MK CITY LIMITED

SCAN ME!

Service and Maintenance Plans



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Gas Safe Register

Looking After Your Home

MK City Limited is a family-run heating and plumbing company based in Bletchley, Milton Keynes. Since 2009, we have helped local homeowners maintain and improve their homes.

Our Service and Maintenance Plans bring together annual servicing, reminders and ongoing support. Choose Bronze for boiler servicing, Silver for eligible boiler and central heating repairs, or Gold to add specified plumbing repairs.

As a Worcester Bosch Accredited Installer, we understand the importance of maintaining boilers in accordance with their manufacturer's instructions. Gas work is carried out by appropriately qualified Gas Safe registered engineers.



Customer Reviews

We're proud to be highly rated by our customers for our reliable, professional and friendly service.

Heating Repair

Had an issue with a old and blocked motorised pump for our central heating.
They came out and replaced it in 48 hours, and my heating system is now working like new.
Very happy!

★★★★★

Karim Lawson-Williams

New Bathroom

From the initial design service, to the project management, through to the individual Tradesmen working to install and completely finish my new bathroom, a great all round service.

★★★★★

Mark Sharman

Electrical Work

MK City provided the most competitive quote for some electrical work. The work was completed to a high standard. It is hard to find such great customer service these days so thank you MK City for going above and beyond. We highly recommend this firm.

★★★★★

Dee Mer

Service & Maintenance Plans

How Much Does It Cost?	Bronze £8 per month	Silver £25 per month	Gold £35 per month
Annual boiler service	✓	✓	✓
Efficiency check and digital record	✓	✓	✓
Service reminders and remote support	✓	✓	✓
Help with controls during the service	✓	✓	✓
Priority breakdown attendance*	Chargeable	✓	✓
Eligible boiler and standard control repairs		✓	✓
Eligible central heating repairs		✓	✓
Eligible repair labour		✓	✓
Parts allowance per repair incident*		£300 per repair incident	£300 per repair incident
Eligible condensate clearing attendance*		Two visits per plan year	Two visits per plan year
Specified accessible plumbing repairs			✓

*Priority breakdown attendance: Bronze chargeable; Silver and Gold eligible visits included. Parts allowance per repair incident: Bronze none; Silver and Gold £300 inc VAT. Eligible condensate clearing attendance: Bronze chargeable; Silver and Gold two per plan year.
All prices include VAT. Annual totals: Bronze £96, Silver £300, Gold £420. Boiler Support and Central Heating: £22 a month, £264 a year. Landlord standard: £30 per property a month, £360 per property a year. The landlord portfolio rate is £25 including VAT per property per month (£300 annually per property) for ten or more enrolled properties. Unlimited eligible breakdown call-outs under Silver and Gold are subject to the stated scope, attendance arrangements and exclusions. The condensate attendance limit applies separately.

Annual visit payment allocation

£7 of each monthly subscription is allocated towards the £84 annual boiler service. The remainder pays for the other plan benefits. If you receive the current service year's service and then cancel, its unpaid balance may be payable. Full cancellation details appear later in this brochure.

Additional appliance servicing

A suitable additional gas fire or cylinder can be serviced during the annual visit for £84 including VAT per appliance, in addition to the subscription. This does not add repair or replacement benefits.

Our Plans - Your Choice

At MK City, our Service & Maintenance Plans start from just £8 per month, including VAT. Here are a few reasons why you should consider a plan for your home:

As homeowners, we often don't think about our heating system until a problem arises.

Choose the right plan

You can pay annually or spread the annual price through monthly Direct Debit payments. The initial agreement lasts 12 months. After that it continues monthly, with one month's cancellation notice and the annual visit settlement explained later in this brochure.

Keep everyone in your home safe

Bronze, Silver, Gold and Boiler Support plans include an annual boiler service to help keep your boiler running efficiently and support the requirements of your manufacturer's guarantee or warranty. The Landlord plan includes an annual gas safety check instead; boiler servicing is an optional £84 including VAT per appliance.

Regular servicing can also help identify potential issues early, before they develop into more significant problems or unexpected breakdowns.

Important information before joining

- Silver and Gold include eligible repair labour and up to £300 including VAT towards parts per repair. You pay an agreed difference where eligible parts exceed this allowance.
- Main heat exchanger replacement and complete boiler replacement are excluded from MK City repair benefits. Plate heat exchanger repairs and replacement remain eligible under boiler repair plans, subject to the parts allowance.
- Investigation and access to concealed pipework are chargeable. Making good following agreed access work is excluded.
- Powerflushing, system flushing, gas supply pipework repairs and re-siliconing are excluded.
- If you cancel after receiving the current service year's annual visit, an unpaid balance towards its £84 price may remain. Payments already allocated to that visit are credited.

