

VANTAGE PLUMBING & HEATING

CARE PLANS – TERMS & CONDITIONS

VAT

Unless we expressly state otherwise, **all prices, excesses, caps, and fees are shown excluding VAT** (i.e., **VAT is payable in addition**).

1. INTRODUCTION

1.1 Vantage Plumbing & Heating (“the Company”, “we”, “us”, “our”) provides subscription Care Plans for domestic customers.

1.1A **Service Area Eligibility** Care Plans are only valid for properties located within our **normal operational service area** at the time of attendance. Our operational service area is determined solely by us and is based on engineer availability, travel distance, workload, and commercial viability, and may change from time to time.

We reserve the right to refuse, suspend, or cancel a Care Plan (and/or decline attendance) where a property falls outside our operational service area. Where a Care Plan is purchased for a property outside our service area, we may cancel and refund the plan at our discretion, less any services already provided. (“the Company”, “we”, “us”, “our”) provides subscription Care Plans for domestic customers **within our defined service catchment area only**.

1.2 Our standard catchment area currently covers **Hertfordshire, Bedfordshire, Cambridgeshire, and nearby surrounding areas** where we ordinarily operate. We reserve the right to refuse, suspend, or cancel a Care Plan where the Property is located outside our operational area.

1.3 These Terms apply to all Care Plans (Bronze, Silver, Gold, Platinum) and all services, attendances, advice, and works provided under or in connection with any Care Plan.

1.1 Vantage Plumbing & Heating (“the Company”, “we”, “us”, “our”) provides subscription Care Plans for domestic customers.

1.2 These Terms apply to all Care Plans (Bronze, Silver, Gold, Platinum) and all services, attendances, advice, and works provided under or in connection with any Care Plan.

1.3 By subscribing, paying, booking, accepting a visit, or allowing work to start, you (“the Customer”, “you”, “your”) accept these Terms.

1.4 These Care Plans are a **service subscription**, not an insurance product. They do not guarantee that faults will not occur, nor do they guarantee that any particular item can be repaired.

1.5 No verbal statement overrides these Terms unless confirmed by the Company in writing.

2. DEFINITIONS

2.1 **Property**: The domestic address registered to the Care Plan.

2.2 **Attendance / Visit / Call-Out**: An engineer attending the Property.

2.3 **Fault / Issue**: One specific, distinct problem affecting a single component, appliance, fixture, or system area.

2.4 **Excess**: Your fixed contribution payable **per Fault** (see Section 6).

2.5 **Make-Safe**: Work to remove immediate danger to health/safety or to prevent immediate property damage. This may include temporary isolation, shut-down, capping, or partial operation.

2.6 **Minor Repair**: A straightforward repair that, in our judgement, can be completed safely within normal access constraints and without excluded works, specialist access, or major replacements.

2.7 **Covered Services**: Only the items expressly included in the Care Plan and not excluded by these Terms.

3. CORE BASIS OF COVER

3.1 **Labour-led**: All plans are labour-led subscriptions. Where parts are included at all, they are strictly limited under Section 7.

3.2 **One Fault = one Excess**: The Care Plan is designed to prevent bundling of multiple jobs under a single Attendance. See Section 6.

3.3 **No Air Source Heat Pumps**: Air source heat pump servicing/repairs are **not included**, and air source is **not referenced** as part of these Care Plans.

3.4 **Fair Usage**: Care Plans are subject to fair usage (Section 10). Excessive or improper use may result in restricted service or termination.

4. CARE PLAN LEVELS (SUMMARY)

4.1 Applicability

Care Plans apply to domestic owner-occupied properties and residential rental properties unless expressly excluded.

4.2 Bronze Care Plan – Service & Emergency Make-Safe Only

The Bronze Care Plan provides **maintenance and emergency make-safe support only**.

Bronze **does not include plumbing repairs**.

Included under Bronze: - Annual boiler service (subject to eligibility in Section 9) - Emergency gas or water leak attendance for make-safe purposes only - Preferential member call-out excesses compared to non-members

Not included under Bronze: - Any plumbing repairs - Any non-emergency works - Any replacement or repair of fixtures, fittings, pipework, or components

4.3 Silver Care Plan – Defined Basic Plumbing Repairs (Labour Only)

The Silver Care Plan includes labour support for **specific, defined plumbing repairs only**, as listed below. No other plumbing repairs are included.

