



Terms & Conditions

Last updated: September 2026

These Terms & Conditions set out the basis on which **The Property Partner** provides property-related sourcing, introductions, connections, advice and practical support.

By contacting The Property Partner, using our services, requesting an introduction or proceeding with a service, you agree to these Terms & Conditions.

1. About The Property Partner

The Property Partner is a property sourcing, connections and support business operated by two property advisors working together under the name The Property Partner.

We work with landlords, property owners, investors, property businesses and other property professionals to help identify opportunities, make relevant connections and provide practical property support.

Our services may include:

- property sourcing;
- landlord and property introductions;
- connecting property owners with property businesses and operators;
- sourcing properties, portfolios or other opportunities based on specific requirements;
- property-related advice and guidance;
- local property support, including inspections, property images, viewings and tenant-find support;
- introductions to relevant property professionals and service providers; and
- other property-related services agreed with you.

The exact service provided will depend on your individual requirements and will be discussed and agreed before work begins.

Not every service is available in every location.

2. Our role

The Property Partner acts as a property sourcing, connections and support business.

Depending on the service requested, our role may involve identifying potential opportunities, sourcing properties or landlords, gathering relevant information, making introductions and connecting parties who may have a mutual commercial interest.

Unless specifically agreed otherwise in writing, we are not acting as your solicitor, financial adviser, mortgage adviser, surveyor, valuer, tax adviser or other regulated professional.

Where specialist advice is required, you should obtain advice from an appropriately qualified professional.

3. Consultations and agreeing your requirements

Because our services are tailored to individual requirements, we may arrange an initial consultation before confirming what we can provide.

During a consultation, we may discuss matters such as:

- your property requirements;
- location;
- property type and size;
- budget or rental requirements;
- intended use;
- timescales;
- investment or business objectives;
- landlord or property-owner requirements; and
- any other information relevant to the service.

A consultation does not automatically create an obligation for either party to proceed with a service.

Where a specific paid service or sourcing arrangement is agreed, the relevant fee and terms will be confirmed before the service begins.

4. Property sourcing

Where you ask us to source a property, portfolio, landlord or other property opportunity, we will use the information and requirements you provide to identify potentially suitable opportunities.

We will make reasonable efforts to identify opportunities that appear to meet the requirements provided to us.

However, we do not guarantee that:

- a suitable opportunity will be found;
- a property will meet every requirement;
- a property will remain available;
- a landlord or property owner will agree to an arrangement;
- a third party will accept an introduction;
- a transaction will complete; or
- any particular financial return or outcome will be achieved.

Property information may be supplied by third parties and should be independently checked before you enter into any financial or contractual commitment.

5. Introductions and property connections

A significant part of our business involves connecting relevant people and businesses within the property sector.

This may include introducing:

- landlords to guaranteed-rent operators;
- property owners to agents or property businesses;
- landlords to potential tenants or operators;
- investors to property opportunities;
- property owners to contractors or service providers; or
- other parties where we believe there may be a relevant commercial connection.

An introduction does not constitute an endorsement, recommendation or guarantee of the person or business introduced.

You remain responsible for carrying out any due diligence you consider appropriate before entering into an agreement with a third party.

6. Introduction Fee Protection Period

Where The Property Partner introduces a landlord, property owner, property, portfolio or other opportunity to a third party, any agreed introduction, referral or sourcing fee will remain protected for **six months from the date of the introduction**.

If, during that six-month period, the introduction results in an agreement, transaction, placement, tenancy, management arrangement, guaranteed-rent agreement, property acquisition or other commercial relationship between the relevant parties, the agreed fee will remain payable.

The six-month protection period applies to the specific landlord, property owner, property, portfolio or opportunity introduced by The Property Partner.

For example, if we introduce a landlord to a property operator and the parties enter into an agreement four months after our introduction, the agreed introduction or sourcing fee remains payable.

The same protection applies where The Property Partner has actively sourced a landlord, property, portfolio or opportunity in accordance with specific requirements.

The protection period is intended to apply where the resulting transaction or arrangement arises from, or is substantially connected to, the introduction made or sourcing work carried out by The Property Partner.

The fee cannot be avoided solely by delaying the transaction, changing the timing of the agreement, or completing the arrangement through another person or entity where the resulting relationship arises from our introduction.

Where possible, fee arrangements and payment triggers will be agreed in writing before an introduction is made.

7. Local Property Support

Our local property support service provides practical assistance where required.

This may include:

- property inspections;
- property images and photography;
- viewings;
- check-in or check-out support;
- inventories;
- tenant-find support; and
- other practical property-related assistance.

Local property support is currently focused primarily on **Leicester and the East Midlands**, although other arrangements may be considered depending on the nature and location of the requirement.

The exact service, scope, availability and any applicable fee will be discussed and agreed before work begins.