Normal working hours are Monday to Friday, 8am–5pm, excluding bank holidays. Eligible emergency attendance is included under Silver, Gold, Boiler Support and the landlord plan until 9pm on weekdays, and 8am–9pm on weekends and bank holidays. Attendance targets and waiting periods are explained in the shared terms. New customers have a 21-day waiting period for repairs and emergency attendance; benefits start on day 22. Existing customers transferring at the same property are exempt.



Survey

Silver, Gold, Boiler Support and landlord plans start with a free 10-minute survey.



Agreement

We'll send your agreement for signing, with GoCardless setup. The first 12 months are fixed, then it continues monthly.



Annual Service

Our office will make contact with you to arrange a convenient time to get your boiler serviced.

Our Plans

Bronze - £8 per month (£96 a year, inc VAT)

Services included in your plan:

- One annual gas boiler service in accordance with the manufacturer's instructions.
- Boiler efficiency check and digital service record.
- Annual service reminders.
- Telephone and remote support.
- Checks of standard heating controls and help adjusting their settings during the annual service. No repairs or replacement parts are included.
- Priority access to chargeable boiler and control breakdown visits.

Services not included in your plan

- Repair parts, repair labour and breakdown attendance charges.
- Central heating or general plumbing repairs.
- External condensate pipe unblocking, thawing, replacement or alteration.
- Powerflushing, system flushing, upgrades and remedial work outside a standard service.
- Cylinder repairs and replacements. Additional appliance servicing is available separately.



About this plan

Annual boiler servicing and practical support for homeowners who want to keep on top of routine maintenance.

Bronze does not require the new-customer repair-plan survey. Boilers over 15 years old still require inspection and written acceptance. An unsafe appliance is dealt with under the appropriate safety procedure; servicing does not include repairs.

PAYMENTS AND CANCELLATION
£7 per month contributes towards the £84 annual service and £1 per month pays for the remaining benefits. The initial term is 12 months, followed by monthly continuation. An outstanding balance for a delivered annual service may remain when you cancel; the cancellation section explains the calculation.

Our Plans

Silver - £25 per month (£300 a year, inc VAT)

Services included in your plan:

- All Bronze annual servicing, record, reminder and support benefits.
- Unlimited eligible boiler and central heating breakdown call-outs during the stated attendance arrangements.
- Eligible repairs to the boiler and standard timers, programmers and room thermostats.
- Repairs to standard radiators and fittings, thermostatic radiator valves, central heating circulation pumps and motorised or control valves.
- Repairs to accessible central heating pipework.
- Eligible repair labour and up to £300 including VAT towards parts per repair.
- Up to two eligible attendances per 12-month plan period to unblock or thaw safely accessible condensate pipework.

Important exclusions

General plumbing, main heat exchanger replacement, complete boiler replacement, complete radiator replacement, designer radiators, smart controls, hot water cylinders and immersion heaters are excluded. Gas supply pipework, powerflushing, system flushing, re-siliconing and concealed investigation or access are also excluded from included repair benefits.

The shared exclusions and condensate terms apply. Where eligible parts exceed £300, you pay the difference only after agreeing the quote. Repairs requiring obsolete or unavailable parts cannot be completed under the plan.



About this plan

Annual boiler servicing with eligible boiler, controls and central heating repair support.

PAYMENTS AND CANCELLATION
£7 of the monthly subscription contributes towards the £84 annual boiler service. The remaining £18 pays for other plan benefits. The annual service settlement and cancellation terms apply.

Our Plans

Gold - £35 per month (£420 a year, inc VAT)

Included plumbing benefits

- Repairs to accessible internal hot and cold water supply pipes from the internal mains stopcock.
- Repairs to accessible burst water pipes, including pipes damaged by freezing.
- Repairs to cold water storage tanks; replacement tanks are excluded.
- Replacement of standard tap washers, ball valves and toilet syphons.
- Repairs to accessible leaking overflow pipes.
- Repairs to accessible waste pipes serving sinks and baths.
- Repairs to accessible pipework supplying showers. Immersion heater thermostat repair or replacement is also included, subject to the parts allowance.

Important exclusions

Toilet, cistern, bath, basin, sink, shower tray and cold water storage tank replacements are excluded. Bath panels, toilet seats, bath or shower screens, enclosures and accessories are excluded. Tap or shower replacement, cartridges, electric showers, shower heads and controls, and re-siliconing are excluded.

