

Services Terms & Conditions

- In order to meet legislative requirements, repairs and/or replacement parts and equipment may be required. You should be aware that if these works and replacements are not undertaken by the inspecting engineer/contractor it will not be possible to pass the installation/system/equipment as being compliant and as such compliance documentation will not be provided and you will not be meeting your legal requirements and may also invalidate insurances. We reserve our rights as set out within your tenancy or lease agreement to enter a property to undertake compliance works and associate repairs.
- We reserve the right to amend prices at any time in accordance with any price increase passed onto us by third party suppliers, insurers, service providers or any authority. Written notification of any price amendment will be provided in advance of any price change. Government imposed duty changes will take immediate effect.
- The co-ordination of services, buildings insurance and payment of the premises licence annual fee are undertaken by us in good faith. We do not accept liability for the performance of the services or the output of any third-party service provider, insurer, or authority or for any materials, parts or output whatsoever supplied to you by these third parties.
- If you do not keep the payments referred to in this Service Charge Schedule up to date, then we reserve the right to withdraw any or all the services provided to your business and in addition to your legislative obligations you will also be in breach of your tenancy or lease agreement.
- No refund shall be given in respect of the services, buildings insurance or premises licence fee
- You must co-operate at all times with the service provider/s and must ensure that suitable access is given to all parts of the building (in accordance with your tenancy or lease agreement) to enable the service provider to undertake any servicing, repairs, works, inspections or similar. You must provide information, documentation, and material of a similar nature within the timeframes set out by the service provider to enable the service provider to perform the services.
- You must agree to us sharing data and information with the service providers strictly to enable the service providers to perform their duties. To the extent if at all this includes personal data, you agree to us sharing such data with the service providers, strictly to enable the service providers to perform their duties.
- You must comply with the terms of your tenancy or lease agreement, and any variations thereof at all times
- The Wells standard terms of trade apply to the provision of the services outlined in this Service Schedule by us but in case of any conflict between the two the provisions of this Service Charge Schedule shall apply.