

Things to check yourself (if safe to do so)

Problem with electricity or gas?

- Check if neighbours are having similar problems as the mains supply may have been interrupted
- If an electricity problem is affecting just your property, check if the electrics have tripped at the fuse box. If yes, reset trip switches if you are comfortable doing so

Problem with the boiler?

- If your boiler has a pressure gauge, has it dropped to zero? If so, re-pressurise your boiler.
- Does the boiler have a constant pilot light? If it does, follow manufacturer's instructions to re-ignite.
- Check if neighbours are having similar problems. It could be the water supply has been interrupted.
- If it's not a mains supply problem, check your gas meter. If it's in a cupboard under the stairs, ensure no one's accidentally moved the on/off lever.
- Has the central heating programmer been set correctly? Remember, it won't start if the programmer is not set for the heating to come on.
- Is the room thermostat set correctly? If it's set too low or turned off, the thermostat will not start the boiler. Adjust it if necessary.

Please note that this guide does not form part of your policy and is designed to give examples only. Please refer to your AA Home Membership Terms and Conditions booklet for full details.

What to do when you need assistance

Keep a note of your Membership number here

And contact us on **0800 316 3983** as soon as possible

Checklist:

1. If you suspect a gas or carbon monoxide leak ring the National Grid immediately on **0800 111 999**
2. Check that your situation is covered under your level of AA Home Membership. Inside are some example situations covered.
3. **If applicable, get a crime reference number.** If your emergency is caused by criminal or malicious damage, report it to the police and get a crime reference number. If you can't get it quickly then call us.



Your information guide



This document contains important information.
Please read it and keep it for reference.

Home Membership

AA Your 4th
Emergency
Service

AA Home Membership – what’s it all about?

Here at the AA, rescuing Members from the hassle and cost of repairs at home is just as important to us as rescuing those with breakdowns on the road. That’s why we’ve decided to expand our range of home services. Now, alongside emergencies, it includes routine repairs on plumbing, electrics, drainage and central heating. Giving you flexible cover options, all these services naturally come ‘under one roof’, to create AA Home Membership.

The table below shows the Home Membership cover options available to you.

Cover	Home Emergency Response	Home Response Plus	Central Heating Emergency Response	Central Heating Response Plus
Emergency assistance in your home	✓	✓		
Routine repairs on plumbing, electrics and drainage		✓		
Emergency central heating assistance			✓	✓
Routine central heating repairs				✓ Includes an annual boiler service

Choose the right cover for you

- 1 Firstly, decide if you want to cover your Home or Central Heating System, or for extra peace of mind you can cover both
- 2 Then, choose if you want cover for emergencies only or emergencies and routine repairs.

To make your decision easier, there’s a summary of what’s included under each cover option.

Home cover



Home Emergency Response

If you’re unfortunate enough to have an emergency in the home, whether a pipe has burst and you have water pouring through your ceiling or you have a blocked or overflowing drain, we can make your house safe, secure and habitable again so it feels more like home in no time.

OR

Home Response Plus

For more comprehensive cover and peace of mind, Home Response Plus provides you with cover for numerous routine home repairs as well as emergency cover. For example, when electrical sockets are not working in your kitchen, when you have a dripping pipe or if any toilet in your home is blocked or not flushing, our skilled tradesmen can be there for you.

Central heating cover



Central Heating Emergency Response

Nobody wants to be around for long in a freezing house or suffer ice cold baths! If you find yourself in a disastrous situation where you have no hot water and/or heating throughout your home, Central Heating Emergency Response covers your entire central heating system in emergency situations such as these.

OR

Central Heating Response Plus

Central Heating Response Plus offers cover for routine repairs to your entire central heating system including your boiler and radiators as well as covering heating and hot water emergencies. You’re also entitled to an annual service which ensures that your boiler is safe and performing efficiently, reducing the chance of unexpected breakdowns in the future.

Common situations covered under AA Home Membership

The situations listed below will help to give you an idea of what we can cover under our AA Home Membership products. Please refer to your AA Home Membership Statement/Quote Statement for your level of cover and your Terms and Conditions booklet for full cover details.

Home cover	Home Emergency Response	Home Response Plus	Wasps and Hornets	Home Emergency Response	Home Response Plus
Plumbing and Drains					
You have a burst pipe and water is pouring through your ceiling	✓	✓	You have an active wasps nest in your loft	✓	✓
You’ve had a DIY incident and have accidentally made a hole in an internal water pipe causing a leak	✓	✓	Internal Electrics		
The cold water storage tank is leaking uncontrollably	✓	✓	You have no power to the entire property	✓	✓
Your toilet isn’t flushing or is blocked and is the only toilet available	✓	✓	All electrics are tripping in your home and you’re continually re-setting the fuseboard to maintain the electrical supply	✓	✓
There is a blocked or overflowing drain within the boundary of your property	✓	✓	No lights are working in your home but sockets are all working ok	✗	✓
The kitchen sink is blocked and you don’t have another sink available	✓	✓	Plug sockets in the kitchen are not working	✗	✓
You have noticed a drip from a pipe in your bathroom	✗	✓	Your upstairs lights are not working but your downstairs lights are	✗	✓
The overflow pipe has water flowing out of it but all your facilities are working	✗	✓	Security		
Your toilet cistern is constantly refilling	✗	✓	Keys and Locks		
You have a drip under the sink when water drains	✗	✓	The lock on your front door has broken and you cannot secure your property	✓	✓
Your toilet isn’t flushing or is blocked although you have another toilet available	✗	✓	You have lost your keys and the only other set are inside your property	✓	✓
Internal Domestic Gas Supply and Water Supply			Your key has broken in the lock for a door to your house but you can gain access through another door	✗	✓
You have found a gas leak between your meter and an appliance (for your safety please call the National Grid before calling us)	✓	✓	Windows		
Failure or damage to a water supply pipe is causing flooding or loss of water to your home	✓	✓	One of your windows is cracked or has been smashed causing your home to be insecure	✓	✓

Central heating cover

Central Heating	Central Heating Emergency Response	Central Heating Response Plus
You have no hot water throughout your property	✓	✓
You have no heating throughout your property	✓	✓
Initial inspection and annual service	✗	✓
The radiators are coming on when they shouldn’t	✗	✓
The boiler is not always coming on when it should do	✗	✓
One or some of your radiators are not working when others are	✗	✓

Common home situations we cannot help you with

- Emergencies arising from a situation you knew about before (or within 14 days of) cover start date
- If you or someone else has tried to make a repair, but has only made matters worse, we will not cover you for extra costs you may face. Our advice: call us first!
- Dripping taps or showers
- Problems relating to internal doors
- If you live in a property with shared facilities such as a flat for example, we cannot help with problems that relate to plumbing, drainage, electrics, doors or windows that are shared
- Problems relating to faulty appliances
- Problems that are home improvements and not repairs, eg installation of new boiler
- Removal of other pests other than wasps and hornets, eg rats, mice and fleas