



Property Pay on Use

Property Pay on Use Terms & Conditions



October 2017

PROPERTY PAY ON USE TERMS AND CONDITIONS

We'd like to thank you for choosing to use AXA Assistance to carry out emergency assistance repairs.

You should read these terms and conditions carefully as they set out what you can expect from us when we provide repairs at your property. These terms and conditions provide our contact details if you need to get in touch with us for any reason. They also describe what you can do if things go wrong with the repairs that we carry out.

The AXA Assistance emergency repair service is provided by AXA Assistance (UK) Limited. You may contact us by calling our emergency repair services helpline on 0800 088 4365.

What we will do for you

If you instruct us to carry out emergency repairs at your property, the table below sets out a description of the service that we will provide, along with the cost of that service.

With the exception of pests, if it is not possible to fully complete the work within the first hour, our approved contractor will advise if any further work should be carried out to affect a permanent repair.

	CALL OUT DESCRIPTION	APPLICABLE RATE PER CALL OUT (INCLUDING VAT)
Plumbing and drainage repairs	We will organise an authorised contractor to attend the property and spend up to one hour diagnosing the fault you reported to us. If possible, our contractor will repair the fault during the initial call out period.	£99
Drain unblocking	We will organise an authorised contractor to attend your property and spend up to one hour diagnosing and repair any blocked drains you have reported to us. If possible, our contractor will repair the fault during the initial call out period.	£99
Internal electric repairs	We will organise an authorised contractor to attend the property and spend up to one hour diagnosing the fault you reported to us. If possible, our contractor will repair the fault during the initial call out period.	£99
Security repairs	We will organise an authorised contractor to attend the property and spend up to one hour carrying out security repairs. If all the repairs cannot be made during the initial call out period, our contractor will carry out temporary repairs to secure the property so that it is wind and water tight.	£146
Gas supply pipe repairs	We will organise an authorised contractor to attend the property and spend up to one hour diagnosing the fault you reported to us. If possible, our contractor will repair the fault during the initial call out period. If you think you have a gas leak you should immediately call the National Gas Emergency Service on 0800 111 999.	£99

Boiler and heating system repairs	We will organise an authorised contractor to attend the property and spend up to one hour diagnosing the fault you reported to us. If possible, our contractor will repair the fault during the initial call out period.	£99
Roofing	We will organize an authorized contractor to attend your property to assess potential damage and, subject to safe access, carry out a temporary repair which will be guaranteed for 28 days.	£158
Pests (wasps and hornets)	We will organise an authorised contractor to attend the property and spend up to one hour resolving the infestation issue.	£79
Pests (rodents)	We will attend your property up to three times (if necessary) within our initial call out period, to resolve the infestation and provide pest prevention advice.	£139

Our contractors will aim to complete the repairs within the initial call out period. The initial call out period is one hour starting from the time our contractor arrives at the property, or up to three attendances if resolving an infestation of rodents. If the repairs to the property cannot be completed by our contractor within the initial call out period - for example the contractor needs more time, specific parts or specialist equipment to carry out a repair - then you may, if you wish, arrange for the additional work to be completed by our authorised contractor at a later time. You are responsible for the costs of any work that is completed by our contractor after the initial call out period. The costs of that work will need to be agreed between you and our contractor. Our contractors will always adhere to Health and Safety Regulations when attending your property.

Service and inspections

In addition to providing emergency assistance repairs, our contractors can provide a variety of on-going services. The on-going services that we can provide you are:

	CALL OUT DESCRIPTION	APPLICABLE RATE (INCLUDING VAT)
Boiler servicing	We will inspect and service your property's boiler to assess whether it is working in accordance with the manufacturer's instructions. We will then recommend if there is any remedial work needed and the associated costs of this.	£79

Gas safety inspection	<p>If you are a landlord, you are responsible for the routine safety inspection of all gas appliances in the rented property.</p> <p>We will inspect your gas appliances and carry out routine inspections of gas appliances and issue you with a gas safety certificate confirming the appliance(s) meet(s) the requirements. If we find any issues during the routine inspection, we will report this to you. We will also recommend what action you need to take to ensure that the gas appliance(s) meet(s) the requirements. You are responsible for making and paying for any repairs needed to gas appliances. If the remedial work or repairs are carried out following your agreement with our authorised contractor, we will issue you with paperwork to accompany your gas safety certificate to prove the remedial works/repairs needed have been completed.</p>	£79
Electrical safety inspection	<p>If you are a landlord, you may need to conduct an electrical safety check on your property.</p> <p>We will inspect your property's internal electrics and issue you with an electrical safety certificate unless for technical safety reasons we are prevented from doing so. If we find any issues during our inspection, we will report this to you and recommend what action you need to take to enable the internal electrics to meet the requirements. You are responsible for making and paying for any repairs needed to achieve this. If the remedial work/repair is carried out by our authorised contractor we will issue you with paperwork to accompany your electrical safety certificate to prove the remedial work/repair needed have been completed.</p>	£79

You are responsible for the costs of any remedial work or repairs that are required or which are recommended by us following an inspection or service.

Arranging a call out

You are responsible for ensuring someone over the age of 18 years old will be at the property at the time agreed for our call out service. If you are not available to let us into the property when we attend a call out, we will contact you to re-arrange the appointment and a rebooking fee will be payable.

1. Rearranging a call out

Re-arranging a call out is subject to a rebooking fee of £30.

