

# SERVICE LEVEL AGREEMENT

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Ebor Property Co

Version 1.0 | Effective from: March 2026

Strensall Park, York, YO32 5SF  
07849 512 268 | oisin@eborpropertyco.co.uk  
[www.eborpropertyco.co.uk](http://www.eborpropertyco.co.uk)

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## 1. Introduction

This Service Level Agreement (“SLA”) sets out the terms under which Ebor Property Co (“we”, “us”, “our”) provides property services to clients (“you”, “the client”). By submitting a booking request and ticking the agreement checkbox on our booking form, you confirm that you have read and agree to the terms set out in this document.

Ebor Property Co is based at Strensall Park, York, YO32 5SF. Tel: 07849 512 268. Email: oisin@eborpropertyco.co.uk

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## 2. Scope of Services

This SLA applies to all services offered by Ebor Property Co, including but not limited to:

- Property Inventory, Interim Inspections & Check Out Reports
- Property Photography & Marketing Material
- Energy Performance Certificates (EPCs)
- Floorplans
- Viewings & Handover
- Remote Property Viewing

Our services are limited strictly to the areas of the property that have been made explicitly accessible and communicated to us at the time of booking. Access to outbuildings, garages, loft spaces, or any other ancillary areas is only included within the scope of an appointment where this has been specifically requested and confirmed in advance. Where no instruction regarding such areas has been provided, they will be excluded from the service without further notice.

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## 3. Booking & Confirmation

**3.1** All bookings are made via the online booking request form at [www.eborpropertyco.co.uk/bookings](http://www.eborpropertyco.co.uk/bookings).

**3.2** Submission of a booking request does not constitute a confirmed appointment. A booking is confirmed only upon receipt of an email confirmation from Ebor Property Co.

**3.3** Email confirmation will be sent within 24 hours of a booking request being submitted.

**3.4** It is the client’s responsibility to ensure the contact details provided are accurate and that confirmation emails are received. Please check your spam/junk folder if you have not received confirmation within 24 hours.

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## 4. Service Delivery & Turnaround Times

We aim to deliver all completed reports and materials within the following timeframes, measured from the time of the appointment:

Service	Turnaround Target
Property Inventory, Interim & Check Out Reports	Within 24 hours of appointment (subject to tenant sign-off)
Energy Performance Certificates (EPCs)	Within 48 hours of appointment
Property Photography & Marketing Material	Within 48 hours of appointment

Turnaround times are targets and may be affected by factors outside our reasonable control (e.g. system outages, extreme weather, or third-party delays). In such cases, we will notify you as soon as reasonably practicable.

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## 5. Cancellations & Rescheduling

### 5.1 Cancellations by the Client

You may cancel or reschedule a confirmed booking free of charge provided you give at least 24 hours' notice before the scheduled appointment time. Cancellations made with less than 24 hours' notice will be subject to a failed appointment fee of 50% of the agreed booking value (see Section 6).

### 5.2 Cancellations by Ebor Property Co

In the unlikely event that we need to cancel or reschedule your appointment, we will notify you as soon as possible and offer to reschedule at a time convenient to you at no extra cost. No cancellation fee will be charged to the client in such circumstances.

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## 6. Failed Appointments & Access Fees

A failed appointment occurs where we attend the property at the agreed time and date but are unable to carry out the service due to reasons within the client's control. The following circumstances constitute a failed appointment:

- Incorrect or missing keys are provided, preventing access to the property
- No access to the property is available upon arrival (e.g. no one present to provide entry, lockbox not working, or access otherwise unavailable)
- The property is not in a suitable state to carry out the service (e.g. tenants still present when vacant access was confirmed, or the property is not ready for photography or inspection)
- The client cancels the appointment with less than 24 hours' notice prior to the scheduled time
- The correct key or access method for any area included within the agreed scope of the appointment is not made available on the day

**In all of the above circumstances, a failed appointment fee of 50% of the agreed booking value will be charged.** This covers travel, time, and resource costs incurred. The failed appointment fee will be invoiced and is payable within 14 days of the invoice date. Where a rescheduled appointment is agreed, the full service fee will apply to the rescheduled visit.

