# LDA Care Plans



LDA Group

### Welcome

LDA Group Limited is a Newcastle upon Tyne based Building Services company with several divisions including...

#### Plumbing & Heating **Groundworks - Commercial and Domestic**

With over 50 year's experience in these divisions we are capable, experienced, skilled and time served as well as being fully accredited and insured.

Whilst we continue to grow into a larger company providing employment and apprenticeship opportunities within our region we ensure that our values are the foundation of our culture and are at the heart of all that we do.

#### We Care

About our Employees, Customers and our Partners

#### We Deliver

In line with our high standards, our values and our customers' expectations

#### We are Professional

In all that we do

#### We Celebrate

Our success

#### LDA Group Limited

Amber Court William Armstrong Drive Newcastle Upon Tyne NE4 7YA

0800 861 1685 Tel: Email: info@ldagroup.co.uk

www.ldagroup.co.uk

### **Homeowners**

#### LDA Ultimate Care £22.99 pm

LDA Care Package	Boiler Service	Boiler Parts & Labour	Radiator & Valves	Hot & Cold Pipework (ex taps & showers)	Cylinders	Gas Leaks
LDA Ultimate Care	<b>~</b>	$\checkmark$	$\checkmark$	<ul> <li>Image: A start of the start of</li></ul>	$\checkmark$	~

	Included	Not Included
Boiler Service	Service of a single natural gas boiler in your property A service Certificate	Service of any other gas appliance in your property (You can add an appliance to your care plan at an additional cost of £6.00 per appliance per month)
Boiler Parts & Labour	A service Certificate         Repairs to a single natural gas boiler in your property         Repairs to the flue system for up to one metre in length         Repairs or replacement of time clocks and programmers which are built into your boiler         Repairs or replacement of time clocks, programmers or thermostats which are responsible for making your boiler work         £750 repair limit per claim (if the cost of the repair exceeds this amount, we will deem your boiler beyond economical repair)         A £350 contribution towards the cost of a new boiler (when installed by LDA Group Ltd) should your boiler be deemed beyond economical repair or the parts required to repair it are obsolete.	<ul> <li>E6.00 per appliance per month)</li> <li>Main heat exchangers/heat cells</li> <li>Component failure caused by excessive sludge/magnetite build up in your system</li> <li>Boilers that are inaccessible for our engineer to work on safely or practically due to their position</li> <li>Noisy boilers which are operating safely</li> <li>Boilers over 50kw</li> <li>Resetting or replacing batteries in programmers, thermostats or time clocks</li> <li>Repairs to open flued flue terminals</li> <li>Controls or components for underfloor heating, swimming pools or spas</li> <li>Unsafe boilers</li> <li>Boiler installations which do not comply with the gas safety regulations</li> <li>Boilers which have not been installed in accordance with manufacturer's instructions</li> <li>Boilers or systems that have been over pressurised resulting in failure or leakage</li> </ul>
Radiator & Valves	Repairs to all components of the heating system in your property	of components Designer radiators, cast iron radiators, column or decorative radiators, towel radiators, oil fired, dual fuel or electric radiators

	Included	Not Included
Radiator & Valves	Replacement of your heating system components if they cannot be repaired	Kitchen plinth radiators or kick space heaters Bespoke or custom-made radiators
	Repairs or replacement of your radiators and their valves	Components or supplies for underfloor heating, swimming pools or spas
	Your central heating system feed and expansion tank	Underfloor heating and electrical heating systems
	£750 repair limit per claim	
<b>Hot &amp; Cold Pipework</b> (ex taps & showers)	Repairs to the plumbing system in your property	Showers and their components, valves and controls
	Your hot and cold water pipework (after the internal stop valve)	Household appliances
	Repair or replacement of hot and cold water taps	Water heaters / Electrical hand wash units Water softeners
	Outside taps Repairs or replacement of your toilet	Boiling water taps / Freestanding bath taps or concealed taps
	siphon and fill valve	Remote control taps or remote systems
	£750 repair limit per claim	Whole house $\boldsymbol{\epsilon}$ shower booster pumps / Water meters and their components
		Spa baths / Swimming pools
		Guttering and rainwater pipes / Replacement of silicone, grout, adhesive or seals
		Bath screens or shower cubicles / Replacement of sanitary units
		Any parts of your plumbing system that are inaccessible for our engineer to work on safely or practically due to their position
Cylinders	Hot water cylinders and their components	Unvented water cylinders
	Your cold water storage cistern £750 repair limit per claim	
Gas Leaks	Repairs to your gas pipework from the outlet of your gas meter to your	Pipework leading to your gas meter. This is the responsibility of the national grid
	appliances £750 repair limit per claim	Any pipework that is inaccessible for our engineer to work on safely or practically due to its position
		Valves or pipework associated with an appliance which is not included in your care plan



