

Severn LetSafe

Customer terms (landlords)

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DRAFT for solicitor review. Not in use. Plain-English draft prepared for the Severn LetSafe demo on 14 October 2026. Company number, registered address and ICO number are placeholders. Have a solicitor review these terms before they are used with real customers or partners.

1. Who we are and who these terms are for

- Severn LetSafe Ltd (company number [placeholder], registered office [placeholder]) arranges landlord safety certificates, runs the LetSafe plans and portal, and is responsible to you for the services you buy from us. Contact: hello@severnletsafe.co.uk, or Messages in your portal.
- **If you let property in your own name, we treat you as a consumer** and you get every consumer right described here, even if the law might class you as a business. Letting agents, companies and LLPs also get these terms, with the changes in Schedule B.
- The engineers who visit are independent, vetted partners. You contract with us, not with them, for everything you buy through us.

2. What we provide

- **One-off jobs:** gas safety check, EICR, EPC, Register-Ready Pack, alarm check, legionella assessment, photo record.
- **Plans (per property):** LetSafe Care £7 a month or £84 a year; LetSafe Complete £22 a month for a standard home; LetSafe Premier £29 a month for a standard home. Larger homes, homes without gas and nearby postcodes are priced by our published rules.
- **Extras:** LetSafe Binder £45 a year (£35 on Complete or Premier). LetSafe Archive is available by reservation (Section 11).
- We will carry out every service with reasonable care and skill, as the Consumer Rights Act 2015 requires.

3. Prices and paying

- Our prices are published on our website and shown in full at checkout before you pay. No VAT is added.
- **One-off jobs are paid in full when you book**, by card.
- **Plans** are paid monthly by Direct Debit, or yearly upfront. Complete and Premier paid yearly cost 11 months' fees for 12 months.
- **Catch-up rule:** if you join Complete or Premier monthly and we carry out an EICR or EPC in your first 3 months, we take months 2 and 3 when you join. Month 1 is collected by Direct Debit as normal, and the next collection is in month 4. This is because we pay for those certificates upfront.
- **Portfolio discount (plans only):** if 3 to 4 of your properties are on a LetSafe plan (Care, Complete or Premier), every plan fee in your account is reduced by 5%; 5 to 9 properties, 10%; 10 or more, 15%. Size and area adjustments are added first, then the discount. It does not apply to one-off jobs, extras, the Binder, Archive or the Register-Ready Pack. If you tell us at checkout that more properties will join, add them within 30 days or the discount is adjusted from your next payment. If the number of properties on a plan falls, the new rate applies from your next payment and we tell you first. The early-exit balance uses the discounted fees you actually pay.

- **Member Privileges (Complete and Premier plans started on or before 31 March 2027):** (a) a LetSafe Binder free for your first 12 months, posted once your first certificate is filed; (b) smoke and carbon monoxide alarms tested and recorded at each included visit during your first 12 months; and (c) your plan price (before any portfolio discount) will not increase for 24 months from your start date. These are not exchangeable for cash. If you leave during the minimum term, the Binder (£35) and any alarm tests (£15 each) you have had are counted at those normal prices in the early-exit balance, which is still capped at the fees left in your term. Member Privileges end if the plan ends.
- Card payments are processed by Stripe and Direct Debits by GoCardless. Direct Debits are protected by the Direct Debit Guarantee.

4. Your right to cancel within 14 days

- You can cancel any order or plan **within 14 days of the day you agree to it**, for any reason. Tell us in your portal (Cancel or leave), by email or using the model cancellation form in Schedule C.
- We will not start work in those 14 days unless you ask us to. If you ask us to start sooner (for example by booking a visit within 14 days) and then cancel, **you pay for what we have already done**, in proportion to the whole order. For plans this means the normal price of any certificate, visit or binder already supplied. If nothing has been done, you pay nothing.
- Once a one-off job has been fully completed at your request, you can no longer cancel it.
- We refund anything due within 14 days of your cancellation, to the way you paid.

5. Minimum terms and leaving a plan

- **LetSafe Care:** no minimum term. Cancel any time; your plan runs to the end of the month you have paid for.
- **LetSafe Complete and Premier: 12-month minimum term.** After 12 months they continue month to month and you can cancel any time.
- **Early-exit balance.** If you leave Complete or Premier before the 12 months end, you pay: the normal published price of what you have already had in the current term (certificates, the photo visit, a Binder) **minus** the plan fees you have paid. It is **never more than the fees left in your term**, and never below £0.
- Example: you join Complete at £22 a month and leave after one month, having had a £70 gas check. You pay £70 – £22 = £48. If you had had nothing, you would pay £0.
- If we raise the price of your plan during the minimum term, you may leave without an early-exit balance.
- **You can cancel online**, the same way you joined, without having to phone us. We remind you before any yearly renewal.

6. Visits and access

- You are responsible for arranging access and for giving your tenant the notice their tenancy and the law require (at least 24 hours' written notice for inspections under section 11(6) of the Landlord and Tenant Act 1985). We help by contacting your tenant and sending reminders 48 hours and 2 hours before each visit.
- **Rearranging** is free up to 48 hours before the visit.
- **Late cancellation:** if you cancel or rearrange less than 48 hours before, a £25 charge applies to cover the engineer's lost slot. This charge never applies during your 14-day cancellation period.
- **No access:** if the engineer arrives within the agreed window and cannot get in after waiting 15 minutes and calling the contact you gave us, a £35 abortive-visit fee applies, and we rebook.
- We won't charge these fees if the problem was caused by us or the engineer, or by something outside your control, such as a tenant emergency we are told about.