Gold includes the listed plumbing benefits and immersion heater thermostat repair or replacement, subject to the £300 parts allowance. Silver's general plumbing exclusion does not apply to those benefits. Main heat exchanger replacement, direct cylinder repairs, complete immersion heater replacement, flushing, gas supply pipework and complete radiator replacement remain excluded. Concealed investigation and access are chargeable; making good is excluded.



About this plan

Our most comprehensive main plan combines Silver's boiler and central heating benefits with specified plumbing repairs.

Gold also includes all Silver benefits, eligible repair labour and up to £300 including VAT towards the total parts required per repair. Unlimited eligible call-outs remain subject to the plan terms.

PAYMENTS AND CANCELLATION
£7 of the monthly subscription contributes towards the £84 annual boiler service. The remaining £28 pays for other plan benefits. The annual service settlement and cancellation terms apply.

Our Plans

Boiler Support & Central Heating £22 per month (including VAT)

(£264 a year, inc VAT)

Services included in your plan:

- Annual boiler service, efficiency check, digital service record and reminders.
- Telephone support and initial fault diagnosis, with eligible diagnostic attendance where needed.
- Help arranging manufacturer attendance for faults that may fall within the guarantee.
- Eligible repairs to standard heating controls, pumps, motorised valves, radiator valves, standard radiators and accessible central heating pipework, as listed under Silver.
- Eligible central heating repair labour and up to £300 including VAT towards parts per repair.
- Unlimited eligible heating call-outs, subject to the terms.
- Up to two eligible attendances per 12-month plan period to clear or thaw safely accessible condensate pipework.

Manufacturer boiler repairs

Boiler repair parts and labour are not funded by this plan. The manufacturer decides whether a fault qualifies under its guarantee. Repairs it rejects are chargeable separately, with your agreement. Our coordination does not guarantee manufacturer acceptance or a particular response time.

MK City's main heat exchanger exclusion does not change your manufacturer's guarantee. We can help arrange manufacturer support where appropriate. General plumbing, cylinders and immersion heaters are excluded. The relevant shared exclusions apply.



About this plan

For any eligible mains natural gas boiler with an active manufacturer guarantee, regardless of who installed it. MK City provides servicing, diagnosis, coordination and eligible central heating repairs. Accepted boiler repairs remain the manufacturer's responsibility. Plumbing is not included.

WHEN THE GUARANTEE ENDS
This £22 plan ends when the manufacturer guarantee expires or ceases to be valid. Tell us promptly of any change. We contact you before the recorded expiry to offer Silver at £25 or Gold at £35 per month, subject to agreement. We do not automatically transfer you or increase payments. An agreed transfer keeps the existing anniversary and does not start a new 12-month commitment. Without a transfer, the subscription stops; any lawful final balance is reconciled under these terms.

£7 monthly contributes towards the £84 annual service; £15 pays for other benefits. The service settlement terms apply.

Our Plans

Landlord Gas Safety & Maintenance £30 per property a month (inc VAT)

Standard price £30 per property per month (£360 a year per property, inc VAT). Ten or more enrolled properties: £25 inc VAT per property per month.

Services included in your plan:

- One annual landlord gas safety check and record for up to two gas appliances, such as a boiler and cooker, identified with their flues in the property agreement.
- Safety check reminders and a digital record.
- Eligible boiler and central heating repairs as listed under Silver.
- Specified accessible plumbing repairs as listed under Gold.
- Eligible repair labour and up to £300 including VAT towards parts per repair.
- Unlimited eligible call-outs and up to two eligible attendances per 12-month plan period to clear or thaw safely accessible condensate pipework.



Servicing and landlord responsibilities

A landlord gas safety check is not a boiler service. Optional boiler or cylinder servicing costs £84 including VAT per appliance in addition to the subscription. The landlord remains responsible for appropriate servicing, manufacturer guarantee requirements and applicable gas safety duties.

Each additional gas appliance beyond the two included costs £60 including VAT for the annual safety check. The property agreement identifies the appliances and flues. Tenant access must be arranged before the applicable check deadline.

The landlord plan includes Gold's specified plumbing benefits and immersion heater thermostat repair or replacement; Silver's general plumbing exclusion does not apply. Main heat exchanger replacement, direct cylinder repairs, full immersion replacement and sanitaryware replacements remain excluded. Shared exclusions apply. £7 monthly contributes towards the £84 annual safety check; the balance pays for other benefits. The annual check settlement applies.

About this plan

An annual landlord gas safety check and record, together with eligible boiler, central heating and specified plumbing repair benefits for an accepted rental property. Boiler servicing is not included.