LDA did a great job! They had super customer service, were friendly and so helpful. Would recommend and definitely use in the future.





### 

Mrs Alexander

## LDA Platinum Care £18.99 pm

LDA Care Package LDA Ultimate	Boiler Service	Boiler Parts & Labour	Radiator & Valves	Pipework (ex taps & showers)	Cylinders	Gas Leaks
Care					X	×

	Included	Not Included
Boiler Service	Service of a single natural gas boiler in your property	Service of any other gas appliance in your property (You can add an appliance to your care plan at an additional cost of
	A service Certificate	£6.00 per appliance per month)
Boiler Parts & Labour	Repairs to a single natural gas boiler in your property	Main heat exchangers/heat cells
	Repairs to the flue system for up to one metre in length	Component failure caused by excessive sludge/magnetite build up in your system
	Repairs or replacement of time clocks and programmers which are built into your boiler	Boilers that are inaccessible for our engineer to work on safely or practically due to their position
		Noisy boilers which are operating safely
	Repairs or replacement of time clocks, programmers or thermostats which are responsible for making your boiler work	Boilers over 50kw
		Resetting or replacing batteries in
	£750 repair limit per claim (if the cost of the repair exceeds this amount, we will	programmers, thermostats or time clocks
	deem your boiler beyond economical repair)	Repairs to open flued flue terminals
		Controls or components for underfloor
	A £350 contribution towards the cost of a new boiler (when installed by LDA	heating, swimming pools or spas
	Group Ltd) should your boiler be deemed beyond economical repair or the parts	Unsafe boilers
	required to repair it are obsolete	Boiler installations which do not comply with the gas safety regulations
		Boilers which have not been installed in accordance with the manufacturer's instructions
		Boilers or systems that have been over pressurised resulting in failure or leakage of components
Radiator & Valves	Repairs to all components of the heating system in your property	Designer radiators, cast iron radiators, column or decorative radiators, towel radiators, oil fired, dual fuel or electric radiators

	Included	Not Included
Radiator & Valves	Repairs or replacement of your radiators and their valves	Kitchen plinth radiators or kick space heaters
	Your central heating system feed and	Bespoke or custom-made radiators
	expansion tank	Components or supplies for underfloor heating, swimming pools or spas
	£750 repair limit per claim	Underfloor heating
		Electrical heating systems
<b>Hot &amp; Cold Pipework</b> (ex taps & showers)	Repairs to the plumbing system in your property	Freestanding bath taps or concealed taps
	Your hot and cold water pipework (after	Remote control taps or remote systems
	the internal stop valve)	Whole house $\boldsymbol{\epsilon}$ shower booster pumps
	Repair or replacement of hot and cold water taps	Water meters and their components
	Outside taps	Spa baths
	Repairs or replacement of your toilet	Swimming pools
	siphon and fill valve	Guttering and rainwater pipes
	£750 repair limit per claim	Replacement of silicone, grout, adhesive or seals
		Bath screens or shower cubicles
		Replacement of sanitary wear Waste disposal units
		Any parts of your plumbing system that are inaccessible for our engineer to work on safely or practically due to their position

