loving the service we provide, they have started telling family & friends, so we thought why not show our appreciation. As a thank you we give every one of our customers who refer family or friends £20 deposited into their bank account. Even better, as there is no limit to how many family or friends you can have, there is also no limit to how many times we'll pay £20 for every time you refer.

To avoid any abuse of the scheme family & friends referral pay outs are subject to...

### Existing Customer

- Must not misrepresent cover plans
- Direct family or friend to our website
- Email [contact@citygas24.co.uk](mailto:contact@citygas24.co.uk) to tell us who you referred, within 14 days
- Must be an existing customer over 31 days

### Family & Friend must

- Signup through our website
- Agree to our T&C's
- Be a customer for at least 31 days
- Have no outstanding payments to us.

After the referral qualification period of 31 days, our team will call you to arrange pay out.

**Note:** The term outlined in this service agreement document listed above and its contents are a legally binding contract which you agree to & is legally binding on the 14 day after you sign up with us. Please download a copy of this if you are an existing customer.