PORTFOLIO DISCOUNT
Landlords and managing agents enrolling ten or more accepted properties qualify for a portfolio price of £25 including VAT per property per month (£300 annually per property). The standard rate for fewer than ten properties is £30 including VAT per property per month (£360 annually per property). Your agreement identifies the enrolled properties, booking arrangements and payment responsibility.

The portfolio discount applies while ten or more accepted properties remain enrolled. If the number falls below ten, the standard rate may apply to the remaining properties after at least 30 days' written notice, subject to the agreement's price-change and cancellation terms. We do not retrospectively reprice earlier months or increase a fixed initial-term price.

Annual Boiler Service

Bronze, Silver, Gold and Boiler Support plans include an annual boiler service carried out by MK City. The Landlord plan includes an annual gas safety check instead; boiler servicing is an optional £84 including VAT per appliance. We service the named gas boiler in accordance with the manufacturer's instructions and applicable safety requirements.

Please provide safe, clear access. Someone aged 18 or over should attend unless we agree another arrangement. Tenant access arrangements are the landlord or agent's responsibility.

SCHEDULING

We agree the first annual service or landlord safety check date when you join, taking account of the existing due date and applicable manufacturer or safety deadlines. Services are normally arranged in spring, summer or autumn where deadlines allow. Appointment changes are agreed with you. Tell us of approaching deadlines when joining.

WHAT IS INCLUDED IN YOUR BOILER SERVICE WITH MK CITY

- ✓ A visual inspection of the flue
- ✓ Inspection and, where necessary, cleaning of the burner, combustion chamber, any injectors and heat exchanger
- ✓ Inspection of ignition devices i.e. pilot lights and/ or spark and flame sensing electrodes
- ✓ Checking the integrity of all seals and gaskets
- ✓ Ensure that any condensate traps and drains are free from debris
- ✓ Testing the appliance in accordance with the manufacturer's instruction to ensure:
  - The heat input and/or operating pressure are correct
  - The effectiveness of the flue
  - That all ventilation requirements are to current standards
  - The correct operation of all safety devices and that the boiler is safe for continuous use
- ✓ A final combustion analysis and measurement against tolerances set by the manufacturer's instructions
- ✓ A test of all disturbed gas connections
- ✓ Carry out functional testing of heating and hot water
- ✓ A visual inspection of any other encountered gas appliances
- ✓ Written notification of any gas safety defects which may affect the safe operation of your appliances
- ✓ Heating controls and best practice advice regarding energy efficiency
- ✓ The servicing of a system filter (if there is already one in place). We will however not repair or replace a system filter.

WHAT IS NOT INCLUDED IN YOUR BOILER SERVICE WITH MK CITY

- ✗ Flushing, upgrades or unrelated remedial work
- ✗ Testing of gas installation pipework unless there is a known or suspected gas escape

Standard Terms - All Plans

Joining and arranging annual visits

ASSESSMENT AND ACCEPTANCE
New customers joining Silver, Gold, Boiler Support or the landlord plan require a free initial survey of approximately ten minutes before acceptance. This survey is not a boiler service or gas safety check. Existing MK City plan customers transferring to these plans do not require another survey. We confirm the property, appliances, price, agreed start date, annual visit and any conditions in writing. Existing faults are explained and quoted separately.

Each plan applies to one domestic property and one mains natural gas boiler. Additional boilers require a separate agreement. LPG, oil, electric boilers and heat pumps are excluded. The property must be within 15 miles by road of Tilling House, Bletchley, Milton Keynes, MK1 1RB. Boilers over 15 years old require inspection and written acceptance.

The subscription starts on the agreed date. New customers have a 21-day waiting period for repair and emergency attendance benefits, available from day 22. Annual visits can be arranged during the waiting period. Faults present beforehand or first arising during that period remain excluded until repaired separately. Existing customers transferring at the same property retain uninterrupted eligible benefits. The waiting period is disclosed before sign-up.

ANNUAL BOILER SERVICE
We service the named gas boiler in accordance with the manufacturer's instructions and applicable safety requirements. Work includes the appropriate visual and operational checks, flue and ventilation checks, combustion testing, and inspection or cleaning of serviceable components where required. Disturbed gas connections are checked. Identified safety defects are explained and recorded.

Where fitted, routine system filter servicing is included; filter repairs or replacement are not included. External condensate pipe clearing is governed by the separate terms. A service does not include flushing, upgrades or unrelated remedial work.

SCHEDULING
We agree the first annual service or landlord safety check date when you join, taking account of the existing due date and applicable manufacturer or safety deadlines. Services are normally arranged in spring, summer or autumn where deadlines allow. Appointment changes are agreed with you. Tell us of approaching deadlines when joining.