### 6.1 Outbuildings, Garages & Ancillary Areas

Where no prior instruction has been provided regarding access to outbuildings, garages, loft spaces, or other ancillary areas, and/or the correct key or access method is not available on the day, Ebor Property Co accepts no responsibility for the omission of those areas from the report or service. No reduction in fee will apply in such circumstances.

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## 7. Pricing & Payment

**7.1** All pricing is as listed on our website at [www.eborpropertyco.co.uk/pricing](http://www.eborpropertyco.co.uk/pricing) at the time of booking, unless a bespoke quote has been agreed in writing prior to the appointment.

**7.2** By submitting a booking request and confirming acceptance of our pricing, you agree to pay the listed fee for the services requested.

**7.3** Invoices are issued upon completion of the service and are payable within 14 days of the invoice date, unless otherwise agreed in writing.

**7.4** We reserve the right to withhold delivery of reports or materials until payment has been received in cases of outstanding or overdue invoices.

### 7.5 Same-Day Booking Surcharge

Where an appointment is requested within 24 hours of the intended service date, a same-day surcharge of 50% of the standard booking value will automatically apply. This is in addition to the standard service fee and reflects the prioritisation of resource and scheduling at short notice. The surcharge will be clearly stated on your invoice. By submitting a same-day booking request, you confirm acceptance of this surcharge.

## 7.6 Late Payment Charges

Where an invoice remains unpaid beyond the 14-day payment term set out in clause 7.3, late payment charges will automatically apply as follows:

Trigger	Charge
Invoice overdue by 1 or more days	One-off late payment fee of £50.00, applied on the first day the invoice becomes overdue
Invoice overdue by 15 or more days	Additional £50.00 fee applied on day 15, and a further £50.00 for every subsequent 14-day period the invoice remains unpaid

Late payment charges are in addition to the original invoice amount and will be clearly itemised on any revised or final invoice issued. Ebor Property Co reserves the right to suspend the provision of further services to any client with an outstanding overdue balance until payment in full has been received.

## 8. Liability

**8.1** Ebor Property Co holds Professional Indemnity and Public Liability Insurance. Copies of our insurance certificates are available on our website.

**8.2** Our total liability to you arising out of or in connection with the provision of any individual service shall not exceed the value of the booking in question, regardless of the nature of the claim.

**8.3** We are not liable for any indirect, consequential, or economic losses arising from our services, including but not limited to losses arising from deposit disputes, tenancy decisions, or reliance on report content by third parties.

**8.4** We accept no liability for the omission of any area, outbuilding, garage, or ancillary space where access was not communicated, confirmed, or made available at the time of booking or at the appointment.

**8.5** Nothing in this SLA limits or excludes liability for death or personal injury caused by negligence, fraud, or any other matter that cannot be excluded by law.

## 9. Quality & Complaints

**9.1** We are committed to delivering high-quality, accurate, and professional services. If you are dissatisfied with any aspect of our service, please contact us in the first instance at oisin@eborpropertyco.co.uk or on 07849 512 268.

**9.2** We will acknowledge all complaints within 2 business days and aim to resolve them within 10 business days.

**9.3** If you believe a report or deliverable contains a material error, please notify us within 5 business days of receipt. We will review and, where appropriate, issue a correction at no additional charge.

## 10. Client Obligations

To enable Ebor Property Co to carry out services effectively and on time, the client agrees to fulfil the following obligations prior to and at the time of each appointment:

- Ensure that all agreed areas of the property are accessible and that correct keys, access codes, or lockbox combinations are provided in advance.
- Ensure the property is in a suitable condition for the service being carried out. For photography appointments, the property should be clean, tidy, and presentable. For EPC assessments, all rooms must be accessible and utility meters must be reachable.
- Ensure that mains utilities (gas, electricity, water) are active and accessible at the property at the time of an EPC appointment, where applicable.

- Provide accurate and complete information regarding the property at the time of booking, including the number of rooms, any outbuildings or ancillary areas to be included, and any known access restrictions.
- Notify Ebor Property Co of any changes to access arrangements, property readiness, or contact details as soon as reasonably practicable and no later than 24 hours before the scheduled appointment.
- Ensure that any occupants or tenants are aware of the appointment and have provided any necessary consent for access, photography, or inspection as required.

