



Santander Home Emergency Cover Policy Booklet

Guide to your Santander Home Emergency Cover Policy Booklet

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Home emergency cover

This cover only applies if shown on **your schedule**.

The contract of insurance

This is a contract of insurance between **you** and **us**. It must be read in conjunction with **your Policy documents**. Unless specified, the terms of the **Policy documents** will apply.

Explaining the parties involved in this cover

- Home emergency cover is provided by Aviva Insurance Limited.
- Claims are administered by HomeServe Membership Limited, registered in England No 2770612. Registered office: Cable Drive, Walsall, WS2 7BN.

What is this cover?

Home emergency cover provides **you** with assistance for a sudden and unforeseen event such as:

- The breakdown of **your** main heating system;
- A leak in **your** natural gas supply pipe;
- Leaking or blocked pipes, drains, or toilets;
- Blocked or collapsed drains;
- Failure of the electrical wiring within the **property**;
- Damage to roofing and external windows or doors;
- Repair or replacement of locks and lost keys to secure **your property**;
- Treatment of rats, mice, wasps or hornets' nests on **your property**.

Hotel accommodation

If **your property** cannot be lived in as a result of a claim under this **policy**, **we** will pay up to an additional £1,000 for **your** hotel room and transport costs.

Eligibility

This cover is for homeowners and/or residents who are responsible for paying for repairs to the **property** they live in.

It is not for properties solely intended for business use, let properties or mobile homes.

The **property** must be located within the United Kingdom (excluding Northern Ireland, the Isle of Man and the Channel Islands).

Your main heating system must either be fired by natural gas, oil or consist of electrical panel heaters.

How to get help

To make a claim for an emergency, call **us** on **0345 030 7769**. **We're** open 24 hours a day, 365 days a year.

Please note, if **your** incident is an emergency (including internal leaks which cannot be controlled, **you** are totally without electricity or **your property** is unsafe), **your** claim will be given priority, otherwise an appointment will be made.

If **you** think **you** have a gas leak **you** MUST immediately call the National Gas Emergency Service on **0800 111 999**. The National Gas Emergency Service will need to visit **your property** and isolate the leak before **we** can provide any assistance.

Calls to 03 prefixed numbers are charged at national call rates (charges may vary dependent on **your** network provider) and are usually included in inclusive minute plans from landlines and mobiles.

Calls might be recorded and monitored so that **we** can improve **your** customer experience and for the purpose of record keeping.

Words and phrases with special meanings

In addition to the definitions within the **Policy documents**, wherever the following words appear in **bold** in this **policy** they will have the meanings as set out below:

Engineer

A person employed or authorised (or both) by HomeServe to assist with **your** emergency.

Policy documents

Your main Santander Home Insurance policy documents and 'Important Information' document.

Policy

Your Home emergency cover as set out in this policy booklet, **your** main Santander Home Insurance policy booklet and **your** current **schedule**.

Property

Your house, flat, any attached outbuilding (for example, a garage or lean-to shed) and the land within the boundary of **your** property.

These must all be at the address shown on **your schedule**.

We will not cover:

- any communal or service duct areas, and
- detached garages, sheds, greenhouses and non-permanent structures.

Schedule

The document that gives details of **your** Santander Home Insurance policy, **your** Home emergency cover policy and insured limits.

We/Us/Our

Aviva Insurance Limited and/or HomeServe Membership Limited on behalf of Aviva.

You/Your

The owner of the **property** who is named on the **schedule** and any person authorised to be in the **property** at the time of the emergency/incident.

Important note

It is important to note that this **policy** does not provide cover for maintenance related issues such as; sludge, scale or rust build up in **your** heating system, power flushes, dripping taps or routine electrical tasks such as replacing light bulbs or adjusting timers.

Main heating system

Beyond economical repair

On assessment of **your** main heating system, **our engineer** may declare it to be 'beyond economical repair'. This means the total cost of parts (including VAT) required to repair **your** main heating system exceeds 85% of the manufacturer's current retail price of a replacement, or if this is not available, a similar make and model. **We** will also declare the main heating system as 'beyond economical repair' if **we** are unable to obtain the required manufacturer's spare parts from reputable suppliers to complete the repair, within 28 days.