Please provide safe, clear access. Someone aged 18 or over should attend unless we agree another arrangement. Tenant access arrangements are the landlord or agent's responsibility.

ADDITIONAL SERVICING
Suitable additional gas fires or cylinders may be serviced during the annual visit for £84 including VAT per appliance. Under the landlord plan, optional boiler or cylinder servicing is also £84 including VAT per appliance. Servicing does not add repair or replacement benefits.

Standard Terms - All Plans

Breakdowns and repair limits

GETTING HELP
Contact 01908 464075 or operations@mkcph.co.uk. We may first guide you through safe remote checks. Do not open gas components or attempt unsafe repairs. If a visit is needed, we explain whether it is included or chargeable before proceeding.

Normal working hours: Monday–Friday, 8am–5pm, excluding bank holidays. Included eligible emergency attendance under Silver, Gold, Boiler Support and landlord plans: weekdays 5pm–9pm; weekends and bank holidays 8am–9pm. Call 01908 464075 at all times; after 5pm calls divert to an administrator's mobile for assessment. Engineer attendance is available only during the published hours.

Complete loss of heating or hot water is an emergency. All year round, we aim to attend within four hours during published operating hours, subject to engineer availability. Active eligible water leaks are attended as soon as possible to isolate the issue. Initial attendance may only make the situation safe. If parts are required, we order them and arrange a return during weekday working hours, subject to availability. These are attendance targets, not guaranteed completion times or a promise of attendance outside published hours.

Individual radiator, shower or tap faults are routine: we aim to attend eligible faults within two working days. Working days mean Monday–Friday, excluding bank holidays. An active eligible water leak remains urgent even where it affects one fitting. There is no annual limit on genuine eligible repair requests, apart from the condensate allowance. Manufacturer response times remain outside our control under Boiler Support.

PARTS AND LABOUR
Eligible repair labour is included. The parts allowance is £300 including VAT per repair incident, combining all eligible parts needed to resolve the same fault across return visits. Separate unrelated faults receive a separate allowance. Any additional parts cost is quoted and agreed before work. An excluded repair does not become eligible because its cost is below £300.

Return visits to correct our defective workmanship carry no additional charge. If you decline an additional parts quotation, the plan continues for other benefits; the unresolved fault and further work on it remain excluded until repaired. Applicable cancellation rights are unaffected.

PARTS AVAILABILITY AND UNECONOMICAL REPAIRS
We make reasonable enquiries through our suppliers. Where a required part is obsolete or cannot reasonably be sourced, we explain why the repair cannot proceed and discuss alternatives. Suitable approved alternatives or manufacturer-reconditioned parts may be proposed without compromising safety or applicable guarantee requirements.

Main heat exchanger replacement and complete boiler replacement are excluded. Plate heat exchanger repairs or replacement remain eligible under boiler repair plans, subject to the parts allowance. An eligible repair is not excluded simply because parts exceed £300. If a required part cannot be sourced, we explain the position and discuss options.

Standard Terms - All Plans

Access and specific exclusions

ACCESSIBLE PIPEWORK
Pipework is accessible where it can be reached safely without opening walls, ceilings or floors, or removing fixed fittings or finishes. Locating concealed leaks and gaining access are chargeable separately, including where pipes have burst due to freezing. Once exposed and safely accessible, an otherwise eligible pipe repair may be completed under the plan.

We explain investigation and access charges and obtain your agreement before starting. Reinstating walls, ceilings, floors, tiles, carpets, decoration or other finishes disturbed by agreed access work is excluded. This does not limit our responsibility for damage caused by our negligence.

CONDENSATE PIPEWORK
Silver, Gold, Boiler Support and landlord plans include two attendances to unblock or thaw safely accessible condensate pipework per 12-month plan period. Blocked and frozen pipes share this allowance. It resets on the existing plan anniversary; a plan transfer does not restart it. Third and later attendances, and replacement, rerouting, insulation or alterations, are chargeable. Bronze attendance is chargeable. Our responsibility for defective work is unaffected.

FLUSHING AND WATER QUALITY
Powerflushing, system flushing, descaling and treatments to remove sludge, debris or hard-water scale are excluded and chargeable separately. Routine cleaning required by the standard boiler service remains included. Faults caused by sludge, scale or debris are excluded; necessary remedial work will be explained and quoted.

GAS SUPPLY PIPEWORK
Gas leak tracing, gas supply pipe repairs and new or replacement gas runs are excluded and chargeable separately. Any necessary safety action will be explained. This exclusion does not remove standard gas safety checks required during an included service or landlord check.

