



Latimer Living Ltd

Terms and Conditions

Last Updated: 22 March 2026

1. Application and Entire Agreement

1.1 These Terms and Conditions apply to the provision of the services detailed on our website or in any quotation provided by Latimer Living Limited, a company registered in England and Wales under number 10650330 whose registered office is at 30 North Street, Bourne, England, PE10 9AB (“we”, “us”, “our”) to the person purchasing the services (“you”, “your”).

1.2 By booking or requesting services through our website, telephone, email, or any other communication channel operated by us, you agree to be bound by these Terms and Conditions.

1.3 These Terms and Conditions together with any quotation or written agreement constitute the entire agreement between the parties.

2. Interpretation

2.1 A **Business Day** means any day other than a Saturday, Sunday, or bank holiday in England and Wales.

2.2 The headings in these Terms and Conditions are for convenience only and do not affect their interpretation.

2.3 Words imparting the singular shall include the plural and vice versa.

3. Services

3.1 Operational Maintenance Services

3.1.1 We provide property maintenance and repair services including but not limited to:

- (a) handyman services
- (b) plumbing services
- (c) electrical services
- (d) heating engineer services including boiler servicing, heating system upgrades, and system optimisation
- (e) locksmith services including lock repairs, replacements, and security upgrades
- (f) painting and decorating services

(g) carpentry services

3.1.2 These services are ~~generally~~ provided on an on-demand call-out basis ~~unless otherwise agreed in writing~~. Unless a facilities management contract or design and build project contract is in place then that contract will proceed on the ondemand terms. These Services are provided on an on-demand call-out basis. Where the Client has entered into a separate Facilities Management agreement or Design and Build project contract with us, the terms of that agreement shall govern the provision of Services under that contract.

3.1.3 The initial service charge includes attendance and up to one hour of labour at the property.

3.1.4 Where the required work exceeds the initial attendance period, additional time may be charged in 30-minute increments at the applicable service rate.

3.1.5 The cost of materials, replacement parts, components, or specialist equipment is not included unless expressly stated and may be charged separately.

3.1.6 Where works require additional labour, materials, or specialist services, we may provide a separate quotation before proceeding where reasonably practicable.

3.2 Diagnostic Visits

3.2.1 In some circumstances an attendance may be required to inspect, diagnose, or assess a fault before repair works can be completed.

3.2.2 Where a visit is undertaken for the purpose of diagnosis, investigation, or fault finding, the applicable call-out or attendance charge will still apply, even if the repair cannot be completed during that visit.

3.2.3 Where additional works or replacement parts are required following diagnosis, we may provide a separate quotation or arrange a further appointment.

3.3 Completion of Works and Attendance

3.3.1 Services shall be deemed complete when the Engineer and/or Tradesperson leaves the Property following completion of the agreed works or diagnostic attendance. A job report will be issued by email detailing the works carried out during that visit and may identify additional issues, temporary remedial actions taken, or further works required.

3.3.2 Where an Engineer and/or Tradesperson has taken reasonable steps to stabilise, isolate, or make safe a fault but further parts, materials, or labour are required to complete the repair, any return visit shall be treated as a separate attendance and may be subject to additional charges.

3.3.3 A separate job report may be issued for each attendance confirming the works carried out during that visit.

3.3.4 Where temporary measures are taken to stabilise, isolate, or reduce the impact of a fault, such measures shall not be considered a permanent repair. Further works may be required to fully resolve the issue and may be subject to additional charges.

3.3.5 Where an Engineer or Tradesperson identifies additional faults or recommends further works that are declined or postponed by the Client or property occupant, we shall not be responsible for any subsequent failure, damage, or deterioration arising from those unresolved issues.

3.3.6 We shall not be responsible for any loss, damage, or failure arising from the use, adjustment, interference with, or reactivation of any installation, equipment, or system after the Engineer or Tradesperson has provided instructions or advice regarding its safe use or temporary isolation.

3.3.7 Our Engineers and Tradespersons may take photographs or maintain other records of the work area, installations, or completed works for the purposes of documenting the Services provided, preparing job reports, maintaining service records, or resolving disputes.

