



Homecare Membership

Unlike an insurance policy, RJM Homecare operates as a local pre-paid membership. Instead of dealing with call centres, claims processes or third-party contractors, you deal directly with our own engineers and office team, who know your home and your system.

- There will be an additional £2 added to the price if the boiler is over 7 years old
- There will be an **optional** £8 added to the price if your system is fitted with an unvented cylinder
- If at the initial inspection it is determined that we cannot provide Homecare we will advise either a repair to the boiler and the cost of that repair, a replacement boiler or our package that includes a boiler service only. If the customer decides not to proceed with one of our options, the customer will be liable for the cost of the service of £50.

LOOKING AFTER YOUR BOILER:

If your boiler is deemed beyond economical repair, we offer a membership discount against the installation of a new boiler supplied and fitted by us.

You will receive an email with a service/breakdown report each time we visit. We keep this on our system but if possible please print and add to your RJM Homecare folder.

What's included?

Please [visit our website](#) to compare Homecare Membership

Fair Pricing Promise

We believe in fair, transparent pricing for our Homecare members. If you haven't needed to call us out during your first year, we will cap your renewal increase at 5% for the following year.

If you have needed our support, your renewal price may increase by more than 5%, but it will always remain competitive and typically lower than equivalent national providers. We do this to keep prices as fair as possible for all members.

Your price is based on two things only:

1. Usage - We look at how many callouts were required during the previous year. Fewer callouts generally mean a lower increase. Your annual boiler service does not count as a callout.
2. Inflation - Our costs for labour and parts increase over time. We review prices in line with inflation to ensure we can continue delivering a reliable service.

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

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



Your boilers age and condition

Our Homecare memberships are based on a working, efficient boiler that falls within the recommended age. Upon inspection of your current boiler, we may recommend that it is replaced, based on the following:

Your boiler is 15-20 yrs old -

We are able to provide Homecare. However, we strongly recommend replacement of your current boiler, as it will soon be beyond economical repair and parts may become unavailable.

Your boiler is 12-15 yrs old -

We are able to provide Homecare on your current boiler. However, we would recommend replacement in the next 12 months due to its age.

Boiler is 1-12 yrs old -

We are able to provide Homecare on your current boiler and it falls within our recommended age range. Should you require a new boiler, we can provide a competitive quotation for you on-site, based on our recommendations and the size of your property etc.

What's not included?

General & Causes

- Faults caused by you/third parties, pre-existing faults, inaccessible components, or system design faults
- Consequential loss (damage to contents/property from a failure or necessary access works — usually a home-insurance matter)

Plumbing and Drainage

- Drainage major works: excavation/groundworks, replacing collapsed/broken/misaligned drains, repairs to shared drains outside the boundary, tree-root ingress removal, or reinstatement of surfaces/ landscaping
- Rainwater systems (gutters, downpipes, roof drainage)
- External water supply pipe to the boundary (unless explicitly included)
- Concealed toilets/cisterns — cistern hidden in furniture/behind a wall with a flush plate; removal of tiles/ fitted furniture/walls; replacement frames/flush plates/cisterns. (We can quote separately.)
- Showers and shower pumps, sanitary-ware and sealant
- Leaking kitchen, basin or bath taps - we will provide a quotation for replacement
- Water softeners, filters, waste disposal units; boiling/filtered water taps
- Systems feeding swimming pools, ponds or water features
- Saniflors, Macerators and Condense lift pumps

Heating System & Boiler

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



Gas & Electrics

- Gas meter and utility-owned pipework; upgrades/rerouting of gas pipes not directly related to a covered repair
- Electrical “terminal ends” (light fittings, bulbs, extractor fans, electric showers, domestic appliances), burglar alarms, smoke/heat detectors, electric garage doors/gates, resetting breakers; part/full re-wires
- Electrics outside scope: outbuildings on a separate meter, power cables between buildings, PV solar systems, EV charge points, decorative/feature lighting, storage heaters and white goods

Access, making-good specialist works

- Works directly under the property where there's a risk of structural damage (we'll advise alternatives/ quotes)

Environment & Usage

- Weather or freezing damage/Frozen Condensate Pipes - Frozen condensate pipes aren't part of your Homecare. However, if your boiler stops working because of a frozen pipe, don't worry, we'll still come out, defrost the pipework, and get your heating back on. We'll also give you clear advice on the best upgrades (such as insulation, or pipework improvements) to help prevent the problem in the future. Any upgrade work will be quoted for after our visit, so you can decide whether you'd like us to carry it out
- Communal/shared services or commercial use; domestic systems with commercial components (e.g., commercial pumps, low-loss headers, pressurisation units, buffer vessels, commercial plate heat exchangers, BMS/controls, oversized commercial flues)

Materials & Pipework

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

Our service

Our Homecare service operates during the following times. Please note that we do not currently offer engineer visits during the evenings, overnight or on Sundays. We do not include or reimburse any charges made by third-party emergency or out-of-hours contractors.

Monday-Friday: 8am–5pm

Saturday: 9am-12pm (not available in Morecambe, Lancaster or Lake District areas)

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 of working hours, attendance will be arranged for the following working day.

SATURDAY (not available in Morecambe, Lancaster or Lake District areas) If you report a breakdown between 9am and 12pm, we aim to attend on 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 will provide guidance over the telephone on how to isolate the supply until attendance can be arranged.



