



Terms and Conditions

Website and Platform Terms / Free Launch Edition

Edition	Free Launch
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Important summary

PropReportHub is a digital platform that helps clients find and communicate with independent property consultants. PropReportHub does not itself provide the professional services offered by consultants and is not a party to the professional appointment between a client and a consultant.

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1. About these Terms and the operator

These Terms and Conditions (“Terms”) govern access to and use of the public website at www.propreporthub.com and the online portal at report.propreporthub.com (together, the “Platform”).

PropReportHub is currently an unincorporated trading name used by its founders to operate and test the Platform. PropReportHub is not presently incorporated as a limited company. For the purposes of these Terms, references to “PropReportHub”, “we”, “us” and “our” mean the individuals jointly operating the Platform under that trading name. The principal business contact address is Initial Business Centre, Wilson Park, Manchester, M40 8WN and the contact email address is admin@propreporthub.com.

These Terms apply to visitors, clients, consultants and any other registered users. Consultants must also accept the separate Consultant Agreement. If there is any conflict on a consultant-specific matter, the Consultant Agreement takes priority.

Our Privacy Policy, Cookie Policy and Platform Disclaimer also apply where relevant.

2. Definitions

“Client” means a person or organisation using the Platform to identify, invite, communicate with or appoint a Consultant.

“Consultant” means an independent surveyor, engineer, adviser, specialist practice or other professional service provider using the Platform.

“Project” means a request, enquiry, instruction or proposed instruction created or managed through the Platform.

“Professional Services” means any report, survey, design, advice, inspection, investigation, assessment or other service offered or supplied by a Consultant.

“User Content” means profile information, project information, quotations, messages, reports, drawings, photographs, documents and other material uploaded, entered or shared by a user.

“Free Launch” means the introductory period during which the Platform is available on the charging basis described in section 5.

3. Accepting these Terms and eligibility

By browsing the Platform, registering an account or using any Platform feature, you agree to these Terms. If you register for or use the Platform on behalf of an organisation, you confirm that you have authority to bind that organisation.

You must be at least 18 years old and legally capable of entering into a contract. You must provide accurate information and must not register using a false identity or without authority.

If you do not agree to these Terms, you must not create an account or continue using the Platform.

4. What PropReportHub does

PropReportHub provides digital tools intended to help Clients identify Consultants, describe project requirements, invite quotations, compare responses, communicate, record decisions and exchange documents.

PropReportHub acts as an intermediary and technology provider only. Unless expressly confirmed in writing, PropReportHub:

- does not provide Professional Services;
- does not act as a surveyor, engineer, designer, project manager, employer, agent, legal adviser, insurer or payment guarantor;
- does not recommend that a particular Consultant is suitable for a particular Project;
- is not a party to the professional appointment or contract between a Client and a Consultant; and
- does not control the scope, quality, timing, price or outcome of Professional Services.

Each Client remains responsible for deciding which Consultant to approach or appoint. Each Consultant remains responsible for deciding whether to quote for or accept a Project.

5. Free Launch arrangements

During the Free Launch, PropReportHub does not charge Clients or Consultants a subscription fee, listing fee or commission for ordinary use of the Platform. No payment card is required for Free Launch membership and no automatic subscription payment or renewal will be created.

Consultants remain entitled to charge their own professional fees to Clients. Those fees are separate from the Platform and are agreed directly between the Client and Consultant.

Free Launch access may be subject to reasonable technical, storage, fair-use and security limits displayed on the Platform or notified to users.

PropReportHub may introduce optional paid memberships or features in the future. Any future charges will be clearly explained in advance. A user will not be charged or automatically moved to a paid membership unless that user actively selects and agrees to the paid option. No pricing tiers or future prices form part of these Terms at the date shown on the cover.

PropReportHub may change or end the Free Launch arrangement. Any move from free use to a paid arrangement will be communicated clearly in advance and will require the user's active agreement before any charge, paid membership or payment instruction is created.

6. Accounts and security

You are responsible for maintaining the confidentiality of your login details and for all activity carried out through your account. You must use a strong password, keep account information current and notify PropReportHub promptly if you suspect unauthorised access.