Failure to meet these obligations may result in a failed appointment fee being charged in accordance with Section 6, and/or the omission of areas or services from the completed report or deliverable.

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## 11. Intellectual Property

**11.1** All reports, photographs, floorplans, energy performance certificates, and other materials produced by Ebor Property Co (Deliverables) remain the intellectual property of Ebor Property Co until payment has been received in full.

**11.2** Upon receipt of full payment, Ebor Property Co grants the client a non-exclusive, non-transferable licence to use the Deliverables solely for the purpose for which they were commissioned (e.g. marketing the property for sale or let, managing a tenancy, or fulfilling a legal obligation).

**11.3** The client may not resell, sublicense, or transfer the Deliverables to any third party for commercial gain without the prior written consent of Ebor Property Co.

**11.4** The client may share Deliverables with relevant parties in the ordinary course of property management or marketing (e.g. listing on property portals, sharing with prospective tenants or buyers, or providing to letting agents or solicitors) without restriction.

**11.5** Ebor Property Co reserves the right to use Deliverables, including photographs and floorplans, for its own marketing and portfolio purposes unless the client expressly requests otherwise in writing at the time of booking.

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## 12. Data Protection & GDPR

**12.1** Ebor Property Co is committed to handling all personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

**12.2** Personal data collected in connection with bookings and the provision of services (including names, contact details, and property addresses) will be used solely for the purposes of delivering the services requested, processing payments, and communicating with the client in connection with those services.

**12.3** Ebor Property Co will not sell, rent, or share personal data with third parties for marketing purposes. Data may be shared with third-party service providers strictly where necessary to fulfil the services (e.g. EPC lodgement with the national register).

**12.4** Personal data will be retained only for as long as is necessary for the purpose for which it was collected, or as required by law.

**12.5** Clients and data subjects have the right to access, correct, or request deletion of their personal data at any time by contacting [oisin@eborpropertyco.co.uk](mailto:oisin@eborpropertyco.co.uk).

**12.6** Full details of how Ebor Property Co processes personal data are set out in our Privacy Policy, available on request.

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## 13. Force Majeure

**13.1** Ebor Property Co shall not be liable for any failure or delay in performing its obligations under this SLA where such failure or delay results from circumstances beyond its reasonable control (a Force Majeure Event).

**13.2** Force Majeure Events include, but are not limited to: acts of God, extreme weather conditions, fire, flood, pandemic or epidemic, civil unrest, strikes or industrial action by third parties, failure of third-party systems or

infrastructure, government restrictions, or any other event that could not reasonably have been anticipated or prevented.

**13.3** In the event of a Force Majeure Event, Ebor Property Co will notify the client as soon as reasonably practicable, and will use reasonable endeavours to reschedule or resume the affected services at the earliest opportunity.

**13.4** No cancellation or failed appointment fee will be charged to the client where an appointment cannot be fulfilled solely as a result of a Force Majeure Event.

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## 14. Dispute Resolution

**14.1** In the event of any dispute or disagreement arising out of or in connection with this SLA or the services provided, both parties agree to first attempt to resolve the matter informally and in good faith.

**14.2** The client should raise any dispute in writing to [oisin@eborpropertyco.co.uk](mailto:oisin@eborpropertyco.co.uk) in the first instance. Ebor Property Co will acknowledge the dispute within 2 business days and endeavour to propose a resolution within 10 business days.

**14.3** If the dispute cannot be resolved informally within 20 business days of it being raised, either party may refer the matter to a mutually agreed independent mediator before pursuing any legal remedy.

**14.4** Nothing in this clause prevents either party from seeking urgent injunctive or other equitable relief from a court of competent jurisdiction where necessary to protect their interests.

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## 15. Governing Law

This SLA is governed by and construed in accordance with the laws of England and Wales. Subject to the dispute resolution process set out in Section 14, any disputes arising under or in connection with this SLA shall be subject to the exclusive jurisdiction of the courts of England and Wales.