HEAT EXCHANGERS AND SEALANTS
Main boiler heat exchanger replacement is excluded from MK City funded repairs. Plate heat exchanger repairs or replacement remain eligible under boiler repair plans, subject to the £300 parts allowance. Manufacturer guarantee rights are unaffected. Silicone or sealant removal, renewal and repair are excluded and chargeable.

Standard Terms - All Plans

General exclusions

The following exclusions apply except where a plan expressly includes a benefit. They do not limit our responsibility for our own defective work, negligence or your statutory rights.

- Faults present before acceptance or first arising during a new-customer or property-transfer waiting period remain excluded until repaired separately. Design defects not caused by MK City are excluded.
- Complete boiler replacement, system improvements, upgrades and bringing an existing system up to current standards.
- Repairs requiring obsolete or unavailable parts, as described in the repair terms.
- Repeat faults attributable to necessary remedial work that we have explained and the customer has declined or not completed.
- Accidental damage, misuse or damage caused by others. Work by another engineer is excluded only where it caused the fault.
- Cosmetic components that do not affect operation, designer radiators and complete radiator replacement.
- Smart controls such as Nest, Hive and Tado, and specialist underfloor heating systems or components.
- Direct hot water cylinder repairs and cylinder replacement are excluded. Complete immersion heater replacement is chargeable. Immersion heater thermostat repair or replacement is included only under Gold and landlord plans, subject to the parts allowance. Cold water storage tank replacement is excluded; eligible tank repairs apply only under Gold and landlord plans.
- Replacement of toilets, pans, cisterns, baths, basins, sinks, shower trays, toilet seats, bath panels, bath or shower screens, enclosures and accessories. Expressly included standard cistern component repairs remain eligible.
- Tap or shower replacement and cartridges, electric showers, shower heads and shower controls. Standard tap washer replacement is included only in the plumbing plans.
- Mains cold water stopcock repairs or replacement, water softeners, shower pumps, mixer valves, booster pumps, combined overflow/pop-up waste mechanisms and water filters.
- Swimming pools, decorative garden features, rainwater pipes, guttering, macerators and electrical toilet units.
- Drain unblocking and below-ground drainage.
- Replacement of lead or steel pipework where repair is not possible.
- Asbestos removal or disposal; excluded access and reinstatement work.
- Attendance solely for precautionary house checks, reassurance before a holiday, adjusting correctly functioning clocks or programmers, replacing flat batteries or topping up boiler pressure is chargeable with prior agreement. Basic safe telephone guidance is free where we can help remotely. Actual faults remain eligible under the relevant repair plan.
- Flues outside the expressly accepted boiler installation, including vertical flue repair or replacement.
- Loss or damage caused by external events or utility supply problems, including fire, flood, storm, subsidence and freezing. Exceptions: eligible accessible burst water pipes under Gold/landlord and the expressly included allowance of up to two condensate attendances per 12-month plan period.

Losses from an appliance breakdown, such as unrelated property damage, are not a separate plan benefit. Nothing excludes liability where MK City is legally responsible, including for negligence or breach of contract.

Agreement and Cancellation

Term and notice

Your initial agreement lasts 12 months from the stated start date. It then continues monthly. You can give notice before the initial term ends to stop at its end; no new 12-month repair commitment starts automatically. After the initial term, you may cancel with one month's notice by telephone, email or post. We confirm the end date and final payment calculation. Benefits continue during the notice period.

Cooling off

We offer a 14-day cooling-off period from agreement. To cancel, notify us using the contact details in this brochure or the cancellation form. We refund payments within 14 days of receiving cancellation, subject only to permitted deductions. Where statutory rules apply, your full statutory rights remain unaffected.

If you expressly ask us to start services during that period, we explain any proportionate payment due if you cancel. We obtain the required request and provide cancellation information before starting. A boiler service does not by itself complete the whole ongoing plan or remove the cooling-off right.

Early cancellation during the initial term

You may request early termination. Any termination charge must reflect reasonable, evidenced net loss directly caused by cancellation, taking account of payments received and costs saved. It will not exceed remaining subscription payments. We provide an itemised calculation and do not automatically bill every outstanding instalment.

A delivered annual visit balance may form part of that settlement, not an extra charge on top for the same loss. Included repairs are not automatically re-priced at retail rates. Separately agreed extras remain payable. No exit penalty applies where you are entitled to cancel because of our breach or another statutory right.



After the initial term

We do not retrospectively charge for included repairs. An unpaid balance for a delivered annual service or landlord check may remain, as explained on the next page. Any prepaid amounts attributable to the period after cancellation are refunded after a fair, itemised reconciliation. We do not retain all annual advance payments automatically.

