HEY 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 annual parts allowance (no per-visit cap)
- **free (£0) Engineer Technical Support phone calls** — do not count towards your repair visits
- **Email reminders 6 weeks, 4 weeks and 2 weeks before your service** 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.

Monthly prices, including VAT

	HomeSaver 1 – Everyday	HomeSaver 2 – Complete
	Annual service + your boiler and its controls	Annual service + boiler, controls & central heating system
Gas	£18 /month	£25 /month
LPG	£20 /month	£28 /month
Oil	£49 /month	£57 /month
Annual parts allowance per plan year, parts valued at our trade cost plus 30%, incl. VAT	£300 /yr	£400 /yr

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

Repair visits each plan year

Gas and LPG plans include your annual service **plus 3 repair visits a year**; from the fourth, it's **£72 incl. VAT a visit**. Oil plans include your annual service **plus 2 repair visits a year**; from the third, it's **£72 including VAT a visit**. The annual service doesn't count as a repair visit. Free (£0) Engineer Technical Support phone calls do not count as a repair visit. If the same fault comes back within 7 days of a repair visit, we'll come back free of charge; that return visit doesn't count towards your repair visits or the £72 charge.

Parts above your allowance

Plans include **£300 / £400 of parts per plan year, valued at our trade cost plus 30%, incl. VAT**, with no per-visit cap. Above the allowance, **parts charged at our trade cost plus 30%, incl. VAT, quoted to you before any work**.

What isn't included

- **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, drainage and waste pipes.
- 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 annual parts allowance, unless you agree to pay the difference: parts charged at our trade cost plus 30%, incl. VAT, quoted to you before any work.
- 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, up to 2 gas appliances; more appliances quoted.

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**. The first working-hours diagnostic is **£75 incl. VAT instead of £120** when you join a 12-month HomeSaver plan on that visit. One-off services at our website prices. We always tell you the price first.

Who can join

Boiler age: no upper age limit. Gas, LPG and oil boilers can join, including older boilers.

The annual parts allowance still applies.

Homes in our 38 postcode districts across Macclesfield, Cheshire, Stockport, South Manchester, Trafford, the High Peak and the Staffordshire Moorlands, plus SK22 for oil boilers only. Full list in the Terms, section 3.5, and at 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).

If you smell gas at any time, 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** through our secure online payment portal, 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 & £75 diagnostic offers

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

Fuel	Day-1 price	Standard price	You save
Mains Gas	£75	£120	£45
LPG	£90	£135	£45
Oil, incl. nozzle & filter	£195	£250	£55
Initial diagnostic (£45 clawback if you cancel early)	£75	£120	£45

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, and if you took the £75 diagnostic join offer the £45 diagnostic discount is also payable (same conditions and timing).** If you cancel in the cooling-off period after your Day-1 service or discounted diagnostic, or cancel/withdraw payment authority before 12 payments after a service, diagnostic 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 with a link to our secure online payment portal 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. After a £75 diagnostic join offer, the £45 diagnostic 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 service discount and/or the £45 diagnostic discount, if you had either).

Questions or to cancel: email **hello@heyhomes.co.uk** or call **01625 920871**. A model cancellation form is in the Terms. Update your stored card any time via our secure online payment portal or by calling us.

If something goes wrong

4. **Tell us**: email hello@heyhomes.co.uk, call 01625 920871 or write to us.
5. **We acknowledge it** within 3 working days.
6. **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.

HEY HOMES GROUP LTD (Company No. 14649881), trading as HEY. Registered office: Sunrise House, Hulley Road, Macclesfield, England, SK10 2LP. HomeSaver is a service and maintenance plan, not an insurance policy, and is not regulated by the FCA. Version 2.0, 6 November 2026.