### LDA Care £12.99 pm

LDA Care Package	Boiler Service	Boiler Parts & Labour	Radiator & Valves	Hot & Cold Pipework (ex taps & showers)	Cylinders	Gas Leaks
LDA Care	~	£60 Excess	£60 Excess	£60 Excess	£60 Excess	£60 Excess

	Included	Not Included
Boiler Service	Service of a single natural gas boiler in your property	Service of any other gas appliance in your property (You can add an appliance to your care plan at an additional cost of
	A service Certificate	£6.00 per appliance per month)
Boiler Parts & Labour	Repairs to a single natural gas boiler in your property	Main heat exchangers/heat cells
	Repairs to the flue system for up to one metre in length	Component failure caused by excessive sludge/magnetite build up in your system
	Repairs or replacement of time clocks and programmers which are built into your boiler	Boilers that are inaccessible for our engineer to work on safely or practically due to their position
	Panairs or raplacement of time clocks	Noisy boilers which are operating safely
	Repairs or replacement of time clocks, programmers or thermostats which are responsible for making your boiler work	Boilers over 50kw
	£750 repair limit per claim (if the cost of the repair exceeds this amount, we will deem	Resetting or replacing batteries in programmers, thermostats or time clocks
	your boiler beyond economical repair)	Repairs to open flued flue terminals
	A £350 contribution towards the cost of a new boiler (when installed by LDA Group Ltd) should your boiler be deemed	Controls or components for underfloor heating, swimming pools or spas
	beyond economical repair or the parts	Unsafe boilers
	required to repair it are obsolete	Boiler installations which do not comply with the gas safety regulations
		Boilers which have not been installed in accordance with the manufacturer's instructions
		Boilers or systems that have been over pressurised resulting in failure or leakage of components
Radiator & Valves	Repairs to all components of the heating system in your property	Designer radiators, cast iron radiators, column or decorative radiators, towel radiators, oil fired, dual fuel or electric radiators

	Included	Not Included
Radiator & Valves	Replacement of your heating system components if they cannot be repaired	Kitchen plinth radiators or kick space heaters
	Repairs or replacement of your radiators and their valves	Bespoke or custom-made radiators
	Your central heating system feed and expansion tank	Components or supplies for underfloor heating, swimming pools or spas
	£750 repair limit per claim	Underfloor heating
		Electrical heating systems
Hot & Cold Pipework (ex taps & showers)	Repairs to the plumbing system in your property	Showers and their components, valves an controls
	Your hot and cold water pipework (after the internal stop valve)	Household appliances such as washing machines and dishwashers
	Repair or replacement of hot and cold	Water heaters
	water taps	Electrical hand wash units
	Outside taps Repairs or replacement of your toilet	Water softeners
	siphon and fill valve £750 repair limit per claim	Boiling water taps
		Freestanding bath taps or concealed ta
		Remote control taps or remote systems
		Whole house $\boldsymbol{\epsilon}$ shower booster pumps
		Water meters and their components
		Spa baths
		Swimming pools
		Guttering and rainwater pipes
		Replacement of silicone, grout, adhesiv or seals
		Bath screens or shower cubicles
		Replacement of sanitary wear Waste disposal units
		Any parts of your plumbing system that inaccessible for our engineer to work or safely or practically due to their position

### Landlord and Estate Agents

#### LDA Elite £29.99 pm

LDA Care Package	Boiler Service	CP12 Landlord Gas Safety Check	Radiator & Valves	Boiler Parts & Labour	Hot & Cold Pipework (ex taps & showers)	Cylinders	Gas Leaks
LDA Elite	~	$\checkmark$	<b>~</b>	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$