2. Cancelling a call out

If you wish to cancel a call out service, you will need to contact us on 0800 088 4365.

If you cancel a call out up to 4 hours before that appointment is due to take place, you will receive a refund of the call out fee, less a cancellation fee of £30.

If you cancel a call out within 4 hours of the time the appointment slot is due to begin you will be refunded the cost of the service minus a £50 fee.

Re-booking fees will not be refunded.

3.If we cannot help

In some circumstances we may not be able to provide an authorised contractor to attend the property to carry out an inspection, service or deal with an emergency within a reasonable timescale.

Examples of circumstances which may affect our ability to attend your property are:

- Excessive demand for services
- Bad weather
- Industrial action
- Lack of availability of a suitable contractor
- Geographical location of the property

We will do everything we can to find an appropriate contractor. If we cannot deploy a contractor, we will notify you as soon as possible. If we cannot help you, you will receive a full refund of the call out fee.

4.Additional terms and conditions

1. We cannot help if you are not the owner of the property, or do not have permission from the owner to arrange and pay for repairs. We may ask you for evidence of this when you call.
2. Call out charges quoted exclude the cost of any parts needed to complete a repair. This cost must be agreed with the authorised contractor and met by you.
3. We will not provide a call out service or repair if you are aggressive towards our authorised contractors or staff or if you impede or prevent access to your property at agreed times to perform the call out service;
4. If we make a repair, we will leave your property safe and habitable but we will not be responsible for reinstating your property it to its original condition;
5. We cannot help if health and safety regulations or a risk assessment that has been carried out preventing our authorised contractors being able to attend to carry out work at the property.
6. We will use all reasonable endeavours to attend your property and complete a call out service in accordance with the time scales agreed with you. We will not be liable to you for any loss or inconvenience you may suffer as a result of unforeseeable delay attending the property to carry out a repair, service or inspection

5. Complaints procedure

If you have a complaint about services provided under this agreement, you can write to the Quality Manager at:

AXA Assistance (UK) Limited
The Quadrangle
106-118 Station Road
Redhill
Surrey, RH1 1PR
Phone: 01737 334235
Email: homeemergencycomplaints@axa-assistance.co.uk

If it is impossible for us to reach an agreement in resolution of your complaint, you may have the right to make an appeal to The Retail Ombudsman for an impartial assessment of your complaint by writing to:

The Retail Ombudsman
33 Floor, Euston Towers,
286 Euston Road
London, NW1 3DP
United Kingdom

Or by contacting them using the following details:

Email: enquiries@theretailombudsman.org.uk
Website: <http://www.theretailombudsman.org.uk>
Phone: 0203 137 8268

You will not be charged for use of this service.

Details on how to take your complaint further can also be found on the Online Dispute Resolution (ODR) platform http://ec.europa.eu/consumers/odr/index_en.htm, which has been set up by the EU Commission

6. Use of your personal data

Details of you, will be held by us (acting as data controllers) for the provision of our pay on use home emergency service, complaints handling, sanctions checking and fraud prevention, subject to the provisions of applicable data protection law and in accordance with the assurances contained in our website privacy notice (see below).

We collect and process these details as necessary to comply with our legal obligations, or otherwise in our legitimate interests in managing our business and providing our products and services.

These activities may include:

- a. use of sensitive information about the health or vulnerability of you or others involved in your home emergency, in order to provide the services described in the pay on use terms & conditions, By using our services, you consent to us using such information for these purposes,

- b. disclosure of information about you to companies within the AXA group of companies, to our service providers and agents in order to provide you with home emergency assistance, for fraud prevention, to collect payments, and otherwise as required or permitted by applicable law;
- c. monitoring and/or recording of your telephone calls for the purposes of record-keeping, training and quality control;
- d. obtaining and storing any relevant and appropriate photographic evidence of the condition of your property which is the subject of the use of our pay on use service; and
- e. sending you feedback requests or surveys relating to our services, and other customer care communications.

We will separately seek your consent before using or disclosing your personal data to another party for the purpose of contacting you about other products or services (direct marketing). Marketing activities may include matching your data with information from public sources in order to send you relevant communications. You may withdraw your consent to marketing at any time, or opt-out of feedback requests, by contacting the Data Protection Officer (see contact details below).

We carry out these activities within the UK and the European Economic Area (the European Union plus Norway, Liechtenstein and Iceland) and Switzerland, across which the data protection laws provide a similar level of protection.

By using our services, you acknowledge that we may use your personal data, and consent to our use of sensitive information, both as described above. If you provide us with details of other individuals, you agree to inform them of our use of their data as described here and in our website privacy notice (see below).

You are entitled on request to a copy of the information we hold about you, and you have other rights in relation to how we use your data (as set out in our website privacy notice – see below). Please let us know if you think any information we hold about you is inaccurate, so that we can correct it.

If you want to know what information is held about you by Inter Partner Assistance or AXA Assistance, or have other requests or concerns relating to our use of your data, please write to us at:

Data Protection Officer
The Quadrangle
106-118 Station Road
Redhill
RH1 1PR
UK
Email: dataprotectionenquiries@axa-assistance.co.uk

Our full data privacy notice is available at: www.axa-assistance.co.uk. Alternatively, a hard copy is available from us on request.

7. Other formats

Please contact us on 01737 334235 if you would like a copy of these terms and conditions in another format such as in large print or on audio disc.