8. Third-party businesses and services

We may introduce you to third-party businesses, landlords, property owners, agents, operators, investors, contractors or other property professionals.

The Property Partner does not control the services, pricing, contractual terms, conduct or decisions of third parties.

Any agreement entered into with a third party is between you and that third party.

You should satisfy yourself that any third-party service or opportunity is suitable for your circumstances before proceeding.

9. Referral fees and commissions

Depending on the arrangement, The Property Partner may receive payment from a third party when an introduction or referral results in a successful agreement or transaction.

This may include:

- a fixed referral fee;
- an introduction fee;
- a sourcing fee;
- a commission;
- a recurring referral payment; or
- another agreed commercial arrangement.

Where appropriate, we will be transparent about relevant referral or commission arrangements.

Unless specifically agreed otherwise, a referral or introduction fee received from a third party does not create an additional charge for the person we introduce.

10. Fees payable by clients

Where The Property Partner agrees to provide a service directly for a client in return for a fee, the fee and payment terms will be agreed before the relevant service begins.

We will not charge a client for a service or fee that has not been agreed with them in advance.

Any bespoke sourcing arrangement may have its own written fee structure and payment terms.

11. Information provided by you

You agree to provide information that is reasonably accurate and complete where it is necessary for us to provide the relevant service.

This may include information about:

- your property;
- your property requirements;
- your budget;
- your intended use of a property;
- ownership or landlord information;
- timescales; and
- any other information reasonably required.

You should notify us if information you have provided changes.

We are not responsible for consequences arising from inaccurate, incomplete or misleading information supplied to us.

12. Property information and due diligence

Property information, photographs, rental figures, availability and other details may be supplied by landlords, owners, agents, operators or other third parties.

Although we may make reasonable enquiries as part of our service, we do not guarantee the accuracy or completeness of information supplied by third parties.

You remain responsible for carrying out appropriate due diligence before entering into any purchase, tenancy, guaranteed-rent agreement, investment, management agreement or other contractual arrangement.

Depending on the circumstances, this may include checking:

- ownership and title;
- planning;
- licensing;

- property condition;
- rental figures;
- financial arrangements;
- contractual terms; and
- any other matters relevant to your decision.

13. No guarantee of outcome

Our role is to provide sourcing, introductions, connections and practical support.

Unless expressly agreed otherwise in writing, we do not guarantee that our services will result in:

- a property being purchased or rented;
- a tenancy being agreed;
- a guaranteed-rent agreement being entered into;
- a property being sold;
- an investment being completed;
- a particular rental income;
- a particular financial return; or
- any other particular outcome.

Any decision to proceed with a property, transaction or third-party arrangement remains yours.

14. Cancellation and termination

Either party may request to end an ongoing service arrangement.

Where a specific sourcing or other service has been agreed, any cancellation arrangements will be confirmed as part of that agreement.

If work has already been carried out before cancellation, any fee that has already become payable will remain payable where agreed.

Nothing in these Terms is intended to remove or restrict any statutory rights that may apply.

15. Our responsibility

We will provide our services with reasonable care and skill.

Nothing in these Terms excludes or limits any liability that cannot legally be excluded or limited.

Subject to applicable law, The Property Partner will not be responsible for losses arising from:

- the acts or omissions of third parties;
- inaccurate information supplied by third parties;
- changes in property availability;
- a third party choosing not to proceed;
- a transaction failing to complete; or
- circumstances outside our reasonable control.

We will not be responsible for indirect or consequential losses where the law permits such limitation.

16. Confidentiality

We will treat commercially sensitive information provided to us as confidential and will take reasonable steps to protect it.

We may disclose information where reasonably necessary to provide an agreed service, make an introduction, communicate with a relevant third party, comply with a legal obligation or protect our legitimate business interests.

Our handling of personal information is explained in our Privacy Policy.

17. Data protection

We may collect and process personal information in order to provide our services, communicate with you, assess requirements, make introductions and operate our business.

Where appropriate, we may share relevant information with third-party property businesses, landlords, property owners, agents, operators, investors, contractors or other professional contacts in connection with a requested or relevant introduction.

We will handle personal information in accordance with applicable data protection legislation and our Privacy Policy.

18. Complaints

If you have a complaint about our service, please contact us at:

Email: cherish@thepropertypartner.uk

We will consider your complaint and aim to respond within a reasonable period.

19. Changes to these Terms

We may update these Terms from time to time to reflect changes to our services, business practices or legal requirements.

The version applicable to your engagement will normally be the version in place when you agree to the relevant service, unless a change is required by law.

20. Governing law

These Terms are governed by the laws of **England and Wales**.

Any disputes will be subject to the jurisdiction of the courts of England and Wales, unless applicable law provides otherwise.

21. Contact

The Property Partner

Email: hello@thepropertypartner.uk

Website: www.thepropertypartner.uk