

Chargeable Work Terms and Conditions

1. Please read this document carefully as it will tell you everything you need to know about the terms and conditions on which we will deal with each other.
2. If you do not own the property, you confirm that you obtained the owner's permission before you authorise us to start work on the property. We do not accept and liability for unauthorised works. You will be responsible for any losses, costs or damages which we incur as a result of any claims made against us for repairs carried out without the necessary consent.
3. We will carry out all work during our normal working hours (8am to 6pm Monday to Friday), unless we say otherwise.
4. We will agree with you what work we will carry out. We will then carry it out as soon as possible, depending on availability.
5. In order to carry out the work as quickly as possible, we may need to use sub-contractors. All sub-contractors are approved by Northumbria Gas and are suitably qualified.
6. Parts may come with a manufacturers warranty. Your statutory rights in relation to the quality and description of the materials and services remain unaffected. You can contact your local authority's trading standards or Citizens Advice Bureau if you need more information about your statutory rights.
7. The charges quoted on the Chargeable Works Agreement issued by the engineer are for the work detailed on the form. There will be an additional charge if any other work is needed for unrelated faults such as:
 - You have called us regarding a boiler breakdown but also ask us to fix a leaking radiator

We will agree any additional costs with you before commencing work.

8. The charges we quote do not include the following:

- Repairs identified or needed due to design faults in your current system at the time of the agreed work being carried out;
- Any improvements which are needed to your heating or plumbing system or electrical installation, including the cost of a powerflush or any work needed to bring your system or installation up to current standards;
- Gaining access to your system (materials and labour) – for example, pipes or wiring buried in walls or 'built-in' appliances;
- Removing any dangerous waste such as asbestos, which could not have been reasonably foreseen when we gave you the original quotation and which we became aware of only when doing the work. You may decide to call a specialist contractor to do this work for you, who should supply a clean air certificate which must be provided to us before we will commence any further work at your property. Alternatively, it may be possible for us to do this work for you at an extra cost which we will agree in advance; or
- Lifting carpets or other floor coverings that is required before we can commence work and replacing them once the work is complete. You may decide to call a specialist contractor to do this work for you. Alternatively it may be possible for us to do this work for you at an extra cost we will agree in advance.

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9. We will take reasonable care to carry out the work without causing unnecessary damage to your property, however you accept that the work (including removing or dismantling existing fixtures and fittings) may cause damage and certain areas may need redecoration following completion of the work. We will fill in any holes and leave the surface level if we have had to make access to your system so we could carry out the work, however, we will not replace the original surface or construction (for example, redecoration) unless the damage has been caused directly by our negligence. If the original surface or construction was damaged as a result of any prior fault with your system, for example a water leak, we will not replace the original surface.
10. If the safety earthing arrangements in your property do not meet the standards set out in the current Institute of Electrical Engineers regulations, we will tell you what work is needed to correct any problem. The engineer on site will decide whether work can go ahead. The cost of any work required to bring your system or installation up to current standards will be agreed with you prior to the commencement of those works.
11. Problems arising from pressurisation of a system i.e. converting a open tank fed system to a pressurised combi system are not covered by Northumbria Gas. These problems can not be foreseen and are rare but in certain circumstances may require additional work. Any charges for these additional works, will be agreed upon beforehand.
12. Where we replace an existing hot water cylinder, we will use our reasonable endeavours to re-install your immersion heater where it is possible. If this is not possible we will agree in advance additional costs with you to supply and fit a replacement immersion heater.
13. We will not carry out the work if suitable parts are unavailable.
14. It is the customers responsibility to dispose of any waste unless agreed upon beforehand. Scrap metal that is produced as a result of carrying out any works by Northumbria Gas will be removed by Northumbria Gas or arranged with a licensed contractor.
15. Any quotation by Northumbria Gas is a fixed price offer that can not be changed once accepted by the customer. Any estimate by Northumbria Gas is an educated prediction at what a job may cost - but is not binding.

For any queries on these terms and Conditions please
call us on 0800 0029 584 or email:
enquiries@northumbriagas.com

