

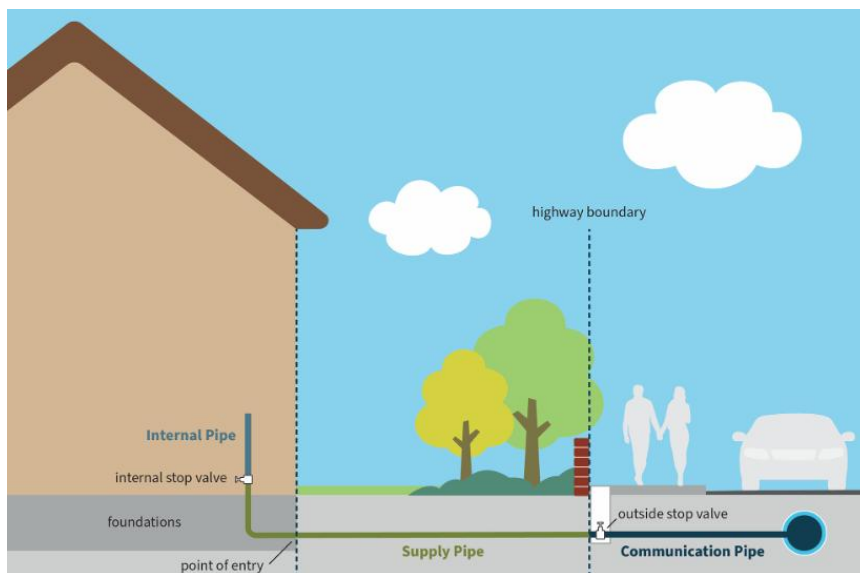
JTMP Protect: Your Water Supply Pipe Care and Repair Service

JTMP Molding and Water Supply Services Ltd offer this maintenance agreement to locate and repair domestic property customer side water leaks for homeowners and landlords who subscribe to **JTMP Protect**.

JTMP Protect is a personable and managed service delivered in line with JTMP's Company Values, Integrity, Passion, and Customer Commitment, with the subscriber and the environment at the heart of the service.

This document provides a description of the service, and everything that subscribers can expect from it, along with the costs, benefits, specifications, and general exclusions.

What's included



This diagram shows how a property is typically connected to the water mains from the communication pipe supplying fresh, clean water to the home. These pipes are usually owned and maintained by the local water company and each home then has its own **supply pipe** or common/shared supply pipe (serving multiple properties), which is owned and maintained by the property owner(s).

When a leak occurs on the **external** section of the **supply pipe**, JTMP Protect will send a team of water specialists to locate the leak and repair it. The service includes all aspects of the repair and reinstatement (excluding resin bond driveways and special floor surfaces inside the home) and is unlimited in terms of how many times a subscriber can call upon it.

- Subscribers can sign up to the service by simply agreeing to the terms and conditions, completing and signing the attached agreement document and direct debit mandate
- The monthly payment is per household and is fixed according to the 'as seen' property layout and length of the supply pipe, with no future price rise or additional charges
- Subscribers can expect contact within 24 hours of receipt of a new leak enquiry with a convenient date and time of day arranged for the initial survey
- Subscribers can expect leaks to be repaired within the timescales set out in the response times table below, and will be kept duly updated and informed of progress or any change in unforeseen circumstances
- Subscribers can expect guaranteed arrival on the agreed day for both the initial survey and subsequent repair
- Subscribers will receive free 'benefits of a water meter' advice where they are currently receiving unmeasured water charges
- There are no hidden obstacles or 'small print'. All leaks are resolved, unlimited times, no matter the condition of the supply pipe
- Where this service would not benefit the subscriber, our honest and expert opinion will be provided i.e., it is recommended that lead supply pipes are fully replaced, not repaired
- Where a leak is not visible, we will undertake a full customer side leak proof survey including meter testing the supply, isolation of internal and external stop taps and where the opportunity presents itself, use additional leak detection methods for example sounding stick, gas trace, ground mic, pipe mic flex and pipe pod
- All leak repairs will be carried out in accordance with the appropriate risk assessments and method statements, of which physical copies will be available to the subscriber on request
- All sites will be left clear, clean, and tidy and images of the work will be available to the subscriber on request