Accounts are personal to the registered user or organisation and must not be sold, transferred or shared with unauthorised persons. You must ensure that any colleagues using an organisational account have appropriate authority and comply with these Terms.

PropReportHub may require identity, email or other verification and may refuse, restrict or close an account where information cannot reasonably be verified or where there is a security concern.

7. Client responsibilities

A Client must provide project information that is accurate, sufficiently clear and lawful to share. The Client must not conceal information that may materially affect a Consultant's ability to quote, plan or perform the Professional Services.

Before appointing a Consultant, the Client should carry out checks appropriate to the Project, including qualifications, competence, experience, capacity, professional indemnity insurance, regulatory status, conflicts of interest, proposed scope, exclusions, fee, expenses and timescale.

The Client is responsible for obtaining its own legal, financial, technical and other advice where required and for ensuring that any person appointed is suitable for the Client's particular purpose.

The Client must agree a separate professional appointment or terms of engagement with the selected Consultant. The Client must pay the Consultant in accordance with that separate agreement.

8. Consultant responsibilities

Consultants must comply with the Consultant Agreement and must provide accurate, current and non-misleading information about their identity, business, services, locations, qualifications, memberships, experience, insurance and availability.

A Consultant is solely responsible for the Professional Services it offers and provides, including compliance with applicable professional standards, legislation, regulation, codes of conduct, insurance requirements, tax obligations and client-care duties.

Consultants must only quote for and accept work they are competent, appropriately resourced and legally permitted to undertake. Consultants must identify and manage conflicts of interest and must issue appropriate terms of engagement directly to the Client.

9. Project requests, quotations and appointments

A Project request or invitation to quote is not an offer of appointment and does not oblige a Client to appoint, or a Consultant to quote.

A Consultant's quotation should clearly state the proposed scope, deliverables, assumptions, exclusions, fee, VAT position, expenses, payment terms, anticipated timescale and any information or access required.

An appointment is formed only when the Client and Consultant agree their own contract or terms of engagement. A status shown on the Platform is intended as an administrative record and does not replace the parties' contractual documents.

Users are responsible for checking communications and Project status. Email or dashboard notifications are provided for convenience and are not guaranteed to be received.

10. Consultant fees and payments

Unless PropReportHub expressly introduces and the relevant users agree to a different payment facility, the Consultant invoices and collects its professional fees directly from the Client.

PropReportHub is not responsible for the Consultant's fee, VAT treatment, expenses, payment terms, debt recovery, refunds or payment disputes. The parties should record these matters in the Consultant's terms of engagement.

No Platform commission is payable during the Free Launch.

11. Checks, profiles and professional information

PropReportHub may carry out proportionate checks on profile or business information, but any check is limited to the information available at the time. Approval of a profile is not a warranty, endorsement, accreditation or guarantee of competence, solvency, insurance, performance or suitability.

Professional memberships, qualifications, registrations, insurance and other credentials can change or expire. Clients should verify important credentials directly with the Consultant, relevant professional body, insurer or regulator before appointment.

PropReportHub may correct, query, hide or remove information that appears inaccurate, outdated, misleading or unsupported.

12. User content and documents

You retain ownership of User Content that you own. By uploading User Content, you grant PropReportHub a non-exclusive, royalty-free licence to host, copy, process, display and transmit it only as reasonably necessary to operate, secure, support and improve the Platform and to comply with law.

You must have the right and authority to upload and share User Content. You must not upload material that is unlawful, defamatory, infringing, malicious, confidential without authority, or likely to damage the Platform or another person.

You remain responsible for retaining your own complete copies of important documents. The Platform must not be used as the sole archive for reports, evidence, contractual records or regulatory files.

PropReportHub may remove or restrict User Content where reasonably necessary for security, legal compliance, protection of users or enforcement of these Terms.

13. Communications and platform records

Platform messages and activity records may provide a useful audit trail, but they may not capture every communication or contractual event between users. Users should retain their own records of important instructions, variations, approvals and decisions.

Users must communicate professionally and must not send spam, abusive, threatening, discriminatory, deceptive or unlawful messages.

PropReportHub may access or preserve communications where reasonably necessary to provide support, investigate misuse, protect users, resolve technical issues or comply with legal obligations, subject to the Privacy Policy.

