

Terms and conditions

Welcome to our website, this platform enables you to report maintenance issues and we will instruct tradesmen upon the landlord's agreement.

If you continue to browse and use this website you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern St Moores Letting & Property Management's relationship with you in relation to this website.

The term "St Moores Letting & Property Management" or "us" or "we" refers to the owner of the website whose registered office is 15 London Road, Southampton, Hampshire, SO152AE, United Kingdom. The term "you" refers to the user or viewer of our website.

The use of this website is subject to the following terms of use:

The service is a cloud based platform and other products and services that allow you to report repairs that may allow ongoing communication in relation to the resolution or attempted resolution of repairs at residential properties. By submitting a repair request through the service you consent to receiving correspondence and communications relating to that request to the email address and telephone number you have provided. You also consent to St Moores sending your information on to a tradesmen to make repairs if needed, the tradesmen may be given a key to your property.

When you report a maintenance issue through the service you will be asked to attach photos of the issue and to submit other information. Please ensure that the photos and other information submitted do not include any personal information

or images of people.

We will not pass that information on to any third party except:

- To any party involved through St Moores in relation to the issue you raise (eg a contractor to resolve the issue or an adjudication body involved in the resolution of a dispute relating to that issue or your tenancy). A management key may be given to the tradesmen to enter your property to make necessary repairs.
- As required by law or by any lawful authority.

We may also use the information and photos you submit on an aggregated and anonymised basis only for data analysis and only within our organisation.

Although photos that you upload remain your intellectual property, so that we can provide the service you give us the right to host, store, modify, reproduce, communicate publish and distribute those photos only to the extent permitted by the details above. By uploading any photo you confirm that you have the right to send that photo to us and for us to use it in was outlined in these terms. We have the right to limit the size and nature of any photos that are uploaded through the service.

You can only use the service in relation to a property that is managed by St Moores. If you believe that someone else has reported a repair on your behalf please alert us immediately.

The content of the pages of this website is for your general information and use only. It is subject to change without notice. Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose.

You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.

While we work hard to ensure that the service works, is accurate and is available at all times sometimes errors will happen. To the extent permitted by law we are not responsible for or liable for any costs, losses (direct or indirect) and/or damages that you suffer as a result of any inaccuracies in the service and/or the service not working and/or being unavailable for any period of time. You are able to use direct email to St Moores if the service is not working.

Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services or information available through this website meet your specific requirements.

This website contains material which is owned by or licensed to us. This material includes, but is not limited to, the design, layout, look, appearance and graphics. Reproduction is prohibited other than in accordance with the copyright notice, which forms part of these terms and conditions.

All trademarks reproduced in this website, which are not the property of, or licensed to the operator, are acknowledged on the website.

Unauthorised use of this website may give to a claim for damages and/or be a criminal offence. The service is not suitable for use by minors. If you are under the age of 18 please make sure that you are complying with all applicable laws before submitting any personal information to us. From time to time this website may also include links to other websites. These links are provided for your convenience to provide further information.

They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s).

If we believe that you are abusing the service or breaching these terms then we may stop you from using or accessing the service with or without giving you prior notice. If you misuse the service and/or breach these terms then you indemnify us for any and all claims, costs, liabilities and damages arising from such misuse and/or breach.

Your use of this website and any dispute arising out of such use of the website is subject to the laws of England and Wales. Our terms may change from time to time. Each time that you submit a new maintenance problem you will be able to view our terms that apply at that time and make an informed decision about accepting those amended terms.

St Moores

Letting & Property Management

Office opening hours:

Monday to Friday	9.30 - 5pm
Saturday	9.30 - 1pm
Bank Holidays	Closed

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web

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