Cost

Length of Water Supply Pipe	Cost per month (£) including VAT
Up to 50 metres	£7.20 per household
51 to 100 metres	£9.60 per household
101 metres or longer	£12.00 per household



Benefits

Offering	JTMP Protect	Typical home insurance policy
A personable, end to end service, without endless forms and telephone calls	✓	✗
Leak occurs on the supply pipe due to general wear and tear (poor condition)	✓	✗
Leak occurs on the external section of the supply pipe up to and including the internal stop tap	✓	✗
No excess payment	✓	✗
Guaranteed resolution within 10 days	✓	✗
Provide local water company with repair meter reading (where applicable)	✓	✗

Specifications

All work will comply with the specifications listed below.

1. The Water Supply (Water Fittings) Regulations
2. Safety at Street Works and Road Works
3. Water Regulation Advisory Scheme (WRAS)
4. General Data Protection Regulations (GDPR)

Hours of work

- The service is delivered all hours of the day or night and includes reacting to emergencies that require an immediate response, i.e. flooding or no water inside the property
- To include Saturdays, Sundays and bank holidays where necessary, depending on the severity of the leak

Response times

Type of Leak	Response/Repair Time
Visible	Within 5 days
Non-visible	Within 10 days

Training & Competency

- JTMP is a recommended service partner for Portsmouth Water Ltd
- JTMP is a member of the Water Industry Approved Plumbers Scheme
- JTMP is qualified to Water Regulation Advisory Scheme (WRAS) level
- All JTMP employees are trained and competent in customer side leak repairs
- All JTMP employees hold a valid water hygiene card
- One of a 2-person JTMP team has full street works
- All JTMP employees follow JTMP Risk Assessments and Method Statements, copies available upon request
- Water Regulatory training and qualifications are kept fully up to date

Fittings and materials

- All water fittings and materials required for the leak repair are WRAS approved and included in the maintenance agreement

Responsibility and Accountability of Damage

- Any accidental damage caused by JTMP to a property will be reported to the subscriber immediately and rectified by JTMP at no additional cost to the subscriber
- Any damage to underground utilities will be reported to the appropriate third party and any costs incurred will be covered by JTMP

What's not included

- Any leak or damage arising from circumstances known to the subscriber before subscribing to the maintenance contract, or during a void period
- Restoration of special or decorative floor surfaces (vinyl, wooden/laminate flooring, tiles) inside of the home where the leak occurred under footings and/or before the internal stop tap, and external resin bond driveways (alternative options will be discussed and agreed prior to any work taking place)
- Moving or removing of fixtures and/or fittings inside of the home where the leak occurred under footings and/or before the internal stop tap
- Any leak on a common/shared supply pipe where not all parties are subscribed to the service
- Starting or finishing any work at the property where the health and safety of our team is compromised. This can include verbal or physical abuse or harassment, the presence of hazardous chemicals or asbestos, dangerous pets, and pest infestations
- Tenants in Council or Housing Association properties cannot subscribe to this service

Essential information

- This is not an insurance policy and is an agreement to maintain the water supply pipe as laid out in these terms and conditions only. It is not subject to regulation by the Financial Conduct Authority or any other authority
- "Us, We, Our, JTMP Protect" means JTMP Moling and Water Supply Services Limited, a company registered in England, number 435 7715 77, whose registered office address is 3 Acorn Business Centre, Northarbour Road, Cosham, Portsmouth, Hampshire, PO6 3TH
- "You, Your" means the person or legal entity who has entered into JTMP Protect as defined in the agreement document

Cancellation

- Subscribers can cancel their maintenance contract in writing at any time, with one months' notice
- Cancellation of the direct debit without one months' notice will immediately void the maintenance contract and service within

Data Protection

- Personal data will be treated with confidentiality as set out in our Privacy Policy which can be found at [JTMP Services - Water Supply and Moling Services](#)

Contact Us

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