3.3.8 Any such records will be used solely for legitimate business purposes and will be handled in accordance with our Data Protection and Privacy Policy.

3.3.9 Where an Engineer or Tradesperson is unable to proceed with the Services due to conditions at the Property, including but not limited to restricted access, unsafe installations, incorrect or unavailable parts, or circumstances beyond our reasonable control, the attendance shall still be treated as a completed visit and a further attendance may be required to complete the Services, which may be subject to additional charges.

3.4 Safe Working Environment

3.4.1 We reserve the right for our engineers or contractors to refuse to commence or continue work where the working environment is considered unsafe or inappropriate.

3.4.2 This may include, but is not limited to:

- (a) abusive or threatening behaviour by occupants
- (b) unsafe access conditions
- (c) hazardous environments including exposed wiring or gas risks
- (d) the presence of animals posing a safety risk

3.4.3 Where work cannot be completed due to such circumstances, the attendance may still be treated as a completed call-out and the applicable service charge may apply.

3.5 Parts and Materials

3.5.1 Where completion of the Services requires replacement parts, materials, or specialist equipment, availability may be subject to supplier or manufacturer lead

times.

3.5.2 We shall not be responsible for delays to the completion of Services where such delays arise due to circumstances beyond our reasonable control, including delays in the supply of parts or materials.

3.6 Compliance and Certification Services

3.6.1 We also provide property compliance inspections and certification services including but not limited to:

- (a) Electrical Installation Condition Reports (EICR)
- (b) Gas Safety Certificates and boiler servicing
- (c) Portable Appliance Testing (PAT Testing)
- (d) Energy Performance Certificates (EPC)
- (e) Fire Risk Assessments

3.6.2 These services may be offered at fixed prices, which will be communicated at the time of booking or quotation.

3.6.3 Inspection or certification fees apply to the assessment and reporting of the condition of installations at the time of inspection only.

3.6.4 Where defects or non-compliant items are identified, any remedial works required are not included within the inspection fee unless expressly stated.

3.6.5 Where remedial works are required to achieve compliance, we may provide a separate quotation.

3.6.6 We will use reasonable care and skill in performing the Services.

3.7 Service Area

3.7.1 Our Services are primarily provided within the Greater London area and locations within the M25 motorway.

3.7.2 Requests for Services outside this area may be accepted at our discretion and may be subject to additional travel charges or revised service rates.

3.7.3 We reserve the right to decline bookings outside our primary service area where attendance is not reasonably practicable.

4. Locksmith Services and Forced Entry

4.1 Where locksmith services are requested to gain access to a property, it may be necessary to drill, cut, or otherwise damage a lock or locking mechanism in order to restore entry.

4.2 In certain circumstances, damage to associated components such as door handles, lock cylinders, escutcheons, or door furniture may occur as part of the access process.

4.3 By requesting locksmith services, you acknowledge and accept that such damage may be unavoidable and necessary in order to gain entry.

4.4 Unless expressly agreed in advance, the repair, replacement, or reinstatement of doors, frames, decorative finishes, or other associated building elements is not included within the scope of locksmith attendance and may be subject to additional charges.

4.5 Where replacement locks or security upgrades are required, these will be quoted separately where possible.

4.6 We may require reasonable confirmation that the person requesting access is authorised to enter the property.

4.7 We shall not be responsible for damage to doors, frames, or surrounding structures where such damage results from existing wear, defective materials, or structural weakness.

5. Website Booking Terms

5.1 Bookings made through our website, telephone, Report a Maintenance Issue form, or other communication channels are based on the information provided at the time of booking.

5.2 You must provide accurate and complete details regarding the issue or service required.

5.3 Where the scope of work differs materially from the information provided at the time of booking, we reserve the right to:

5.3.1 revise the quoted price

5.3.2 reschedule the appointment

5.3.3 provide a separate quotation for the required works

5.4 Booking a service through the website does not guarantee immediate availability, and appointments remain subject to confirmation.