Standard Terms - All Plans

Annual visit balance and changes

ANNUAL VISIT ALLOCATION
The annual boiler service is priced at £84 including VAT. Under the landlord plan, the annual gas safety check and record is £84 instead. £7 of each monthly subscription is allocated towards the applicable annual visit; the remainder pays for other benefits. This allocation is disclosed before you join.

Each service year is the 12 months beginning on your agreement start date or its anniversary. The scheduled visit is assigned to that year in your agreement or booking confirmation. We do not reset the payment calculation on the date an engineer attends.

If you cancel after receiving the current year's annual visit, before paying its £84 price, an outstanding annual visit balance may be payable. We subtract every contribution received for that year, including payments during notice. For annual payments, the allocated £84 has already been paid.

Example: after three monthly payments, £21 has gone towards the delivered annual visit. The remaining balance is £63. If another payment is made during notice, its £7 contribution reduces the balance to £56. We do not add another full £84 charge.

No annual visit balance is payable if that year's visit has not been delivered or its full price has been paid. Unused prepaid visit contributions are included in the final reconciliation and not automatically forfeited. We provide an itemised statement. Statutory remedies and the separate cooling-off rules take priority.

PRICE AND BENEFIT CHANGES
The initial term's price is fixed. Afterwards, proposed changes may reflect increases or decreases in labour, parts, administration or tax costs, or a necessary change in service scope. We explain the reason, new price or benefits, and effective date at least 30 days beforehand. You may leave before the change takes effect without an early exit penalty or an additional annual visit settlement triggered by that change.

MOVING HOME AND PLAN TRANSFERS
You may transfer to an eligible property within the service area after a free inspection and written acceptance. The anniversary stays unchanged. Repairs and emergency attendance at the new property have a fresh 21-day waiting period from the agreed transfer date, becoming available on day 22. Existing faults and faults arising during those 21 days are quoted separately and remain excluded until repaired. Moving does not create another included annual visit: the existing schedule remains, and additional visits are charged separately. Landlord safety deadlines must still be met.

Where an excluded main heat exchanger replacement or unavailable part prevents boiler repair, the plan may continue for remaining services with your agreement. We discuss separately quoted replacement, an amended plan or applicable cancellation options. An eligible replacement boiler under manufacturer guarantee can transfer to the £22 plan with your agreement, retaining the anniversary and without a new initial term. This plan excludes plumbing. We do not require unchanged payments for services we can no longer substantially provide.

Appointments, Payments and Complaints

Appointments

Someone aged 18 or over must be present unless agreed otherwise. Please give at least 24 hours' notice if you cannot attend. A missed appointment or unavailable access may attract a charge up to £60 including VAT, limited to reasonable costs actually incurred, with an explanation. We consider emergencies and circumstances outside your control; the charge is not automatic.

If landlord access fails, contact us promptly to rearrange. Paying for a plan does not remove the landlord's responsibility to secure access and meet safety deadlines.



Payments and ending the plan

Keep payments up to date. If a payment fails, we notify you and normally allow at least 14 days to resolve it before suspending repair benefits. We explain any effect on scheduled visits. Persistent non-payment may lead to cancellation after notice; simply cancelling a Direct Debit does not settle any lawful outstanding balance.

We may end the agreement for persistent non-payment, serious abuse, deliberate fraud, unsafe access, or circumstances genuinely preventing delivery. We explain the reason and normally give at least 30 days' notice. Immediate suspension may be necessary for serious safety risks or abuse. Refunds and any charges are fairly reconciled; no retrospective repair bill is imposed solely because we end the plan.

Complaints

For complaints, enquiries or cancellation, call 01908 464075 or email operations@mkcph.co.uk. We acknowledge complaints within two working days and aim to provide a full response within ten working days. If more time is needed, we explain why and give an updated response date. We confirm cancellation requests, end dates and final balances in writing. We explain appropriate further dispute options where needed; legal remedies remain unaffected.

Gas emergencies

If you suspect a gas escape or carbon monoxide danger, do not wait for a plan appointment. Call the National Gas Emergency Service on 0800 111 999 for mains gas in Great Britain. Leave an unsafe area and follow emergency instructions. Call 999 where there is immediate danger or someone is seriously unwell.

Your Agreement

Before signing, read the chosen plan, repair limits, exclusions and cancellation terms. We provide a copy you can keep. Written special conditions must be clear and agreed; they do not remove statutory rights.