Included under Silver (labour only, subject to Excess and exclusions): - Tap repairs (washers, cartridges, or similar internal components where exposed and accessible) - Toilet fill valves and flush valves (standard exposed cisterns only) - Ball valves within cold water storage tanks - Washing machine hoses (standard braided hoses only) - Minor leaks on exposed and accessible internal hot or cold water pipework

Not included under Silver: - Concealed or framed systems - Radiator valves or heating pipework - Drainage or waste pipework - Any works requiring access via floors, walls, ceilings, tiles, or boxing

4.4 Gold Care Plan – Comprehensive Internal Plumbing (Labour Only)

The Gold Care Plan includes labour support for a wider range of exposed and accessible internal plumbing repairs, subject to Excess and exclusions.

4.5 Platinum Care Plan – Extended Plumbing, Heating & Boiler Support

The Platinum Care Plan provides the highest level of coverage, including boiler breakdown support and limited parts allowance, subject to all Terms.

5. COVERED SERVICES

Important: Boiler breakdown support is included **only** within the Platinum Care Plan and is subject to the additional conditions set out in Section 5.8 and all relevant exclusions.

Covered Services are limited to the items expressly listed below, are subject to the relevant Care Plan level, the Excess-per-Fault rules, all exclusions in Section 12, and the Parts & Materials limits in Section 7.

5.1 Domestic Gas Boilers – Servicing Only

Where included under your Care Plan:

- Annual boiler service, including safety and operational checks.
- Visual inspection of the boiler installation and accessible flue route.
- Basic safety testing appropriate to the appliance type.

A boiler service is a maintenance and safety inspection only. It does not include breakdown repairs, fault diagnosis, or replacement of components unless expressly agreed.

5.2 Plumbing (Internal Domestic)

Eligible plumbing support may include labour for Minor Repairs to:

- Exposed and accessible internal hot and cold water pipework.
- Standard domestic taps (basic repairs only).
- Standard exposed domestic toilets (see Section 8 for limitations).
- Pan connectors, waste traps, and simple overflows where accessible.

Concealed systems, framed installations, and any works requiring removal of tiles, boxing, floors, walls, ceilings, or cabinetry are excluded.

5.3 Heating Pipework and Valves (Platinum Only – Limited Scope)

Where expressly included under the Platinum Care Plan only:

- Labour for Minor Repairs to exposed and accessible heating pipework.
- Replacement of basic thermostatic radiator valve (TRV) heads and lockshield valves using standard contract components.

Radiators, boiler internals, pumps, motorised valves, auto-bypass valves, and heating controls are excluded under all plans.

5.4 Drainage (Where Included)

Where drainage support is included under your Care Plan (as shown on our website at the time of subscription):

- Clearing minor blockages to restore flow in sinks, basins, baths, toilets, and internal waste pipes.
- Drainage support applies only within the Property boundary and where you are solely responsible for the pipework.

Drainage support is subject to:

- The applicable Excess per drainage Fault; and
- A total allowance of **£500 per Care Plan year (including VAT)**.

Once the annual allowance has been reached, any further drainage works will be chargeable at our standard rates.

Shared drains, public drains, and all drainage exclusions listed in Section 12 apply.

5.5 Emergency Call-Out / Make-Safe

Where included under your Care Plan:

- 24/7 emergency attendance for gas leaks or significant water leaks.
- Emergency attendance is intended to make the situation safe only.

Any further repairs beyond Make-Safe work may be chargeable if outside plan scope or excluded.

5.6 Telephone Advice

- Telephone advice and triage may be provided at our discretion.
- Advice does not constitute a diagnosis and does not replace an Attendance.

5.7 Fair Usage

Care Plans are intended for reasonable domestic use. Excessive call-outs, repeated issues caused by underlying defects, or attempts to circumvent the Excess-per-Fault structure may result in restricted service or termination of the Care Plan.

5.8 Boiler Breakdown Support – *Platinum Plan Only*

Where expressly included under the Platinum Care Plan only, the following boiler breakdown support applies:

- Labour support for breakdown faults on **standard domestic gas boilers located within our service catchment area**.
- Parts included up to **£50 retail value per fault (excluding VAT)**.
- Excess applies **per fault**, in line with Section 6.
- Support applies to one specific boiler fault per attendance.

Boiler breakdown support applies only to boilers that are serviceable, safe to work on, and not already condemned or classified as At Risk at the time of attendance.