6. Service Availability

6.1 All services are subject to availability and operational capacity.

6.2 We reserve the right to refuse, reschedule, or cancel appointments where:

6.2.1 access to the property cannot be safely obtained

6.2.2 the work requested differs materially from the booking description

6.2.3 specialist equipment or further investigation is required

6.2.4 circumstances arise that prevent safe completion of the Services

7. Pricing

7.1 Prices for Services may be advertised on our website or provided at the time of booking. We reserve the right to adjust pricing.

7.2 Certain compliance services may be offered at fixed prices for residential units between one and four bedrooms, with larger or more complex properties quoted separately.

7.3 Services that indicate price on application (poa) or price on quotation (poa). By definition means that we will quote depending on the project requirement.

7.4 All prices are exclusive of VAT unless stated otherwise.

8. Parking and Access Charges

8.1 Our quoted prices may include reasonable parking, congestion, or access-related costs where applicable.

8.2 Where additional parking charges, congestion charges, tolls, or similar costs are incurred during attendance, these may be added to the final invoice and will be clearly itemised.

9. Parking Permits

9.1 Where parking permits, visitor permits, or access arrangements are required to attend a property, it is the responsibility of the client to ensure these are available.

9.2 We shall not be responsible for penalties, delays, or additional costs arising from the absence of suitable parking or access arrangements.

10. Additional Works

10.1 If additional works are identified during attendance that were not included in the original booking, we will inform you before proceeding.

10.2 Additional works may incur additional charges.

11. Materials and Parts

11.1 Where parts or materials are required to complete the Services, completion may be subject to availability from suppliers.

11.2 We are not responsible for delays caused by supply chain issues or manufacturer lead times.

12. Photographs and Records of Works

12.1 For quality assurance, compliance, and record-keeping purposes, we may take photographs or notes of the work area before, during, or after the provision of Services.

12.2 Such records are used solely for documentation and internal records and will not be used for marketing purposes without prior consent.

13. Health and Safety

13.1 Our engineers and contractors are required to comply with health and safety regulations.

13.2 We reserve the right to refuse, postpone, or stop work where the working environment presents a health or safety risk.

14. Subcontractors

14.1 We may appoint suitably qualified subcontractors or specialist contractors to carry out certain Services on our behalf.

15. Insurance

15.1 We maintain appropriate insurance cover in respect of our business activities, including but not limited to Public Liability Insurance and Employers' Liability Insurance, Professional Indemnity as required by law and industry standards.

15.2 Our Public Liability Insurance provides cover of **not less than £5,000,000 for any one occurrence**, or such higher amount as may be maintained from time to time.

15.3 Where Services are carried out by contractors or subcontractors engaged by us, such contractors may be listed or noted under our insurance arrangements where appropriate, but remain independent contractors and not employees.

15.4 Contractors engaged by us are required to maintain their own appropriate insurance cover relevant to the services they perform, including **Public Liability Insurance and Contractors All Risks insurance** where applicable.

15.5 Where a contractor performs work under their own insurance arrangements, that contractor remains responsible for the works carried out by them and for maintaining valid insurance cover for the duration of their engagement.

15.6 Subcontractors engaged by us are subject to an internal vetting and approval process and are selected based on factors including relevant qualifications, experience, and suitability to perform the Services.

15.7 Evidence of insurance cover may be provided upon reasonable request.

15.8 The existence of insurance cover shall not be interpreted as an acceptance of liability beyond the limits set out in these Terms and Conditions.

16. Compliance Certificates and Reports

16.1 Certificates and reports issued by us represent the condition of the property and installations **at the time of inspection only**.

16.2 We cannot guarantee continued compliance or performance after the inspection date.

16.3 Where inspections or compliance assessments identify defects, faults, or items requiring remedial work, the cost of any such remedial works is **not included within the inspection or certification fee** unless expressly stated in writing.

16.4 Where remedial works are required in order to achieve compliance with applicable regulations, we may provide a **separate quotation** for those works.

16.5 The outcome of an inspection or compliance report is based solely on the **condition of the installation or property at the time of inspection**, and we do not guarantee that installations will remain compliant after the date of inspection.

