

Terms and Conditions of Service

1. Definitions and Interpretation

- **"The Provider"** refers to Jenn Properties Ltd
- **"The Client"** refers to the individual who registers for the Service for their private residential property.
- **"The Property"** refers to the address provided by the Client during the registration process.
- **"The Service"** refers to the Home Management coordination package as described on the Provider's website/marketing material at the time of registration.

2. Nature of Service

2.1 The Provider is a **coordination and management service only**.

2.2 The Provider is not a building contractor, plumber, or electrician. No physical repair work is included in the subscription fee.

2.3 The Provider acts as a liaison between the Client and third-party tradespeople ("Third-Party Contractors").

3. Subscription and Automatic Renewal

3.1 The Service is provided on a monthly subscription basis at the rate specified during registration.

3.2 **Auto-Renewal:** The subscription will automatically renew each month unless cancelled by the Client in accordance with Section 8.

3.3 **Price Changes:** The Provider will give at least 30 days' notice of any change to the monthly subscription fee.

4. Trade Invoices and Payments

4.1 The Client is solely responsible for the payment of all Third-Party Contractor invoices.

4.2 Payments for repairs or maintenance must be made by the Client directly to the Third-Party Contractor. The Provider will never request or hold funds on behalf of tradespeople.

4.3 **Pre-Approved Works:** By registering, the Client authorizes the Provider to book "Routine Maintenance" (e.g., boiler service, gutter clean) provided the cost does not exceed the "Pre-Approved Limit" set by the Client during registration.

5. Operating Hours and Boundaries

5.1 The Provider operates between **09:30 and 15:00, Monday to Friday** (excluding Bank Holidays).

5.2 No Emergency Cover: The Provider does not provide an emergency or out-of-hours call-out service. The Provider will supply a list of vetted 24-hour contacts, but the Client must contact these services directly in an emergency.

6. Site Attendance (Tier 2 Only)

6.1 If the Client's chosen plan includes "Site Attendance," the Provider will attend the Property to grant access to Third-Party Contractors.

6.2 The Client must ensure a working key is provided to the Provider or made available via a secure on-site key safe.

6.3 The Provider is responsible for the security of keys while in their possession but is not liable for the conduct or actions of Third-Party Contractors once they have been granted access to the Property.

7. Limitation of Liability

7.1 The Provider will exercise "reasonable care and skill" (as per the Consumer Rights Act 2015) in vetting and selecting tradespeople.

7.2 The Provider is **not liable** for any damage, delays, or poor workmanship caused by Third-Party Contractors. Any disputes regarding repairs must be settled between the Client and the specific contractor.

8. Cancellation and Cooling-Off Period

8.1 **Right to Cancel:** The Client has a statutory 14-day "cooling-off" period from the date of registration to cancel the service for a full refund, unless they have requested the Provider to begin work during this time.

8.2 **Ongoing Cancellation:** After the cooling-off period, the Client may cancel the Service at any time by giving **one full calendar month's notice**.

8.3 **Reminders:** In compliance with the DMCC Act 2024, the Provider will send a subscription reminder to the Client every six months.