

Homecare Membership

Heatline Homecare is a local, pre-paid membership rather than an insurance policy. There are no call centres, claims forms or third-party contractors to deal with — you work directly with our own engineers and office team, who get to know your home and your system.

- An additional £2/month applies if your boiler is over 7 years old.
- An optional £8/month applies if your system has an unvented cylinder.
- If, at the initial inspection, we find we can't provide Homecare, we'll set out your options — a priced repair, a full boiler replacement, or a service-only package. If you choose not to proceed with any of these, a £50 service fee applies.

Looking after your boiler

If your boiler is beyond economical repair, we offer a membership discount off a new boiler, supplied and fitted by us. After every visit, we'll email you a service or breakdown report. We keep a copy on file, but it's worth saving your own copy for your Heatline Homecare records.

What's included?

See our Basic, Standard and Premium Homecare plans to compare what each level of cover includes.

Fair Pricing Promise

We believe in fair, transparent pricing for our Homecare members. If you haven't needed a callout during your first year, we'll cap your renewal increase at 5% for the following year.

If you have needed our support, your renewal may increase by more than 5% — but it will always stay competitive, and typically lower than equivalent national providers. This keeps pricing fair for all our members.

Your price is based on two things only:

- **Usage** — how many callouts you needed the previous year. Fewer callouts generally mean a lower increase, and your annual boiler service never counts as a callout.
- **Inflation** — our labour and parts costs change over time, and we review pricing in line with this to keep delivering a reliable service.

Number of calls	Percentage price increase
0–1	5%
2	10%
3	10–20%

We will always give at least 30 days' notice of any price change.

Your boiler's age and condition

Homecare membership assumes a working, efficient boiler within our recommended age range. On inspection, we may recommend replacement based on the following:

Boiler is 15–20 years old

We can still provide Homecare, but we strongly recommend replacement — the boiler will soon be beyond economical repair and parts may become hard to source.

Boiler is 12–15 years old

We can provide Homecare, though we'd recommend planning for replacement within the next 12 months due to its age.

Boiler is 1–12 years old

Your boiler falls within our recommended age range. If you'd still like to explore a new boiler, we can provide a competitive on-site quotation based on your property and our recommendations.

What's not included?

General & causes

- Faults caused by you or a third party, pre-existing faults, inaccessible components, or system design faults.
- Consequential loss — damage to contents or property arising from a failure or necessary access works — this is usually a matter for your home insurance.

Plumbing and drainage

- Major drainage works: excavation and groundworks, replacing collapsed, broken or misaligned drains, repairs to shared drains outside your boundary, tree-root removal, or reinstating surfaces and landscaping.
- Rainwater systems — gutters, downpipes and roof drainage.
- The external water supply pipe up to the boundary (unless explicitly included).
- Concealed toilets and cisterns hidden in furniture or behind a wall, including removal of tiles, fitted furniture or walls, and replacement frames, flush plates or cisterns (we can quote for this separately).
- Showers, shower pumps, sanitary-ware and sealant.
- Leaking kitchen, basin or bath taps — we'll provide a quotation for replacement.
- Water softeners, filters, waste disposal units, and boiling or filtered water taps.
- Systems feeding swimming pools, ponds or water features.
- Saniflors, macerators and condensate lift pumps.

Heating system & boiler

- Heating sludge, limescale or internal blockages, and powerflushing or descaling (quoted separately).
- Condensate pipework — frozen external condensate and internal condensate blockages.
- Blocked plate heat exchangers.
- Heat exchangers are not covered.
- Water tanks or cylinders that can't be repaired, plus unvented cylinders, thermal stores and other non-standard systems.
- Decorative or designer radiators (anything other than standard white compacts) and towel rails.
- Underfloor heating.
- Hydronic and electric kickspace heaters.
- Excluded boiler models: Potterton Powermax, Britony, Chaffoteaux, Servowarm, Ariston, Ferroli, Biasi.
- Obsolete or unavailable parts where a like-for-like repair isn't possible — we'll offer alternatives or a quote for replacement.
- Consumables and one-shot chemicals, e.g. burner seals, nozzles, hoses, and leak sealants used in concealed pipework.
- Unvented hot water cylinders — available as an optional add-on.

Gas & electrics

- The gas meter and utility-owned pipework, and any pipe upgrades or rerouting not directly related to a covered repair.
- Electrical “terminal ends” — light fittings, bulbs, extractor fans, electric showers and domestic appliances — plus burglar alarms, smoke or heat detectors, electric garage doors or gates, resetting breakers, and part or full re-wires.
- Electrics outside scope: separately-metered outbuildings, power cables between buildings, solar PV systems, EV charge points, decorative or feature lighting, storage heaters and white goods.

Access and specialist works

- Work directly beneath the property where there's a risk of structural damage — we'll advise on alternatives or provide a quotation.

Environment & usage

- Frozen condensate pipes aren't included as standard. However, if your boiler stops working because of a frozen pipe, we'll still attend, defrost the pipework and get your heating back on — and advise on upgrades such as insulation to help prevent it happening again. Any upgrade work is quoted separately.
- Communal or shared services and commercial use, or domestic systems with commercial-grade components such as commercial pumps, low-loss headers, pressurisation units, buffer vessels, commercial plate heat exchangers, BMS/controls, or oversized commercial flues.

Materials & pipework

- Steel, galvanised or black-iron pipework — repairs to corroded or embedded steel or threaded joints (we can make this safe and quote to replace in domestic-grade materials).

Our service

Our Homecare service runs during the hours below. We don't currently offer engineer visits in the evenings, overnight or on Sundays, and we don't cover or reimburse charges from third-party emergency or out-of-hours contractors.