Homecare FAQs

WHAT HAPPENS WHEN I FILL IN MY DETAILS 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, however some models are excluded (see What's NOT Included). If, following inspection, we're unable to provide ongoing Homecare, we'll explain your options. These may include a fixed-price repair, a replacement quotation or a service-only option. If you choose not to proceed with any option, a £50 inspection/service fee applies.

HOW OFTEN WILL MY BOILER BE SERVICED? Your boiler will be serviced at the initial inspection and 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 is 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. Excavation and/or groundworks are not included and will be quoted separately where required.

IS THERE A LIMIT ON CALL-OUTS? Our Homecare memberships include pre-paid callouts and run on a fair use basis. Most customers only need a small number of visits each year. If your usage is much higher than expected, we'll always speak with you first. Our aim is to be fair, open and reasonable, while continuing to provide a reliable service for all members. Depending on the situation, this may involve:

- a small charge for additional visits or
- a review of the membership price at renewal

CAN SOMEONE GET TO ME WITHIN THE HOUR? We aim for same-day or within 24 hours for emergencies during working hours. Non-urgent issues are prioritised accordingly, typically within 2–3 working days.

DOES HOMECARE GIVE ME PRIORITY BOOKING? We prioritise attendance based on urgency to keep members safe and warm. Emergencies are always prioritised first.

HOW DO I PAY, AND WHEN IS IT COLLECTED? Payment is made by monthly Direct Debit following your initial inspection and service. We will confirm your first collection date when we book you in.

HOW LONG IS THE AGREEMENT? CAN I CANCEL? The minimum term of the Homecare membership 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.

FROZEN CONDENSATE PIPES Frozen condensate pipes are not included as standard. Where a boiler stops due to a frozen condensate pipe, we may attend to restore operation where appropriate. We will also advise on preventative upgrades such as insulation or pipework changes. Any additional work will be quoted separately.

HOW IS OUR HOMECARE DIFFERENT TO INSURANCE? RJM Homecare operates as a local pre-paid membership, not an insurance policy. Instead of dealing with call centres, claims processes or third-party contractors, you deal directly with our own engineers and office team, who know your home and your system.

This means:

- Faster, more practical help
- Clear communication with real people
- No claims forms or excesses
- A focus on keeping your system running safely and efficiently



Because we're local and hands-on, we can often resolve issues more quickly and more flexibly than national providers, while keeping pricing fair and transparent.

DO YOU REPAIR OR REPLACE TAPS UNDER MY HOMECARE MEMBERSHIP? No. Tap repairs are not included within our Homecare memberships. Most modern taps use ceramic cartridge designs, and replacement cartridges are often unavailable or uneconomical to source.

For this reason, we don't carry out tap repairs. If a tap needs replacing, we can provide a fixed price quotation to supply and install a new tap. Alternatively, you're welcome to supply your own tap, and we can install it 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 this where appropriate under your membership. For other smart controls, replacement is not included. In these cases, we can provide a quotation to supply and install a new smart control or programmer.

As an alternative, we can supply and install a standard EPH programmer where suitable under your membership.

DO YOU REPLACE SMART THERMOSTATIC RADIATOR VALVES (TRVs) UNDER MY MEMBERSHIP? No. Replacement of smart thermostatic radiator valves is not included within our Homecare memberships. If a smart TRV needs replacing, you're welcome to supply your own replacement and we can install it for you. Alternatively, we can supply and install a standard thermostatic radiator valve where suitable.

WHY DO UNVENTED HOT WATER CYLINDERS HAVE AN ADDITIONAL CHARGE? Homecare memberships are priced based on the type of heating and hot water system in your property. Some homes have a combi boiler, while others use a conventional or system boiler with a hot water cylinder. Standard vented hot water cylinders do not require an annual service, so these are included within our Homecare memberships at the standard price. Unvented hot water cylinders are different.

They are pressurised systems, require an annual safety service by a qualified G3 engineer, and contain additional safety components. For this reason, unvented cylinders are not included as standard and are available as an optional add on.

WHAT DOES THE UNVENTED CYLINDER MEMBERSHIP ADD ON INCLUDE?

Unvented cylinders are pressurised systems and require an annual safety service carried out by a qualified G3 engineer.

- As part of your optional unvented cylinder membership add on, we provide:
- Annual unvented cylinder safety service and inspection
- Servicing and maintenance of associated safety components
- Replacement of key serviceable parts if they fail, including:
- Pressure Relief Valve (PRV)
- Pressure Reducing Valve
- Temperature & Pressure Relief Valve (T&P Valve)
- Expansion Vessel
- Cylinder Thermostat

If an unvented cylinder develops a leak and cannot be safely repaired, replacement of the cylinder itself is not included within the membership. In this situation, we will provide a fixed price quotation for a new unvented cylinder and offer a £250 member discount off the installation cost.



Contacting us

OUR OFFICE OPENING HOURS:

Monday - Friday: 8am - 5pm

Saturday: 9am - 12pm

Sunday: Closed

Book a callout 24/7: www.rjmartindale.co.uk RJ Martindale: 01204 693 333 BHE: 01204 450 450 BHE Morecambe & Lancaster: 01524 566 450

EMERGENCIES (OUT OF HOURS): If you have an emergency outside of office hours, the fastest way to get a response is to contact us by WhatsApp, SMS (text message).

Please include your name, address, a brief description of the issue, a clear photo or video of the fault (where possible, and if safe to do so). **Mobile:** 07973 302 432

OR EMAIL: hello@rjmartindale.com

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.