Customer name: _____
Property address: _____
Telephone and email: _____
Chosen plan: _____
Monthly price including VAT: _____
Annual price including VAT: _____
Payment option monthly or annual: _____
Agreement start date: _____
Initial term end date: _____

Your Confirmation

Boiler make model and serial number: _____
Fuel: mains natural gas. Service area: within 15 miles by road of Tilling House.
Accepted appliances and flues for landlord check: _____
Inspection and acceptance date: _____
Repair benefits available from date: _____
First annual visit date and service year: _____
Manufacturer guarantee provider and end date where relevant: _____
Special acceptance conditions: _____
Terms version and date: _____

ACCEPTANCE OF OUR TERMS AND CONDITIONS

I accept the terms of my chosen plan, including the parts allowance, exclusions and disclosed annual visit payment allocation.

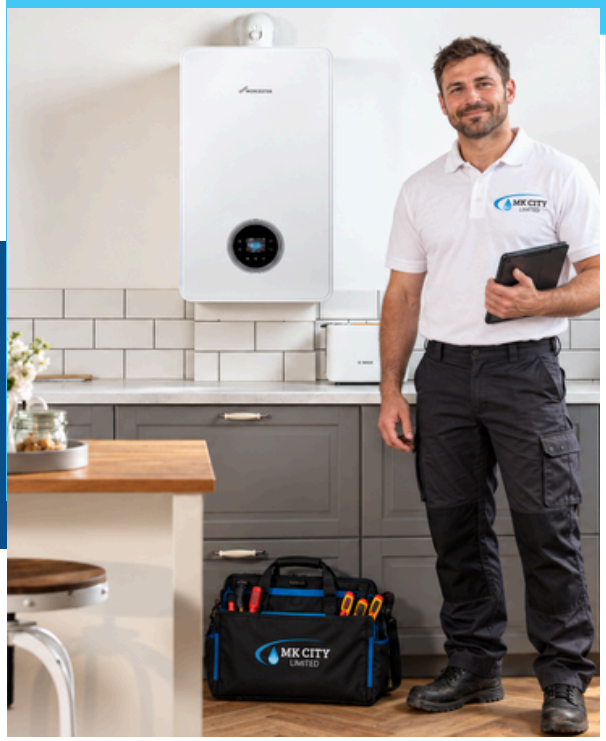
Signature: _____ Date: _____

Optional separate request: I expressly request services to begin during the 14-day cooling-off period. I have received the cancellation information and understand any lawful proportionate payment if I cancel.

Signature for early start request: _____ Date: _____

Cancellation Form and Contact Details

Optional cancellation form



You can use this form or contact us by telephone, email or post. You do not have to use the form to cancel.

To MK City Limited
Email: operations@mkcph.co.uk
Telephone: 01908 464075
Postal address: Tilling House, Bletchley, Milton Keynes, MK1 1RB.

I give notice that I wish to cancel my Service and Maintenance Plan.

Name: _____
Property address: _____
Plan or agreement reference: _____
Agreement start date: _____
Requested cancellation date: _____
Contact details: _____
Signature if submitting on paper: _____ Date: _____

Other MK City services

We also provide boiler installation, servicing and repairs, general plumbing, bathroom installation, Solar PV, air source heat pumps and social housing refurbishment. Ask us for a separate quotation. Any finance offer is subject to its own approved information and eligibility requirements.

Contact us

01908 464075

operations@mkcph.co.uk

miltonkeynesplumbingandheating.co.uk

These plans are provided directly by MK City Limited. Services are delivered under the chosen agreement and its stated limits. Manufacturer guarantees remain separate. The plan provides the specified services and repairs; it does not provide cash compensation for unrelated losses.

Our Other Services



Gas Boiler Installation

As a Worcester Bosch Accredited Installer, we can help you find the right boiler and heating solution for your home.
We install high-quality, energy-efficient boilers from trusted manufacturers, with expert workmanship and dependable local support from start to finish. Manufacturer guarantees are available on selected boilers, helping provide additional peace of mind. Finance options are also available to help spread the cost, with further information available on our website. Any finance offer is subject to its own approved information and eligibility requirements.

Alongside boiler installations, MK City provides a comprehensive range of heating, plumbing and renewable services. Our experienced team helps homeowners, businesses and housing providers keep their properties safe, efficient and comfortable.

Our Other Services

- New boiler installations
- Boiler servicing
- Boiler repairs
- Boiler finance
- General plumbing
- Bathroom installations
- Solar PV
- Air Source Heat Pumps
- Social Housing





Scan the QR codes to read customer reviews

Google Reviews

miltonkeynesplumbingandheating.co.uk

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operations@mkcph.co.uk

Gas Safe Register · BAXI · WORCESTER · BOSCH · MCS CERTIFIED · RECC RENEWABLE ENERGY CONSUMER CODE · TRUSTMARK Government Endorsed Quality