

Key updates to our Written Statement of Services

We have reviewed and updated our Written Statement of Services following feedback from customers, along with a review of decisions by the First-tier Tribunal (Housing and Property Chamber), which tell us what they expect as best practice in of the sector.

None of the updates are substantial changes to the terms of our Written Statement. We have simply changed some of the language and added a bit more information in some places to make it clearer.

Our updates are as follows:

- The letter referred to as a Property Specific Schedule has now been renamed the 'Written Statement of Services Part 1' to make it clear that this contains information that forms part of your Written Statement of Services. The letter should be read along with the Written Statement of Services Part 2 booklet which sets out our general terms and conditions. You'll find this on our website or you can request a copy.
- This letter also now details your factor so it is clear whether YourPlace is your factor or if we are acting as the agent for your factor.

You'll find more information at www.your-place.net or get in touch if you have any questions.

Updates to the Written Statement of Services booklet are as follows:

➤ Buildings Insurance

- We have updated this section to reflect the new policy which starts on 1 April 2020, if you have this insurance with us.
- Information specific to your cover, including the maximum amount you are covered for, has been removed. Any details specific to the cover for your property is included in your Policy Schedule.
 - The claims handler has changed to Davies Group. Everything else about making a claim stays the same.
 - We have clarified the different costs covered by the buildings insurance commission.

➤ Carrying out repairs and maintenance

- In this section we have:
- clarified that consent levels for repair work can be set out in factoring agreements as well as listed in title deeds.
 - made it clear when we will ask for consent if it has previously been refused.
 - made it clear that not all properties have cyclical maintenance programmes in place. If you don't, you can request these services.

➤ Additional services

- In this section we have also updated details of the additional services we can provide, depending on your property type.