This support does not include: - Boiler replacement or upgrade. - Heat exchangers, main heat blocks, combustion chambers, or casting failures. - PCB replacement (labour for diagnosis only). - Obsolete, discontinued, or unsupported boilers. - Repeated failures caused by sludge, scale, poor system water quality, or underlying installation defects. - Pre-existing faults identified within the first 30 days of the Care Plan start date.

Where parts required exceed the £50 retail allowance, the additional cost will be quoted and authorised before proceeding (except where Make-Safe action is required).

Where expressly included under the Platinum Care Plan only, the following boiler breakdown support applies:

- Labour support for breakdown faults on standard domestic gas boilers.
- Parts included up to **£50 retail value per fault (excluding VAT)**.
- Excess applies **per fault**, in line with Section 6.
- Support applies to one specific boiler fault per attendance.

This support does not include: - Boiler replacement or upgrade. - Heat exchangers, main heat blocks, combustion chambers, or casting failures. - PCB replacement (labour for diagnosis only). - Obsolete, discontinued, or unsupported boilers. - Repeated failures caused by sludge, scale, poor system water quality, or underlying installation defects. - Pre-existing faults identified within the first 30 days of the Care Plan start date.

Where parts required exceed the £50 retail allowance, the additional cost will be quoted and authorised before proceeding (except where Make-Safe action is required).

Care Plans are intended for reasonable domestic use. Excessive call-outs, repeated issues caused by underlying defects, or attempts to circumvent the Excess-per-Fault structure may result in restricted service or termination of the Care Plan.

6. EXCESS – PAYABLE PER FAULT

6.1 Excess applies to every Attendance for fault-related work, whether emergency or non-emergency.

6.2 Excess is charged per Fault, not per visit. One Excess covers one Fault only.

6.3 If multiple Faults are reported, we may (at our discretion):

- Address only the primary Fault; and/or
- Require additional Excess payments for additional Faults; and/or
- Schedule separate attendances (each subject to its own Excess).

6.4 A Customer may not request multiple unrelated works (e.g., tap + toilet + bath + leak) to be completed under a single Excess.

6.5 Excess is payable prior to or at Attendance unless agreed otherwise in writing.

6.6 If we attend and the reported Fault is not present, cannot be verified, is inaccessible, or is excluded, we may treat the Attendance as chargeable.

7. PARTS & MATERIALS

7.1 **General rule:** Plans are labour-led. Parts and materials are not included unless expressly stated in this Section.

7.2 Where parts are agreed for an eligible Minor Repair, included parts are limited to **£50 retail value per Fault (excluding VAT)**. (This is a cap, not an entitlement.)

7.3 Anything above the cap is chargeable. We will quote and obtain authorisation before proceeding (except Make-Safe).

7.4 We may use standard “contract” components and reasonable equivalents.

7.5 We are not required to supply premium parts, branded upgrades, smart products, designer finishes, or non-standard items.

8. ELIGIBLE “FREE MINOR REPAIRS” – EXACT SCOPE

(Where a plan states “free repairs on minor plumbing”, that means labour for Minor Repairs within this scope, subject to Excess and Section 7 cap.)

8.1 Gold & Platinum – plumbing minor repair scope (examples)

- Tap repairs (accessible)
- Standard toilet fill valve / flush valve repairs (Section 8.3)
- Pan connector rubbers (accessible)
- Waste trap replacements (simple, accessible)
- Minor leaks on exposed and accessible internal pipework

8.2 Exposed vs concealed (important)

Only **exposed and accessible** systems are eligible.

- Concealed cisterns and framed systems are excluded.
- Any work requiring removal of tiles, panels fixed in place, boxing, ceilings, walls, floors, or built-in units is excluded.

8.3 Toilet limitations

We will only cover standard domestic toilets that are:

- Close-coupled / visible cistern
- High level / low level traditional systems

We do **not** cover:

- Concealed cisterns
 - Wall-hung frames
 - Sensor toilets
 - Specialist/commercial flush systems
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9. BOILER SERVICING ELIGIBILITY

9.1 To qualify for the included annual boiler service under your Care Plan, the plan must have been active for a **minimum of six (6) consecutive months**.

9.2 If a boiler service is requested before this eligibility period has been met, the service will be chargeable at **£85 + VAT** (or the Company's prevailing boiler service rate at the time).

