

£33/mo

Monthly Homecare membership price

Everything in Standard, plus cover for blocked or leaking drains within your property boundary.

What's included

- ✓ **Annual boiler service**
Visual inspection, components check, flue check, gas pressure check and full working-order test.
- ✓ **Boiler & controls**
We check your boiler controls are working and responsive, and make required fixes if necessary.
- ✓ **Central heating system**
Repairs to your entire central heating system, including pumps, motorised valves, radiators, pipes and expansion tanks.
- ✓ **Gas pipes**
Repairs to potentially dangerous leaks on gas pipes inside your property supplying your gas appliances.
- ✓ **Plumbing pipework**
Repairs to leaks on hot and cold water pipes inside your home, between the stopcock and your taps or appliances.
- ✓ **Drain blockages**
Leaking or blocked waste pipes or drains within your property boundary.
- ✓ **£250 boiler discount**
A membership discount off a new boiler, supplied and fitted by us, if yours is beyond economical repair.

Included with every Homecare plan

- No excess payable on any callout, unlike many competitors who charge up to £60 per visit.
- 30-day money-back guarantee on Homecare (excluding parts already used).
- +£2/month if your boiler is over 7 years old.
- Optional +£8/month if your system has an unvented hot water cylinder.

Response times

Mon–Fri	Same day or within 24 hours for urgent issues; 2–3 working days for non-urgent.
Saturday	9am–12pm; same-day attendance where possible.
Sunday	Office closed; boiler issues scheduled for the next working day.

What's not included (all plans)

- Faults caused by you or third parties, pre-existing faults, or inaccessible components.
- Consequential loss (damage to contents or property) — usually a home-insurance matter.
- Major drainage works: excavation, collapsed drains, shared drains outside the boundary, tree-root ingress.
- Showers, shower pumps, sanitary-ware, sealant and leaking taps (quotation provided).
- Water softeners, filters, waste disposal units, and boiling/filtered water taps.
- Heating sludge, limescale, internal blockages and powerflushing (quoted separately).
- Decorative/designer radiators, towel rails, and underfloor heating.
- Excluded boiler models: Potterton Powermax, Britony, Chaffoteaux, Servowarm, Ariston, Ferroli, Biasi.
- Electrical terminal ends (light fittings, extractor fans, electric showers, appliances), alarms and full re-wires.
- Frozen condensate pipes as standard (though we'll still attend a resulting breakdown).
- Heat exchangers are not covered.

This is a summary of common exclusions. See the full Homecare Terms & Conditions for the complete list.

The essentials

- 12-month minimum term, then continues on a rolling basis. Cancelling early means the balance of the term becomes payable.
- Payment by monthly Direct Debit, collected after your initial inspection and service.
- Not an insurance policy — you deal directly with Heatline's own engineers and office team.
- Renewal price is based on usage and inflation: 0–1 calls = 5%, 2 calls = 10%, 3 calls = 10–20% increase, with at least 30 days' notice.