Monday–Friday	8am–5pm
Saturday	9am–12pm
Sunday	Closed

Our response times

Monday–Friday

During working hours we aim to attend the same day or within 24 hours, depending on the nature and urgency of the issue — boiler breakdowns, water leaks and gas leaks are always prioritised. If you report a breakdown outside working hours, we'll arrange attendance for the next working day.

Saturday

If you report a breakdown between 9am and 12pm, we aim to attend the same day where possible.

Sunday

Boiler-related issues reported on a Sunday will be scheduled for the following working day. In the event of a water burst, we'll talk you through isolating the supply over the phone until we can attend.

Homecare FAQs

What happens when I sign up online?

One of our office team will contact you to arrange your initial inspection and first boiler service. We may ask for photos of your boiler and system in advance to help speed things up.

Do you cover any boiler make, model and age?

We maintain most domestic boilers, though some models are excluded (see What's Not Included). If, following inspection, we can't provide ongoing Homecare, we'll explain your options — a fixed-price repair, a replacement quotation, or a service-only package. If you choose not to proceed with any option, a £50 inspection/service fee applies.

How often will my boiler be serviced?

At the initial inspection, then annually. We aim to complete annual services between March and August, and will remind you in good time.

Is there an excess to pay?

No — there's no excess to pay on calls under Homecare.

What exactly do you cover for drains?

We send our drainage team to jet and clear blockages in toilets, sinks, baths and drains. If the same issue repeats, we may camera-survey where possible and explain the fault. Major drainage works (excavation, pipe replacement, shared drains, tree-root ingress, making good landscaping) aren't covered and will be quoted separately.

Is there a limit on call-outs?

Homecare includes pre-paid callouts on a fair-use basis. Most members only need a small number of visits a year. If your usage is much higher than expected, we'll always speak with you first — this may mean a small charge for extra visits, or a review of your membership price at renewal.

Can someone get to me within the hour?

We aim for same-day or within 24 hours on emergencies during working hours. Non-urgent issues are typically attended within 2–3 working days.

Does Homecare give me priority booking?

We prioritise attendance based on urgency, to keep members safe and warm — emergencies always come first.

How do I pay, and when is it collected?

By monthly Direct Debit, starting after your initial inspection and service. We'll confirm your first collection date when we book you in.

How long is the agreement? Can I cancel?

The minimum term is 12 months, after which it continues on a rolling basis. If you cancel within the first 12 months, the balance of the full term becomes payable.

What if parts are obsolete or unavailable?

If a like-for-like repair isn't possible, we'll explain suitable alternatives or provide a quotation for replacement where appropriate.

What about frozen condensate pipes?

These aren't included as standard. Where a boiler stops due to a frozen condensate pipe, we may attend to restore operation where appropriate, and advise on preventative upgrades such as insulation or pipework changes — any additional work is quoted separately.

How is Homecare different to insurance?

Heatline Homecare is a local, pre-paid membership, not an insurance policy. There are no call centres, claims forms or third-party contractors — you deal directly with our own engineers and office team, who know your home and your system. That means faster, more practical help, clear communication with real people, no claims forms or excesses, and a focus on keeping your system running safely and efficiently. Being local and hands-on lets us resolve issues quickly and flexibly, while keeping pricing fair and transparent.

Do you repair or replace taps under my Homecare membership?

No. Most modern taps use ceramic cartridge designs, and replacement cartridges are often unavailable or uneconomical to source, so we don't carry out tap repairs. If a tap needs replacing, we can quote to supply and install a new one — or you're welcome to supply your own tap, which we can install for a fixed price of £90.

Do you replace smart controls under my membership?

If we originally supplied and installed a Hive control as part of a boiler installation or system upgrade, we're able to replace it under your membership. For other smart controls, replacement isn't included, though we can quote to supply and install a new smart control or programmer — or supply and install a standard EPH programmer where suitable.

Do you replace smart thermostatic radiator valves (TRVs) under my membership?

No. If a smart TRV needs replacing, you're welcome to supply your own and we'll install it, or we can supply and install a standard thermostatic radiator valve where suitable.

Why do unvented hot water cylinders have an additional charge?

Homecare pricing reflects the type of heating and hot water system in your property. Standard vented cylinders don't need an annual service, so they're included at the standard price. Unvented cylinders are pressurised systems that require an annual safety service by a qualified G3 engineer and extra safety components, so they sit outside standard cover and are available as an optional add-on.

What does the unvented cylinder membership add-on include?

An annual unvented cylinder safety service and inspection, servicing and maintenance of associated safety components, and replacement of key serviceable parts if they fail — including the pressure relief valve, pressure reducing valve, temperature & pressure relief valve, expansion vessel and cylinder thermostat. If the cylinder itself develops a leak that can't be safely repaired, we'll provide a fixed-price quotation for a new one, with a £250 member discount off installation.

Contacting us

Office opening hours

Monday–Friday: 8am–5pm | Saturday: 9am–12pm | Sunday: Closed

Book a callout

Phone: 0121 517 0585 | Email: info@heatline247.co.uk

Emergencies (out of hours)

If you have an emergency outside office hours, the fastest way to reach us is by WhatsApp or SMS. Please include your name, address, a brief description of the issue, and a clear photo or video of the fault where possible and safe to do so.

Mobile: 07916 760578 | Email: info@heatline247.co.uk

This allows our technical team to assess the issue quickly and advise on next steps, including isolation guidance where required.

Smell gas? Immediately call the National Gas Emergency Service on 0800 111 999, available 24/7.