

MakeUrMove Limited

(website – www.makeurmove.co.uk)

Reviewed February 2024

Introduction

The terms and conditions within this document set out the agreement between MakeUrMove Limited and any user of the website and/or services set out within the website. These terms are governed by and shall be construed in accordance with the laws of England.. The Courts of England shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with these.

MakeUrMove Limited (our/we) is a company registered in England. The registered number is 06466785 and registered address is First Floor, Swan Buildings, 20 Swan Street, Manchester, M4 5JW. Reference to the company shall include the website address above.

These terms may be updated from time to time and the most up to date version will be displayed on the website.

The purpose of these terms is to clearly set out our obligations and explain your obligations within the bounds of our agreement. You may find it useful to view the section specific to the service or use you intend to make; however, you are directed to observe all details set out within this agreement as they will apply.

These terms are to be read in conjunction with the [Privacy Policy](#).

The Business

We are members of or are registered with the following;

- The Property Ombudsman
- Information Commissioner's Office
- ARLA Propertymark
- Safe Agent
- Residential Landlord Association

We hold Client Money Protection and adhere to a code of practice for letting agents as set out by the various memberships listed above. We will maintain memberships with professional bodies and from time to time may change the bodies and associations that we may be members of.

Cooling Off Period

You have the right to cancel the contract within 14 days beginning the day after you enter the contract.

All services instructed on our website to be delivered by Make Ur Move or their third party suppliers are to be delivered on acceptance of the order. By submitting the order you accept that the service will be delivered straight away and you waive the right to the cooling-off period.

Should you wish to cancel after service delivery but within the first 14 days then you agree to pay all fees for services provided.

Overseas Landlords

Where you reside overseas you will provide us with your non-resident landlord (NRL) scheme number and inform HMRC that we are instructed as your agents and request that they confirm to us in writing to release funds without tax deductions.

Our agent registration number for the non-resident landlord scheme is NA047752.

If we do not receive this approval from HMRC alongside your NRL scheme number, we will calculate tax at the current rate and pay this quarterly to HMRC providing you with a statement of deductions quarterly and annually.

Services

The price of each service is set out on the website inclusive of VAT at the current rate unless otherwise stated. Payment is due upon instruction except for subscribed services which is due monthly or annually in advance.

Should there be a change in the VAT rate then the price for services shall be adjusted accordingly and written notice is not required.

Where services or charges are raised by invoice you agree to settle these within 14 days.

An interest charge of 5% above the Bank of England base rate shall be charged on all late fees. We shall have the right to recover all reasonable expenses incurred in obtaining payment of any fees due from you.

Refunds are made at our discretion and in line with termination procedures.

General Landlord Obligations

You may only use the Services if you have legal authority to give instructions in relation to the Advertising or Management of a property, If you do not have absolute legal authority, we will require consent in writing from the person or business that has this authority.

Any order submitted through the website constitutes an offer by you to us which will be accepted subject to internal checks and due diligence. You agree to provide any additional documentation for these checks as requested.

You are required to maintain and observe your legal obligations and any statutory provisions that may apply to you in the process of carrying out business as a landlord unless otherwise agreed by us in writing to manage these for you. This includes but is not limited to;

- Health & Safety Requirements & Standards
- Fire Safety Requirements & Standards
- Property Descriptions
- Licensing Requirements
- Fit for Habitation Standards including MEEs
- Local Authority Enforcement Notices
- Gas & Electrical Safety Standards
- Data Protection Regulations (GDPR)
- Tenant Fees & Deposit Regulations

Failure to comply with these regulations and standards may result in Services being withdrawn.

You shall remain responsible for providing access to the Property and will update the availability in the Landlord Account of either yourself or the nominated party.