Boiler ServiceService of a single natural gas boiler in your property A service CertificateService of any other gas appliance in your property (You can add an appliance to your care plan at an additional cost of £6.00 per appliance per month)CP12 Landlord Gas Safety CertificateGas Safety Certificate (up to 3 gas appliances and pipework)Repairs to a yof your gas appliances Repairs to pipework or your gas meter Additional certificate if required (only 1 certificate per year included in agreement)Boiler Parts & LabourRepairs to a single natural gas boiler in your propertyRepairs to a single natural gas boiler in your propertyBoiler Parts & LabourRepairs to a single natural gas boiler in your propertyMain heat exchangers/heat cells Component failure caused by excessive sludge/magnetite build up in your system Boilers that are inaccessible for our responsible for making your boilerRepairs or replacement of time clocks, programmers or thermostats which are built into your boilerMain heat exchangers/heat cells Component failure caused by excessive sludge/magnetite build up in your systemBoilers which are operating safelyBoilers over 50kwRepairs or replacement of time clocks, programmers or thermostats which are programmers of the repair exceeds this amount, we will deem your boiler beyond economical repair)A £350 contribution towards the cost of a new boiler (when installed by LDA Group L10) should your boiler be deemed beyond economical repair or the pats required to repair it are obsoleteBoilers which do not comply with the gas safety regulationsBoilers which have not been installed in accordance with the manufacturer's instruction		Included	Not Included
Safety Certificateappliances and pipework)Repairs to pipework or your gas meter Additional certificate if required (only 1 certificate per year included in agreement)Boiler Parts & LabourRepairs to a single natural gas boiler in your propertyMain heat exchangers/heat cells Component failure caused by excessive sludge/magnetite build up in your system Boilers that are inaccessible for our engineer to work on safely or practically due to their positionRepairs to replacement of time clocks and programmers which are built into your boilerMain heat exchangers/heat cells Component failure caused by excessive sludge/magnetite build up in your system Boilers that are inaccessible for our engineer to work on safely or practically due to their positionRepairs or replacement of time clocks programmers or thermostats which are programmers or thermostats which are our boiler beyond economical repair)Noisy boilers which are operating safely Boilers over 50kwRepairs to open flued flue terminals controlbution towards the cost of a new boiler (when installed by LDA Group Ltd) should your boiler be deemed beyond economical repair or the parts required to repair it are obsoleteControls or components for underfloor heating, swimming pools or spasBoiler installations which do not comply with the gas safety regulationsBoilers which have not been installed in accordance with the manufacturer's	Boiler Service	your property	property (You can add an appliance to your care plan at an additional cost of
your propertyComponent failure caused by excessive sludge/magnetite build up in your systemRepairs to the flue system for up to one metre in lengthComponent failure caused by excessive sludge/magnetite build up in your systemRepairs or replacement of time clocks 		, , ,	Repairs to pipework or your gas meter Additional certificate if required (only 1
Boilers which have not been installed in accordance with the manufacturer's	Boiler Parts & Labour	your property Repairs to the flue system for up to one metre in length Repairs or replacement of time clocks and programmers which are built into your boiler Repairs or replacement of time clocks, programmers or thermostats which are responsible for making your boiler work £750 repair limit per claim (if the cost of the repair exceeds this amount, we will deem your boiler beyond economical repair) A £350 contribution towards the cost of a new boiler (when installed by LDA Group Ltd) should your boiler be deemed beyond economical repair or the parts	Component failure caused by excessive sludge/magnetite build up in your system Boilers that are inaccessible for our engineer to work on safely or practically due to their position Noisy boilers which are operating safely Boilers over 50kw Resetting or replacing batteries in programmers, thermostats or time clocks Repairs to open flued flue terminals Controls or components for underfloor heating, swimming pools or spas Unsafe boilers Boiler installations which do not comply
			Boilers which have not been installed in accordance with the manufacturer's