17. Access and Missed Appointments

17.1 You must provide safe and reasonable access to the property at the agreed appointment time.

17.2 Where an engineer attends the Property at the scheduled appointment time and is unable to gain access, the call-out fee or appointment fee paid at the time of booking shall not be refunded, and a new booking and payment may be required if the Client wishes to rearrange the appointment..

18. Your Obligations

18.1 You agree to:

18.1.1 provide accurate information regarding the services required

18.1.2 ensure safe access to the property

18.1.3 ensure utilities are available where required

18.1.4 obtain any necessary permissions from landlords or managing agents

18.1.5 By requesting or instructing Services, you confirm that you are authorised to arrange and approve the Services at the property and to accept responsibility for the associated charges.

18.1.6 Where a person instructs Services on behalf of a landlord, managing agent, company, or property owner, that person confirms that they have the authority to do so.

18.1.7 We shall not be responsible for any dispute between tenants, landlords, property managers, or other parties regarding responsibility for payment of the Services.

19. Limitation of Liability

19.1 Our liability under these Terms and Conditions shall be limited to the value of the Services provided under the Contract.

20. Circumstances Beyond Our Control

20.1 Neither party shall be liable for delays caused by events beyond reasonable control including severe weather, supply chain disruption, or government action.

21. Website Information

21.1 We aim to ensure that all information on this website is accurate and up to date.

21.2 However, service descriptions and pricing may change without notice.

22. Law and Jurisdiction

22.1 These Terms and Conditions shall be governed by the laws of England and Wales.

23. Pre-Existing Defects

23.1 Our Services are limited to the specific works requested and agreed at the time of booking or quotation.

23.2 We shall not be responsible for defects, faults, or damage that existed prior to the commencement of the Services.

23.3 Where pre-existing issues are discovered during the provision of Services, we may notify you and provide recommendations or a separate quotation for remedial works.

23.4 We accept no liability for loss or damage arising from pre-existing conditions, structural defects, hidden faults, or installations that do not comply with current regulations.

24. Third-Party / Tenant Interference

24.1 We shall not be responsible for damage, faults, or failures caused by actions or interference by tenants, occupants, third-party contractors, or other persons not

under our control.

24.2 This includes but is not limited to:

24.2.1 tampering with installations or equipment

24.2.2 unauthorised repairs or alterations

24.2.3 misuse or improper operation of systems or appliances

24.3 Any remedial works required as a result of such interference may be subject to additional charges.

25. Payment and Chargebacks

25.1 Payment for Services shall be made in accordance with the terms agreed at the time of booking, quotation, or invoice.

25.2 Where Services are booked through our Website, payment for the applicable call-out or service fee must be settled in advance prior to the scheduled visit. Bookings will only be confirmed once payment has been successfully authorised and processed.

25.3 Where Services are invoiced, payment must be made in accordance with the payment terms stated on the invoice unless otherwise agreed in writing.

25.4 We reserve the right to suspend or refuse further Services where any payment due remains outstanding.

25.5 Payments made through our Website may be processed using a third-party payment provider, including Stripe.

25.6 We do not store or retain full card payment details on our systems.

25.7 Payment information submitted through our Website is processed securely by the payment provider in accordance with their own privacy policies, security standards, and terms of service.

25.8 You agree not to initiate any chargeback or payment reversal without first contacting us to attempt to resolve the matter in good faith.

25.9 Where a chargeback or payment reversal is initiated without reasonable grounds after Services have been provided, we reserve the right to recover the outstanding amount together with any administrative costs, dispute fees, or payment processing charges incurred.

26. Data Protection

26.1 We process personal data in accordance with applicable data protection laws including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

26.2 Personal data provided by Clients may be used for the purposes of:

26.2.1 arranging and delivering the Services

26.2.2 managing bookings and communications

26.2.3 processing payments

26.2.4 maintaining service records and compliance obligations

26.3 Personal data may be shared where necessary with:

26.3.1 engineers or subcontractors engaged to carry out the Services

26.3.2 payment processing providers

26.3.3 service providers supporting our business operations

26.4 We do not sell or share Client personal data with third parties for unrelated marketing purposes.

26.5 Further information about how personal data is collected, used, and protected is set out in our Privacy Policy.

Contact Information

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