If **we** declare **your** main heating system as beyond economical repair, **we** will contribute £500 towards a replacement. **You** will be responsible for arranging the replacement.

You will then have the choice to continue with the cover for **your** new boiler or heater(s) as long as it is not excluded under the 'What is not covered' sections or the 'General exclusions' section of this **policy**, or **you** can cancel this **policy** following the procedure outlined under the 'General conditions' section of **your** Santander Home Insurance policy booklet.

Temporary heaters

If **you** have no source of heating, two temporary electrical heaters will be delivered to **your** home, in the event that **we** are unable to attend within the same day or next day of **your** claim being raised. The heaters need not be returned to **us**. The running costs of the heaters are not covered.

Please bear in mind that these heaters are only temporary and should not be used as a permanent source of heating.

Gas central heating

What is covered

- Breakdown of the natural gas boiler and/or central heating system.

- Isolating and draining of a leaking water tank, water cylinder or expansion tank.
- Isolating and draining of a leaking radiator(s).
- Repair/replacement of a leaking internal gas supply pipe.
- Repair/replacement of a gas supply hose connecting to a gas cooker.

Claims limit

Up to £1,000 per claim for the cost of labour, parts and materials (including VAT). The only exception is for boilers and electric heaters which **we** deem to be beyond economical repair in which case **we'll** contribute £500 towards a replacement.

There are no limits to the number of claims that can be made under this cover.

What is not covered (in addition to general exclusions)

- Dual-purpose boilers (e.g. Agas and Rayburns used for cooking and central heating).
- Warm air, convection and fan convector heating systems.
- Repair or replacement of water tanks, hot water cylinders and expansion tanks.
- Separate heaters providing hot water, such as immersion heaters.
- Adjustment or resetting of timing and temperature controls.
- Underfloor heating.
- Other appliances such as cookers and fires except gas fires forming part of the back boiler.
- Combination cylinders, Elson tanks, thermal storage units (e.g. Gledhill Boilermate) or their controls.
- Repair or replacement of a boiler with an output of more than 70kw, or where there is more than one boiler in the **property**.
- Combined heat and power systems.
- Items not forming part of the boiler or system or both, e.g. water pumps installed separately.
- External gas supply pipe (it is the responsibility of the National Grid).
- Sections of the gas supply pipe that are outside the **property** or inside any outbuilding on the **property**.
- Repair or replacing radiators or radiator valves. In the event that a replacement valve is required to stop a leak, **our** choice of part will be fitted.

Oil-fired central heating

What is covered

- Breakdown of the oil-fired boiler and/or central heating system.
- Isolating and draining of a leaking water tank, water cylinder or expansion tank.
- Isolating and draining of a leaking radiator(s).

Work will be done by an oil specialist **engineer**.

Claims limit

Up to £1,000 per claim for the cost of labour, parts and materials (including VAT). The only exception is for boilers and electric heaters which **we** deem to be beyond economical repair in which case **we'll** contribute £500 towards a replacement.

There are no limits to the number of claims that can be made under this cover.

What is not covered (in addition to general exclusions)

- Dual-purpose boilers (e.g. Agas and Rayburns used for cooking and central heating).
- Warm air, convection and fan convector heating systems.
- Repair or replacement of water tanks, hot water cylinders and expansion tanks.
- Separate heaters providing hot water, such as immersion heaters.
- Adjustment or resetting of timing and temperature controls.
- Underfloor heating.
- Other appliances such as cookers and fires.
- Plastic or metal oil tanks and their associated pipework and contents.
- Repair or replacing radiators or radiator valves. In the event that a replacement valve is required to stop a leak, **our** choice of part will be fitted.
- Breakdown, fault, damage or destruction caused by the system being allowed to run out of oil or by the use of unsuitable fuel.
- Repair or replacement of the water jacket or heat exchanger, if these are the cause of the breakdown then **your** boiler will be declared beyond economical repair.
- Flues, except balanced flues that are integral to the boiler.
- Items not forming part of the boiler or system or both, e.g. water pumps installed separately.

Electrical panel heaters

What is covered

- Breakdown of electrical storage and/or panel heater(s) provided they are permanently wired into **your** domestic electricity supply.
- Repair or replacement of permanent wiring to the electrical storage and/or panel heater(s).
- Repair or replacement of timers and temperature controls where required to restore the electricity supply.