9.3 Boiler servicing is limited to a service and safety check only. It does **not** include fault diagnosis, repairs, parts replacement, or corrective works.

9.4 Where a boiler is found to be unsafe, non-compliant, or unsuitable for servicing, the Company reserves the right to refuse to service the appliance and to issue recommendations only. Any remedial works will be chargeable.

10. ATTENDANCE TIMES AND APPOINTMENTS

10.1 Emergency Calls

- For emergencies such as gas leaks or significant water leaks, we will use reasonable endeavours to attend within **6 hours** of receiving the call.
- Attendance times are subject to engineer availability, workload, traffic, weather conditions, and other external factors beyond our control.
- Emergency attendances are primarily intended to make the situation safe.

10.2 Non-Emergency Repairs

- Attendance for non-emergency repairs (for example intermittent faults or minor issues) will normally be arranged within **five working days**.
- Working hours are Monday to Friday, **8:00am to 5:00pm**, excluding public holidays.

- We may attend sooner where availability allows, but this timeframe is not guaranteed.

10.3 Scheduled Appointments

- Routine servicing, inspections, and non-urgent maintenance appointments will be scheduled at a mutually convenient time.
- These appointments are typically arranged within **7 working days**, subject to engineer availability.

10.4 Appointment Changes and Missed Appointments

- If you need to cancel or reschedule an appointment, at least **24 hours' notice** must be provided.
- Missed appointments or failure to provide access without sufficient notice may result in a **£50 + VAT** charge.

10.5 Fair Usage

- Care Plans are intended for reasonable domestic use.
- Repeated call-outs for the same unresolved underlying issue, or use of the Care Plan outside its intended purpose, may result in restricted service or termination of the Care Plan.

11. GENERAL CONDITIONS

11.1 Access to premises

You must provide safe, clear, and unobstructed access to the equipment and affected area. We may refuse service where access is not reasonably available.

11.2 No duty to improve or upgrade

The Care Plan does not include any obligation to upgrade, modernise, redesign, or improve any system, installation, or component beyond its original installation standard or condition, unless expressly agreed in writing.

11.3 Economic repair

We reserve the right to decline repair where, in our professional opinion, repair would be uneconomical, unreliable, unsafe, or likely to provide only a temporary solution. In such cases, we may recommend replacement or alternative remedial works, which will be chargeable.

11.4 Work authorisation

Where work is outside plan scope or exceeds any applicable caps, we will provide a quotation. Chargeable work will not proceed without your authorisation, except where Make-Safe action is required.

11.5 Access limitations and diagnosis

Where faults cannot be fully diagnosed or resolved due to access restrictions, concealed installations, intermittent operation, or third-party restrictions, we are not responsible for unresolved or recurring issues arising from those limitations.

11.6 Tenant misuse and damage (landlord properties)

Faults or damage caused by tenant misuse, neglect, abuse, or foreign objects are excluded and chargeable.

11.7 Third-party reliance

Any advice, attendance notes, or reports are provided solely for the Care Plan holder and may not be relied upon by tenants, agents, insurers, or other third parties without our prior written consent.

11.8 Evidence and records

We may rely on photographs, videos, engineer notes, test results, and system readings taken during attendance as evidence of condition, scope, and findings.

11.9 Special equipment needs

If specialist equipment or methods are required (including but not limited to leak detection, pressure testing, lining, or specialist access tools), these are excluded unless expressly agreed in writing.

11.10 Unsafe conditions

We may delay or cancel works if the site is unsafe. A cancellation fee of £50 + VAT may apply.

12. EXCLUSIONS (FULL LIST – INCLUDES BUT IS NOT LIMITED TO)

12.1 Pre-Existing Issues and Initial Contract Period

- Faults, defects, or parts required within the first **30 days** of the Care Plan start date
- Pre-existing defects or long-standing issues present prior to commencement

12.2 Full Boiler Replacements

- Complete boiler replacements are not covered under any Care Plan, including Platinum
- Complete boiler replacements are not covered under any Care Plan

12.3 Batteries, Resets, and Controls

- Replacement of batteries
- Resetting of boilers or systems
- All heating controls, including programmers, thermostats (wired or wireless), smart controls, and commissioning/configuration

Note: This exclusion does not prevent labour-led boiler breakdown diagnosis under the Platinum Plan as set out in Section 5.8.

