

## Qualifying repairs and maintenance

While the following list does not cover everything, it will give you a good indication of the type of issues that you may be able to claim for as part of your initial repair period. It is best to check with us first, however.

### Water Supply and Pipework

Included	Not included
Pipes bringing water into your home which are not the responsibility of the water company	Pipework that the water company or another organisation is responsible for
Water pipes inside your home	Mains water pressure
Water flow inside your home	Mains stop tap
Internal stopcock/isolation valve failures	Water meter
Outside taps	Damage caused by the customer

### Sinks, basins, baths and sanitaryware

Included	Not included
Baths, basins and sinks	Bath panel, shower screen, shower hose and head
Toilets, including the flushing systems	Sealant around all sinks, basins, baths and showers
Faults with mixer taps and shower taps	Loose taps and replacement washers
Integrated plugs	Toilet seat and lid
Shower valve faults	Plugs on chains
Trap repairs/replacement	Bathroom accessories such as soap dishes or toilet roll holders
	Accidental damage to sanitaryware that may be covered by your building insurance
	Damage caused by the customer

## Waste and drainage

Included	Not Included
Waste water and drainage issues related to sinks, basins, baths, showers and toilets	Pipes and drainage that the water company or another organisation is responsible for
Sewage drains from waste pipes to where it becomes the water companies responsibility	Waste pipes for appliances such as dishwashers and washing machines unless integrated or supplied in the property as part of the first tranche sale
Blockages due to defective pipework	Blockages caused by inappropriate use or not identified that it is because of defective pipework

## Gas supply installation

Included	Not Included
Gas supply from your gas meter into your home	Pipework that is the responsibility of your gas provider or another organisation
Gas pipes up to an appliance connection point	Gas meter
	Gas appliances, such as ovens, hobs or cookers
	Damage caused by the customer

## Electricity supply installation

Included	Not included
Wiring from your meter into your home	Wiring that is the responsibility of your electricity provider or another organisation
Consumer unit	Electricity meter
All wiring to lights, sockets and switches	Electrical appliances, such as ovens, hobs or cookers or other appliances that you may plug in or are hard wired in
Wiring to heating and hot water appliances	Light shades or covers
Light fittings up to the bayonet fitting or screw bulb ceiling rose	Damage caused by the customer

## Heating and hot water installation

Included	Not included
Boiler or heating failures, including renewal energy - outside warranty and fully serviced	Servicing or routine maintenance
Hot water cylinders	Bleeding radiators
Solar panels	Repressurising/adding water to the heating system
Radiators, storage heaters, heated towel rails and underfloor heating	Portable heaters
Programme timers and thermostats	Heaters or fires which were not part of the original build and installed later
Pipework or wiring to radiators, heaters or fixed fires	Log burners and open fires
Fixed gas and electric fires	Burst pipes damage, but this may be covered by building insurance
All pipework or wiring powering the heating and hot water installations	Any pipework or wiring excluded above
	Damage caused by the customer