Work will be done by an approved **engineer**.

Claims limit

Up to £1,000 per claim for the cost of labour, parts and materials (including VAT). The only exception is for boilers and electric heaters which **we** deem to be beyond economical repair in which case **we'll** contribute £500 towards a replacement.

There are no limits to the number of claims that can be made under this cover.

What is not covered (in addition to general exclusions)

- Warm air, convection and fan convector heating systems.
- Repair or replacement of water tanks, hot water cylinders and expansion tanks.
- Separate heaters providing hot water, such as immersion heaters.
- Adjustment or resetting of timing and temperature controls.
- Other appliances such as cookers and fires.
- Energy management systems, Electrotech and Smarheat systems and wet systems.
- Heated towel rails, infrared heaters, electric fires, skirting or kick space floor heaters.

Plumbing and internal drainage

What is covered

- Blocked or leaking toilet.
- Leaking pipes or joints.
- Leaking internal stop-tap.
- Isolating and draining of a leaking water tank, water cylinder or expansion tank.
- Leaking soil vent pipes.
- Blocked waste pipes.
- Blocked drains resulting in all sinks being blocked.

Claims limit

Up to £1,000 per claim for the cost of labour, parts and materials (including VAT).

There are no limits to the number of claims that can be made under this cover.

What is not covered (in addition to general exclusions)

- Water supply pipe.
- Domestic appliances and their inlet or outlet pipes, e.g. washing machines or dishwashers.
- Replacement of water tanks, hot water cylinders, expansion tanks and sanitary ware (e.g. basins and toilet bowls).
- Repair or replacing radiators or radiator valves. In the event that a replacement valve is required to stop a leak, **our** choice of parts will be fitted.
- Showers including the shower unit, controls, outlet or shower head.
- Frozen pipes that have not caused a permanent blockage.
- Smells and noises from pipework or drains.
- Leaking overflow pipes.

Important note

This **policy** does not provide cover for the fresh water supply pipe that connects **your property** to the mains water supply.

External drainage

What is covered

- Unblocking of external drains within the boundary of the **property**.
- Repair collapsed external drains provided they are not beneath any buildings.

The **engineer** will leave the ground level after refilling any hole the **engineer** has to dig.

Claims limit

Up to £1,000 per claim for the cost of labour, parts and materials (including VAT).

There are no limits to the number of claims that can be made under this cover.

What is not covered (in addition to general exclusions)

- Frozen pipes that have not caused permanent blockage.
- External guttering, rainwater downpipes, rainwater drains and soakaways.
- Drain clearance if the design of **your** drainage system does not allow access by **our engineers** (e.g. via a manhole).
- Like-for-like reinstatement of decorative items such as hard or soft landscaping, drives, pathways, walls, flower beds or lawns.

Important note

This **policy** does not provide cover for external drains that **you** do not have sole responsibility for (including shared drains within **your property**) or if **your property** is a flat.

Electrical emergency

What is covered

- Breakdown of a fuse box.
- Lost power to a circuit.
- Permanent damage to the domestic electrical wiring caused by a power cut.

Claims limit

Up to £1,000 per claim for the cost of labour, parts and materials (including VAT).

There are no limits to the number of claims that can be made under this cover.

What is not covered (in addition to general exclusions)

- Appliances with plugs e.g. washing machines, kettles, fairy lights, or any wiring/electrics past the isolation switch.
- Permanent wiring to the following appliances and any wiring or electrics connected to them: satellite dishes, radio or television aerials and their fittings or masts, burglar alarms and smoke detectors, telephones and their associated wiring, doorbells and electrical gate or garage door systems.
- Repair or replacement of wall sockets, switches and light bulb sockets.
- The shower unit or immersion heater unit.
- Portable or fixed electrical heating systems or energy efficiency management systems.
- Repair or replace wiring encased in rubber or lead.
- Resetting of circuit breakers that **you** can reset, if resetting falls outside the permanent repair work **we** do.
- Any part of the electrical wiring where completing a repair would result in a breach of the current electrical wiring regulations and electrical safety standard BS7671:2008 - Requirements for Electrical Installations (incorporating amendment 3:2015).