	Included	Not Included
		Boilers or systems that have been over pressurised resulting in failure or leakage of components
Radiator & Valves	Repairs to all components of the heating system in your property	Designer radiators, cast iron radiators, colum or decorative radiators, towel radiators, oil fired, dual fuel or electric radiators
	Replacement of your heating system components if they cannot be repaired	Kitchen plinth radiators or kick space heaters
	Repairs or replacement of your radiators and their valves	Bespoke or custom-made radiators
	Your central heating system feed and	Components or supplies for underfloor heating, swimming pools or spas
	expansion tank £750 repair limit per claim	Underfloor heating / Electrical heating system
Hot & Cold Pipework (ex taps & showers)	Repairs to the plumbing system in your property	Showers and their components, valves and controls
	Your hot and cold water pipework (after	Household appliances
	the internal stop valve)	Water heaters / Electrical hand wash unit
	Repair or replacement of hot and cold water taps	Water softeners / Boiling water taps
	Outside taps	Freestanding bath taps or concealed tap
	Repairs or replacement of your toilet siphon and fill valve	Remote control taps or remote systems
		Whole house $\boldsymbol{\delta}$ shower booster pumps
	£750 repair limit per claim	Water meters and their components
		Spa baths and swimming pools
		Guttering and rainwater pipes
		Replacement of silicone, grout, adhesive or seals
		Bath screens or shower cubicles / Replacement of sanitary units
		Any parts of your plumbing system that an inaccessible for our engineer to work on safely or practically due to their position
Cylinders	Hot water cylinders and their components	Unvented water cylinders
	Your cold water storage cistern £750 repair limit per claim	
Gas Leaks	Repairs to your gas pipework from the outlet of your gas meter to your appliances	Pipework leading to your gas meter. This the responsibility of the national grid
	£750 repair limit per claim	Any pipework that is inaccessible for our engineer to work on safely or practically

### 

Taking out a care plan has given me peace of mind of not having any surprise bills.

#### Mrs Warren

#### LDA Prestige £25.99 pm



	Included	Not Included
Boiler Service	Service of a single natural gas boiler in your property A service Certificate	Service of any other gas appliance in your property (You can add an appliance to your care plan at an additional cost of £6.00 per appliance per month)
CP12 Landlord Gas Safety Certificate	Gas Safety Certificate (up to 3 gas appliances and pipework)	Repairs to any of your gas appliances Repairs to pipework or your gas meter Additional certificate if required (only 1 certificate per year included in agreement)
Boiler Parts & Labour	Repairs to a single natural gas boiler in your property Repairs to the flue system for up to one metre in length Repairs or replacement of time clocks and programmers which are built into your boiler Repairs or replacement of time clocks, programmers or thermostats which are responsible for making your boiler work £750 repair limit per claim (if the cost of the repair exceeds this amount, we will deem your boiler beyond economical repair) A £350 contribution towards the cost of a new boiler (when installed by LDA Group Ltd) should your boiler be deemed beyond economical repair or the parts required to repair it are obsolete	Main heat exchangers/heat cells Component failure caused by excessive sludge/magnetite build up in your system Boilers that are inaccessible for our engineer to work on safely or practically due to their position Noisy boilers which are operating safely Boilers over 50kw Resetting or replacing batteries in programmers, thermostats or time clocks Repairs to open flued flue terminals Controls or components for underfloor heating, swimming pools or spas Unsafe boilers Boiler installations which do not comply with the gas safety regulations Boilers which have not been installed in accordance with the manufacturer's instructions Boilers or systems that have been over pressurised resulting in failure or leakage of components

Boiler Parts & Labour	Hot & Cold Pipework (ex taps & showers)	Cylinders	Gas Leaks
<	×	×	×

	Included	Not Included
Radiator & Valves	Repairs to all components of the heating system in your property	Designer radiators, cast iron radiators, column or decorative radiators, towel radiators, oil fired, dual fuel or electric radiators
	Replacement of your heating system	
	components if they cannot be repaired	Kitchen plinth radiators or kick space heaters
	Repairs or replacement of your radiators and their valves	Bespoke or custom-made radiators
		Components or supplies for underfloor
	Your central heating system feed and expansion tank	heating, swimming pools or spas
		Underfloor heating
	£750 repair limit per claim	
		Electrical heating systems

### 

Having care plans in place for the properties we manage saves us money and hassle

Mr Ahmed

**We are** passionate about what we do & how we do it

LDA Group

### LDA Group

#### LDA Group Limited

Amber Court, William Armstrong Drive Newcastle Upon Tyne, NE4 7YA

> Tel: 0800 861 1685 Email: info@ldagroup.co.uk

www.ldagroup.co.uk