- Replacement of batteries
- Resetting of boilers or systems
- All heating controls, including programmers, thermostats (wired or wireless), smart controls, and commissioning/configuration

12.4 Specialised Systems

- Wireless or smart heating controls
- Underfloor heating systems and components
- Swimming pool heating systems and controls
- Warm air heating systems

12.5 Pressure Adjustments

- Topping up or repressurising boiler or system pressure

12.6 Blockages Due to Sludge or Debris

- Clearing or repairing blockages caused by sludge, iron oxide, debris, or internal corrosion

12.7 Descaling and Cleaning

- Removal of sludge, limescale, or deposits from boilers or heating systems

12.8 Damage from Scale or Sludge

- Damage or failure resulting from scale, sludge, or poor system water quality

12.9 Routine Maintenance Tasks

- Bleeding or venting radiators
- Balancing radiators
- Removing airlocks
- Refilling systems after third-party work

12.10 Flues and Chimneys

- Any work to flues, flue liners, or chimneys (internal or external)

12.11 Cosmetic Parts

- Boiler casings and decorative or non-functional components

12.12 Corrosion and Structural Repairs

- Corrosion-related failures
- Structural repairs including subsidence, flooding, or fire damage

12.13 Specialist Repairs and Equipment

- Specialist pressure testing
- Re-energising air gaps or similar specialist works

12.14 Access Issues

- Any work requiring lifting floors, removing tiles, opening walls/ceilings, removing boxing, cabinetry, or built-in obstructions

12.15 External Fixtures and Systems

- External gas supply lines
- External drainage and rainwater systems
- **Soil stacks, vertical foul pipes, and any waste or drainage pipework serving multiple floors or exiting the Property, whether internal or external**

12.16 Showers, Pumps, and Macerators

- Shower mixers, shower pumps, booster pumps, and macerators

12.17 Specialised Fixtures and Installations

- Electric showers
- Sanitaryware replacement
- Pop-up wastes, kitchen sinks, and waste disposal units

12.18 Lagging and Insulation

- Pipework or cylinder lagging, insulation, grouting, or sealant works

12.19 Specialised Cylinders and Tanks

- Primatic cylinders
- Gledhill units
- Specialist or oversized tanks and cylinders

12.20 Garden Features

- Garden features or decorative external fixtures

12.21 Consumables and Chemicals

- Inhibitors, flushing chemicals, and leak sealers

12.22 Frozen Pipes

- Repairs or damage caused by frozen pipes
- Responsibility rests with the Customer to maintain adequate insulation and heating

12.23 Leak Detection

- Hidden or specialist leak detection methods (infrared, acoustic, tracer gas, etc.)

12.24 Drainage Exclusions

- Shared or public drains
- Manholes, soakaways, septic tanks, cesspits, treatment plants
- Routine drain cleaning or descaling
- Drains outside the Property boundary
- Commercial-use drains
- Lead or steel pipe repairs
- Access to drains or manholes built over or damaged by subsidence or root ingress
- Call-outs for unrelated drainage issues are chargeable at **£85 + VAT**

12.25 Split Cylinders and Tanks

- Repairs or replacements for split tanks or cylinders

12.26 Sealant, Silicone, and Wet Rooms

- Sealant, shower silicone, grouting, wet rooms, and any leaks arising from these

12.27 Radiators

- Radiators are not covered for repair or replacement under any plan

12.28 Air Admittance Valves and Venting Devices

- Air admittance valves (AAVs), Durgo/DOGO valves, air vents, and any air venting or pressure-balancing devices are excluded

12.29 Vermin Damage

- Damage caused by rodents, insects, or other vermin, including chewed pan connectors, seals, pipework, or fittings, is excluded
 - Radiators are not covered for repair or replacement under any plan
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13. HEALTH & SAFETY

13.1 We comply with relevant health & safety law and best practice.

13.2 You must provide a safe working environment and clear access.

13.3 Accidents/incidents must be reported promptly.

14. RENEWAL, TERMINATION, AND CHANGES

14.1 Renewal

Plans renew automatically unless cancelled at least **28 days** before renewal.

14.2 Termination

We may terminate a plan for non-payment, misuse, breach of terms, false information, safety concerns, or where continuation is not viable.

14.3 Changes to plan terms

We may change pricing/terms with **30 days' notice**. If you do not accept material changes, you may cancel without penalty.