Important note

Domestic electrical wiring refers to the permanent 240-volt electrical supply system within **your property**, beyond (but not including) the electricity company's supply meter, and supplying electrical power including fuse boxes.

Pests and Security

What is covered

- Treatment of pests such as rats, mice, wasp or hornets' nests on the **property**.
- Use of tarpaulin to protect the **property** in the event of damaged roofing.
- Boarding up of a broken window or door to secure the **property**.
- Replacement of locks and keys where the key needed to secure the **property** is lost or stolen (and **you** do not have another set).
- Repair broken locks for external windows and doors, to secure the **property**.

Claims limit

Up to £1,000 per claim for the cost of labour, parts and materials (including VAT).

There are no limits to the number of claims that can be made under this cover.

What is not covered (in addition to general exclusions)

- Replacement of garage doors.
- Repair or replacement of the electrical unit powering a garage door.
- Doors and windows that do not secure the **property**, such as internal doors.
- Removal or treatment of rats or mice from the garden.
- Pest infestations where **you** have not followed **our** previous recommendations on how to avoid such problems.
- Any damage caused by pests, unless such damage is covered under the **policy**.

General conditions

Parking restrictions

When making a claim, **you** will be asked if there are any parking restrictions including need for a parking ticket, a parking permit or inability to park within close proximity to **your property**. Where no parking is available, this may affect **your** claim being dealt with promptly.

Maintenance

It is **your** responsibility to ensure that normal day-to-day maintenance is undertaken, and that the **property** is in good condition.

HomeServe when carrying out a repair may diagnose that essential maintenance work is required to prevent future breakdown or blockages. For example:

- Where there is a build-up of sludge/scale/rust resulting in **your** boiler and/or central heating system needing cleaning.
- Realigning a blocked drain to avoid a recurrence of the problem.

We will not be able to cover any future emergencies relating to such essential maintenance until it is carried out.

Repairs and parts guarantee

Under this **policy**, the workmanship and any part(s) supplied and used by **us** to solve the problem will be guaranteed for a period of twelve months from the date the work is carried out. **Your** statutory rights are not affected.

Creating access

Upon arrival at **your property**, the **engineer** will locate the source of the incident. If direct access is not available, for instance if there are floor tiles or floorboards in the way, the **engineer** will need to create access. If **you** want the **engineer** to do this, **you** will be asked to confirm it in writing while the **engineer** is at **your property**. Unless stated in the 'What is covered' sub-sections, this **policy** does not provide **you** with cover for any damage which may be caused to the **property**, its contents, fixtures, fittings, floorings or sanitary ware (unless such damage is as a result of the **engineer's** negligence). If **you** do not want the **engineer** to create access, **we** will be unable to progress **your** claim until **you** have arranged for access to be made.

Important note

Please note, in addition to the conditions set out in this section, the general conditions of the **Policy documents** also apply.

General exclusions

- Any event, loss or damage arising from circumstances known to **you** before **your policy** start date.
- Any event, loss or damage relating to elements **you** are not wholly responsible for, such as communal areas or service ducts.
- Any costs/activities in excess of the claims limit or any other limit specified in the 'What is covered' sub-sections. **You** are responsible for agreeing and settling these costs directly with HomeServe Membership Limited.
- Cosmetic damage.
- Any losses caused by any delays in getting spare parts.
- Any associated expenses or losses **you** incur which are not directly covered by this **policy**.
- Systems, equipment or appliances that have not been installed according to appropriate regulatory standards in place for the UK manufacturer's instructions or both; or that are subject to a manufacturer's recall.
- Instances where a repair or replacement is needed only because of changes in legislation or health and safety guidelines.
- Loss or damage related to:
 - Pumps including sewerage pumps, drainage pumps, shower pumps, any associated electrics or valves;
 - Water softeners;
 - Waste disposal units and macerators;
 - Air conditioning units;
 - Unvented hot water cylinders or their controls;
 - Cesspits, septic tanks and any outflow pipes;
 - Vacuum drainage systems;
 - Swimming pools or decorative features including ponds, fountains and any associated pipes, valves or pumps;
 - Ground, air and water source heat pump systems;
 - Power generation systems and their associated pipework, pumps, panels and controls including solar panels or wind turbines or both; combined heat and power systems (systems that generate electricity and heat at the same time).
- Normal day-to-day maintenance of the items covered by **your policy** at **your property**, for which **you** are responsible.
- Any situation where due to health and safety, a specialist person is required, e.g. where asbestos is present, or repairs which put the health and safety of **our engineers** at risk, e.g. where work is required in a loft space and permanent boards, railings, lighting or ladders are not in place.
- Loss arising from subsidence, heave of the site or landslip caused by:
 - Bedding down of new structures;
 - Demolition or structural repairs or alterations to the **property**;
 - Faulty workmanship or the use of defective materials;
 - River or coastal erosion.
- Indirect costs, loss or damage arising as a result of disconnection from or interruption to the gas, electricity or water mains services to the **property**, for example a power cut to **your** neighbourhood.
- Investigative work where the incident that caused **you** to claim has already been resolved.
- The costs of any work carried out by **you** or people not authorised by **us** in advance.
- Any parts not supplied and chosen by **us**. Subject to any applicable regulations, **our engineer** can fit an alternative part (that complies with British Standards) supplied by **you** at the time of the visit (e.g. a switch or tap). However, this part will not be guaranteed. **Our engineer** will not fit alternative parts supplied by **you** where the claim relates to the gas supply or the central heating system.
- Any defect, damage or breakdown caused by malicious or deliberate action, negligence, misuse or third-party interference, including any attempted repair or modification to the elements covered by this **policy**, which does not comply with British Standards.

