

Severn LetSafe

Partner terms (engineers and assessors)

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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. This agreement

- This is a business-to-business agreement between Severn LetSafe Ltd ("we") and you, an independent registered engineer or energy assessor ("partner"). You are not our employee or worker. You decide whether to accept each job and how to run your business.
- Our published allocation policy and the indicative trade rates on our website form part of this agreement.

2. Joining and verification

- You pay a **£49 verification fee** and your first year's membership when you apply.
- We check your registration (Gas Safe Register, NICEIC or NAPIT, or your EPC accreditation scheme), your insurance, your identity and right to work, and (if you agree) a basic DBS check. Right-to-work checks are required for individual subcontractors from 1 October 2026.
- If you fail verification, **we refund your membership in full**. The verification fee is not refunded once checks have started, because they cost us money.
- You will not be offered jobs until every required check has passed.

3. Membership, renewal and refunds

- **Partner £199 a year; Priority Partner £449 a year**, paid upfront. Charter Partners (partners who join by 31 March 2027) pay 50% of the first year. The membership year starts on the day you are verified, and **renews on your yearly re-check date**.
- You can switch off automatic renewal at any time in your portal. We remind you 30, 14 and 3 days before renewal.
- **Goodwill refund:** if you cancel within 14 days of being verified and have not accepted a job, we refund your membership in full.
- Otherwise membership is **not refunded** if you leave part-way through the year. It runs to the end of the year you have paid for.
- If we end this agreement without fault on your part, or stop covering your postcodes, we refund the unused part of your membership pro rata.
- Priority Partner never overrides eligibility, quality or a landlord's named engineer, and is always labelled "Priority Partner (paid)".

4. Jobs and payment

- Jobs are offered under the published allocation policy. You may accept or decline any offer.
- We pay the trade rate shown on the offer within 7 days of your certificate passing our quality check.

- If a landlord cancels late (under 48 hours), we pay you £15. If you attend and cannot get access, we pay you a £25 call-out.
- If a landlord accepts remedial work you price through us, you pay us a disclosed 12.5% referral fee.

5. Doing the work

- Work only within your registration and competence, to the relevant standards, and show your photo ID card at every visit.
- Upload the certificate within 24 hours of the visit. We may ask for corrections before release.
- Treat tenants with courtesy and keep their information confidential.

6. No-shows and cancellations by you

- You may release an accepted job free of charge up to 48 hours before the visit.
- If you release a job later, or do not attend, a **£30 charge** is deducted from your next payout. This covers our cost of rebooking and the £10 credit we give the landlord.
- Three late releases or no-shows in 12 months ends membership, with no refund.
- Genuine emergencies (illness, accident, a gas emergency elsewhere) are not charged if you tell us as soon as you can.

7. Documents that expire during membership

- You must keep your registration, accreditation, insurance (public liability at least £2 million; professional indemnity for electrical and EPC work) and, if you have one, your DBS certificate valid throughout membership.
- **Reminders:** we remind you 60, 30 and 7 days before any of these expire. Upload the renewal in your portal.
- **Automatic suspension:** if a document lapses, you are suspended automatically on the expiry date. You receive no job offers while suspended.
- **Your upcoming jobs are reassigned** to another verified partner. We tell the client and send them a "Meet your engineer" update for the replacement.
- **No refund or extension** of membership is given for time spent suspended.
- **Reinstatement fee £25**, charged when we have checked your new document. It covers the re-check and the work of moving your jobs. Job offers restart straight away.
- **Membership ends** if you have a second lapse within 12 months, or if you carry out any job for us while uninsured or unregistered. No refund is due.
- **You must tell us within 48 hours** if Gas Safe Register, NICEIC, NAPIT or your EPC scheme suspends or removes you, if any restriction is placed on your registration, or if your insurance is cancelled.
- **Indemnity:** you indemnify us against claims, losses and costs arising from work you carry out while unregistered, uninsured or suspended, or from your failure to tell us as required by this section.

8. Faulty work

- If your work or certificate is not done with reasonable care and skill, you must **redo it free within 10 working days**.
- If you cannot or do not, we will arrange another partner and deduct the reasonable cost from your payouts.
- Report any dangerous situation immediately, follow the Gas Industry Unsafe Situations Procedure where it applies, and tell us the same day.

9. Insurance and liability

You are responsible for your own work and must keep the insurance in Section 7. You indemnify us against claims arising from your negligence or breach of this agreement. Our liability to you is limited to the fees you paid us in the previous 12 months, except for death or personal injury caused by negligence, or fraud.

10. Data protection and confidentiality

You will receive landlords' and tenants' personal data only to carry out jobs. You must keep it secure, use it for no other purpose, and delete it when the job and any correction are complete, except certificates you must keep by law.

11. Ending the agreement

- You may end membership at any time, subject to the refund rules in Section 3.
- We may end it immediately for serious breach, including dishonesty, unsafe work, working while unregistered or uninsured, or abuse of customers or staff.
- We may end it on 30 days' notice for any other reason, with a pro-rata refund.

12. Law

This agreement is governed by the law of England and Wales.

Schedule: partner fees and payments

Item	Amount
Verification fee	£49 one-off (not refunded once checks start)
Partner membership	£199 a year (Charter Partner first year £99.50)
Priority Partner membership	£449 a year (Charter Partner first year £224.50)
Reinstatement after a lapse	£25
Late release (under 48 hours) or no-show	£30, deducted from payouts
Referral fee on remedial work you price through us	12.5%, always disclosed
Paid to you: landlord late cancellation	£15
Paid to you: no access at a confirmed visit	£25 call-out