15. CANCELLATION & REFUNDS

15.1 You may cancel within **28 days** of the start date for a full refund only if **no services** have been used.

15.2 If any Attendance or service has been provided, refunds are not available (save where required by law).

16. FRAUD, FALSE CLAIMS, AND MISUSE

16.1 We may request photos/videos/details prior to Attendance.

16.2 If we reasonably believe a claim is fraudulent, exaggerated, repeated without addressing root cause, or intended to circumvent Excess-per-Fault, we may refuse service and/or terminate the plan.

16.3 If we attend and the issue is not present, not verifiable, inaccessible, or excluded, the Attendance may be chargeable.ååå

17. PAYMENT DEFAULT

17.1 If a payment remains outstanding for more than **14 days** after notification, we may suspend services until the account is up to date.

17.2 Continued non-payment may result in termination and recovery of outstanding sums.

18. LIMITATION OF LIABILITY

18.1 We are not liable for indirect, special, incidental, or consequential loss.

18.2 Our total liability is limited to the amount paid for the service in question, to the fullest extent permitted by law.

18.3 We do not replace home insurance. Insurance-type risks (fire, flood, structural damage) are excluded.

19. FORCE MAJEURE

We are not liable for delays or failure caused by events beyond our reasonable control (severe weather, supply shortages, strikes, etc.).

20. DATA PROTECTION

We process personal data in accordance with UK GDPR and the Data Protection Act 2018.

21. GOVERNING LAW

These Terms are governed by the laws of England and Wales. Disputes are subject to the exclusive jurisdiction of the courts of England and Wales.

22. DISPUTE RESOLUTION

Where a complaint cannot be resolved internally, both parties agree to consider mediation or arbitration before formal legal action.

23. CONTACT DETAILS

Vantage Plumbing & Heating
11 Bancroft, Hitchin, SG5 1JQ
Landline: 01462 506374
Mobile: 07713 161513
Email: info@vantageplumbingandheating.co.uk

We aim to acknowledge communications within 5 working days and provide a full response within 14 working days.

24. STATUTORY RIGHTS

Nothing in these Terms affects your statutory rights as a consumer.

25. NON-TRANSFERABILITY

The Care Plan is non-transferable and applies only to the registered Property. Sale of the Property or change of legal ownership automatically terminates the plan unless agreed in writing.

26. ACCEPTANCE

By subscribing, paying, booking, or permitting works, you confirm that you have read, understood, and accepted these Terms & Conditions. By subscribing, you confirm that you have read, understood, and accepted these Terms & Conditions.

27. LANDLORD & RENTAL PROPERTY ADDENDUM

This section applies **in addition** to all other Terms where the Care Plan is held by a landlord, property owner, or managing agent, or where the Property is occupied by tenants.

27.1 Per-Property Basis

- Each Care Plan applies to **one individual Property only**.
- Multiple properties require separate Care Plans.
- Care Plans may not be transferred between properties.

27.2 Excess and Fault Structure

- Excesses apply **per Property, per Fault**.

- Multiple issues at the same Property are treated as separate Faults unless we agree otherwise in writing.

27.3 Tenant Occupancy and Access

- The Customer (landlord or agent) is responsible for ensuring tenant cooperation and access.
- We are not responsible for delays, aborted visits, or missed appointments due to:
 - Tenant unavailability
 - Refusal of access
 - Incorrect or missing keys
 - Inadequate notice to tenants
- Missed access may result in a chargeable Attendance.

27.4 Reporting vs Authorisation

- Tenants may report faults where permitted, but **only the landlord or managing agent** may authorise:
 - Chargeable works
 - Works outside Care Plan scope
 - Repairs exceeding caps or exclusions

27.5 Compliance and Certification

- Statutory inspections (e.g., Gas Safety Certificates) are compliance services only.
- Any remedial works identified to achieve compliance are **not included** unless expressly covered under the Care Plan and remain subject to Excesses, caps, and exclusions.

27.6 Change of Tenancy

- A change of tenant does not transfer rights beyond the Property.
- The Care Plan remains linked to the Property only and does not reset usage, allowances, or caps.

27.7 Misuse and Portfolio Use

- Care Plans must not be used across multiple properties or tenants.
- Any attempt to rotate coverage across a portfolio may result in termination.

28. COMMERCIAL USE EXCLUSION

- Care Plans are for **domestic residential properties only**.
 - Any Property used wholly or partly for commercial purposes is excluded unless agreed in writing.
-