Important note

Please note, in addition to the general exclusions set out in this section, the general exclusions of the **Policy documents** also apply.

Important information

Complaints procedure

Our promise of service

Our goal is to give excellent service to all our customers, but we recognise that things do go wrong occasionally. We take all complaints we receive seriously and aim to resolve all our customer problems promptly. To ensure that we provide the kind of service you expect we welcome your feedback. We will record and analyse your comments to make sure we continually improve the service we offer.

What will happen if you complain

- We will acknowledge your complaint promptly.
- We aim to resolve all complaints as quickly possible.

Most of our customers' concerns can be resolved quickly but occasionally more detailed enquiries are needed. If this is likely, we will contact you with an update within 10 working days of receipt and give you an expected date of response.

What to do if you are unhappy

If **you** are unhappy with any aspect of the handling of **your** insurance we would encourage **you** to seek resolution by contacting us using the relevant contact details below.

If **your** complaint is about how **your** policy was sold, call us free of charge from a UK landline or mobile on **0800 171 2171**. We can resolve most complaints while you're on the phone.

Write to us at:

Complaints, Santander UK plc
PO Box 1125
Bradford
BD1 9PG.

Please include as much detail as possible about what's gone wrong, along with **your** name, address, policy number, contact number and a convenient time for us to call **you** to discuss **your** complaint.

If your complaint is about:

- the terms and conditions of your policy
- the decision made on your claim, or
- the settlement amount of your claim, or
- the way your claim was dealt with

you can call HomeServe on **0345 030 7769**. Or you can write to HomeServe at: HomeServe Membership Limited, Cable Drive, Walsall, WS2 7BN

If you are unhappy with the outcome of your complaint you may refer the matter to the Financial Ombudsman Service at: The Financial Ombudsman Service, Exchange Tower, London E14 9SR. Telephone: **0800 023 4567** (free from landlines), or **0300 123 9123** Or simply visit their website at www.financial-ombudsman.org.uk

Whilst we are legally bound by the decision of the Financial Ombudsman Service, you are not. Following the complaints procedure does not affect your right to take legal action. If your complaint is about your Santander Home Insurance policy, please refer to your main policy booklet for details on how to make a complaint.

Financial Services Compensation Scheme

HomeServe are members of the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from this scheme if HomeServe cannot meet its obligations, depending on the type of insurance and the circumstances of your claim. Further information about the scheme is available from the FSCS website fscs.org.uk.

Our rights

We will be entitled, at our cost, but in your name, to:

- take legal proceedings for our own benefit in respect of the cost of any claim made under this policy, damages or otherwise, or
- take over and conduct the defence or settlement of any claim.

We will have full discretion in the conduct of any legal proceedings and in the defence or settlement of any claim.

You agree to give us all the relevant information, documents and assistance we require to enable any claim to be validated for us to achieve a settlement or pursue a recovery.

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