HomeSaver Key Facts

A short, plain-English summary of your HomeSaver plan. Please read it with the full HomeSaver Terms and Conditions at **heyhomes.co.uk/homesaver/terms**, which apply if there is any difference. HomeSaver is provided by Hey Homes Group Ltd (Company No. 14649881), trading as HEY.

What is HomeSaver?

A monthly **service and maintenance plan** for your boiler, paid by recurring debit or credit card via Stripe, with the work done by our own engineers. **This is not an insurance policy and is not FCA-regulated.** Every plan includes:

- your **annual boiler service**, booked April to September*
- **repair visits in working hours with no call-out charge**, including labour and parts up to your per-visit and annual parts caps
- **6w / 4w / 2w SMS & email reminders** with booking link, plus a phone call from our office if unbooked by due date

*Or around the 12-month anniversary of a service you paid for when you joined (such as our Day-1 offer). Winter is kept for repairs.

Prices and plans a month, including VAT

	HOMESAVER 1 – ESSENTIALS Annual service + your boiler and its controls	HOMESAVER 2 – EVERYDAY Annual service + boiler, controls & central heating system
Gas	£18 /month	£25 /month
LPG	£20 /month	£28 /month
Oil	£49 /month	£57 /month
Per-visit parts cap parts valued at Wolseley trade cost incl. VAT	£150	£200
Annual parts cap per plan year, same basis	£300 /yr	£400 /yr

All prices include VAT. Prices are monthly, paid by recurring debit or credit card via Stripe.

Oil plans

Oil plans include your annual service **plus 2 repair visits a year**. The annual service doesn't count as a repair visit. From the third repair visit in a plan year, it's **£72 including VAT a visit**.

Parts over the cap (0% markup)

Plans include **£150 / £200 per visit (and £300 / £400 per plan year) of parts valued at Wolseley trade cost inclusive of VAT**. Excess parts are charged at **Wolseley trade cost with 0% markup, inclusive of VAT**, quoted first.

What isn't included

- **Out-of-hours (OOH) visits**: optional, charged at rates agreed by telephone triage (page 2).
- **Either plan** (unless added in writing): plumbing pipework, taps, showers, toilets, tanks, vented & unvented cylinders, G3 controls, immersion heaters, underfloor heating, towel/designer radiators, smart hubs, powerflushing/desludging, sludge, drains.
- Pre-existing faults, including any found before or during your Day-1 service/Inspection.
- Making good and cosmetic work after a repair: plastering, decorating, tiling, flooring and similar.
- A replacement boiler, or repairs costing over 50% of the item's replacement value ("beyond economical repair"). No contribution to a replacement.
- Parts above your per-visit or annual parts cap, unless you agree to pay the difference (Wolseley trade cost with 0% markup, inclusive of VAT).
- Problems caused by misuse, or repeat visits where no fault is found after we've given you guidance.
- A landlord gas safety check (CP12), unless added to your plan for £120 incl. VAT.

NOT PART OF YOUR PLAN?
£120 an hour, incl. VAT

Work outside your plan and one-off repair visits in working hours: **£120 an hour incl. VAT**. One-off services at our website prices. We always tell you the price first.

Who can join



Boiler age: gas and LPG boilers up to 15 years old, and oil boilers up to 10 years old.

Older boilers can't join, but we can still service and repair them.

Homes in our area across Macclesfield, East Cheshire, Stockport South & High Peak (SK10, SK11, SK12, SK9, SK8, CW12, SK17, SK23, WA16, CW4 — see heyhomes.co.uk/areas): homeowners and private landlords. Not for commercial premises, letting or estate agents, or housing associations.

When we visit



Plan visits: 8:00am–5:00pm, Mon–Fri (excl. bank holidays).

Out-of-hours emergency attendance (outside Monday–Friday, 8:00am–5:00pm, excluding England & Wales bank holidays) is optional, subject to on-call engineer availability, not included in your plan, and charged at our Out-of-Hours emergency call-out and hourly rates quoted to you and agreed by telephone triage before an engineer is dispatched.

> **If you smell gas, call the National Gas Emergency Service on 0800 111 999.**

How long the plan lasts

Minimum term: 12 months from the date we confirm your plan is active.

After that, your plan **renews every 12 months** unless you tell us at least 14 days before the end that you don't want it to. We remind you in writing 15 to 30 days before each renewal.

Paying

- Monthly by **recurring debit or credit card via Stripe** in Commusoft, charged automatically each month. At least 3 working days' notice of changes.
- We may raise the price once a year by no more than the rise in CPI, with at least 30 days' written notice. If you don't agree, you can end your plan first, free.

Joining today? Day-1 service offer

with a 12-month plan · all prices incl. VAT

Mains Gas	LPG	Oil (OFTEC)
£75	**£90**	**£195**
standard £120 · save £45	standard £135 · save £45	standard £250 · save £55 (incl. nozzle & filter)

On Day 1 you pay the promotional fee via SumUp (or Stripe); your 12-month agreement and Stripe card mandate are set up and **Month 1 of 12 is charged on Day 1. The Day-1 service is your qualifying initial Inspection**: repair eligibility begins as soon as your boiler and system pass it, and **any pre-existing fault found before or during it is outside your plan** (quoted separately). **Subject to 12-month minimum HomeSaver agreement. If cancelled before 12 monthly payments, the £45 (Gas/LPG) or £55 (Oil) promotional service discount off our standard one-off service price is payable.** If you cancel in the cooling-off period after your Day-1 service, or cancel/withdraw payment authority before 12 payments after a service or repair visit, you authorise us to charge your stored card via Stripe (or, if that fails, invoice you, payable within 7 days) for that discount and any early-termination balance; we tell you the amount 3 working days before. Not charged if you leave because we raised the price, made a significant change or got something wrong.

If a payment is missed

We will not ask you for the rest of the year's payments.

1. **We tell you** — within 2 working days by email/SMS with a secure Invoice Portal link to pay by card / Apple Pay / Google Pay and update your card with Stripe.
2. **Visits paused** — if it's still unpaid 14 days after the missed payment, until it's paid.
3. **Plan may end** — with 7 days' notice if two payments in a row fail, or you don't pay within 14 days of our final reminder.

Changing your mind and cancelling

14-day cooling-off period

You can cancel within 14 days of the date we confirm your order, for any reason. If you asked us to start in that time, we deduct the value of work already done (for example your first service). After a Day-1 service, the Day-1 discount is also payable. Refunds within 14 days.

After 14 days

Stop your plan renewing up to 14 days before the end of any 12-month term, with no fee, or end it if we raise the price or change it significantly.

Leaving during a term: 14 days' notice. You only pay more if the standard-price value of services you've had in the term is more than you've paid, capped at the payments left (plus the Day-1 discount, if you had one).

Questions or to cancel: email **info@heyhomes.co.uk** or call **[01625 XXX XXX]**. A model cancellation form is in the Terms. Update your stored card any time via the Invoice Portal link or by calling us.

If something goes wrong

1. **Tell us** — Email **complaints@heyhomes.co.uk**, call **[01625 XXX XXX]** or write to us.
2. **We acknowledge it** — within 3 working days.
3. **Final response** — in writing within 8 weeks.

If we can't settle it, our final response names a certified ADR provider, **UtilitiesADR** (utilitiesadr.co.uk), and says whether we agree to use it. You can get free advice from the Citizens Advice consumer helpline on **0808 223 1133**, or go to court. Full procedure: heyhomes.co.uk/complaints. Your legal rights under the Consumer Rights Act 2015 are not affected.