7. Missed payments

- If a payment fails, we tell you and try again after 3 days and after 7 days. We do not add late-payment fees.
- If it is still unpaid after 14 days, we pause new bookings and reminders. Your documents stay available.
- If it is still unpaid after 30 days, we end the plan. For Complete or Premier, the early-exit balance (Section 5) applies. We will always tell you the amount in writing first.

8. Payment disputes

If something is wrong, please tell us first so we can put it right. If you raise a chargeback or Direct Debit claim, we will send the card company or bank our booking records and certificates. This does not affect your rights under the Direct Debit Guarantee or with your card issuer.

9. If something goes wrong

- If a service was not carried out with reasonable care and skill, we will **redo it free**, using the same or a different engineer, within a reasonable time. If that is not possible, or it would cause you significant inconvenience, we will **refund or reduce the price**.
- Our deadline guarantee: on Care, Complete and Premier, if a certificate we were booked to renew lapses because of our failure, we cover the cost of the certificate and any reasonable extra cost, up to the limit in the guarantee rules published on our website.
- We are not responsible for losses caused by missed access, by information you gave us that was wrong, or by remedial work you chose not to do.
- Nothing in these terms limits our liability for death or personal injury caused by negligence, for fraud, or for anything else the law does not allow us to limit.
- We carry professional indemnity and public liability insurance. Every partner must carry public liability insurance of at least £2 million.

10. Your documents and your data

- **Your documents are always yours.** You can download everything as a ZIP file from your portal, free, at any time.
- If you close your account, the portal stays read-only for 90 days so you can download again. After that we delete your documents.
- We keep invoices, the contract and job records for 6 years after the end of the tax year or the job, because tax law and the Limitation Act 1980 require or justify it. Then we delete them.
- We handle personal data under UK GDPR, as set out in our privacy notice. You have the right to access your data, correct it, have it deleted where the law allows, and receive it in a portable format.

11. LetSafe Archive (by reservation)

- Original documents are stored in sealed, barcoded boxes with a specialist records-storage company and scanned into your Vault first.
- **Prices:** £25 set-up per account; £6 a box a month, minimum 2 boxes; box return £30 a request plus £5 a box; secure destruction with certificate £10 a box.
- **Storage is charged until the boxes leave the store.** Minimum 3 months, then 30 days' notice.
- Do not store cash, valuables or irreplaceable originals without your own insurance.

12. LetSafe Binder

A Binder is a physical item. You can return it unused within 14 days of delivery for a full refund. Yearly update packs are posted after each inspection.

13. Changes

We will give you at least 30 days' notice of any change to these terms or your prices. If the change is to your disadvantage, you may cancel before it takes effect without any early-exit balance.

14. If we end the contract

We may end a plan if you seriously break these terms (for example repeated abuse of staff or engineers, or refusing access for more than 3 months). We will refund any fees paid for periods after the end date, minus the early-exit balance where it applies.

15. Law and complaints

These terms are governed by the law of England and Wales. Complaints: message us in your portal; we reply within 2 working days and aim to resolve within 14 days. You may also contact Citizens Advice or use the courts.

Schedule A: fees

Item	Fee
LetSafe Care	£7 a month or £84 a year; cancel any time
LetSafe Complete (standard home)	£22 a month (12-month minimum) or £242 a year
LetSafe Premier (standard home)	£29 a month (12-month minimum) or £319 a year
Portfolio discount (plan fees only)	5% with 3–4 properties on a plan; 10% with 5–9; 15% with 10 or more
Member Privileges (Complete/Premier started by 31 Mar 2027)	Binder free for 12 months (normally £35); alarm tests at included visits for 12 months (normally £15); price locked 24 months
Early-exit balance	Value delivered minus fees paid; capped at fees left in the term; never below £0
Rearranging a visit	Free up to 48 hours before
Late cancellation (after the 14-day cancellation period)	£25
No access at a confirmed visit	£35
Photo record	£75; rural Herefordshire: free on our group day, +£30 for a date you choose
Vault export	Free
Archive (by reservation)	£25 set-up; £6 a box a month (minimum 2); return £30 + £5 a box; destruction £10 a box

Schedule B: business customers

- If you are a letting agent, company or LLP, sections 1 to 15 apply with these changes.
- Our total liability to you in any 12 months is limited to the greater of £5,000 or the fees you paid us in that period, except for death or personal injury caused by negligence, fraud, or the deadline guarantee.
- The 14-day cancellation right in Section 4 is offered as a goodwill term on the same basis.

- Invoices are payable within 14 days. We may claim statutory interest and compensation under the Late Payment of Commercial Debts (Interest) Act 1998.

Schedule C: model cancellation form

To Severn LetSafe Ltd, hello@severnletsafe.co.uk: I/We hereby give notice that I/We cancel my/our contract for the supply of the following service: []. Ordered on []. Name: []. Address: []. Date: [].