14. Data protection and privacy

PropReportHub processes personal information in accordance with its Privacy Policy and applicable data-protection law.

Clients and Consultants are independently responsible for their own processing of personal information. Where a Consultant receives personal information relating to a Client, property owner, occupier or other individual, the Consultant must use it only for lawful professional and administrative purposes and must provide any privacy information required by law.

Users must avoid uploading unnecessary personal information and must take particular care with special-category data, identification documents, financial details and information relating to third parties.

15. Acceptable use

You must not:

- use the Platform unlawfully, fraudulently or to facilitate unlawful activity;
- impersonate another person or misrepresent authority, qualifications, experience or insurance;
- upload malware or attempt to gain unauthorised access to accounts, data, code or infrastructure;
- scrape, harvest or systematically extract user information without written permission;
- use Platform information for unsolicited bulk marketing or sell user data;
- interfere with the operation, security or performance of the Platform;
- publish false, malicious or defamatory material; or
- use the Platform in a way that infringes intellectual property, confidentiality, privacy or other rights.

PropReportHub may investigate suspected misuse and may cooperate with regulators, law-enforcement bodies or affected parties where legally permitted or required.

16. Platform availability and changes

PropReportHub aims to keep the Platform available and useful but does not guarantee uninterrupted, error-free or secure operation. Maintenance, updates, technical failure, cyber incidents, supplier outages or events outside reasonable control may affect availability.

PropReportHub may change, suspend or withdraw features where reasonably necessary for security, legal compliance, maintenance, service improvement or commercial reasons. Where a change materially affects existing users, reasonable notice will be given where practicable.

Users should not rely on the Platform for emergency communications or for any action subject to a critical legal, contractual or professional deadline.

17. Suspension and termination

You may stop using the Platform and request closure of your account at any time, subject to retention of information required for legal, security, dispute or regulatory reasons.

PropReportHub may suspend, restrict or close an account where it reasonably believes that a user has breached these Terms, created a security or legal risk, provided misleading information, failed a reasonable verification request, or acted in a way likely to harm another user or the Platform.

Where appropriate, PropReportHub will explain the reason and provide an opportunity to respond. Immediate action may be taken where needed to prevent harm, protect data, comply with law or preserve evidence.

Clauses intended to continue after termination, including intellectual property, confidentiality, liability, records and governing law, will remain effective.

18. Intellectual property

The Platform, its software, design, branding, databases, text and content supplied by PropReportHub are owned by or licensed to PropReportHub and are protected by intellectual-property laws.

You receive a limited, revocable, non-transferable right to use the Platform for its intended business or personal purpose. You must not copy, reverse engineer, reproduce, resell or create derivative products from the Platform except where law expressly permits.

Nothing in these Terms transfers ownership of a Consultant's professional reports or a Client's project materials. Ownership and permitted reliance on Professional Services should be addressed in the Client-Consultant appointment.

19. Confidentiality

Users must keep confidential information obtained through the Platform confidential and use it only for the relevant Project or another purpose authorised by the disclosing party.

This obligation does not apply to information that is public through no breach, was lawfully known already, is received lawfully from another source, or must be disclosed by law or a regulator.

Consultants should use their own professional terms to deal with confidentiality, reliance, intellectual property and disclosure of reports.

20. Liability

Nothing in these Terms excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any liability that cannot lawfully be excluded or limited.

PropReportHub is not responsible for Professional Services, quotations, advice, reports, acts, omissions, delays, charges, disputes or losses arising from the relationship between a Client and Consultant. Each user remains responsible for its own decisions and contracts.

PropReportHub does not guarantee that any Project will receive quotations, that any Consultant will obtain work, that a profile or Project is accurate, or that a particular outcome will be achieved.

For consumers, PropReportHub is responsible for losses that are a reasonably foreseeable result of its breach of these Terms or failure to use reasonable care and skill, subject to applicable law.

For business users, to the fullest extent permitted by law and subject to any applicable statutory reasonableness test, PropReportHub will not be liable for indirect or consequential loss, loss of profit, revenue, business, opportunity, goodwill, anticipated savings or data. PropReportHub's total aggregate liability to a business user arising from the Platform in any 12-month period will not exceed the greater of £500 and the total Platform fees actually paid by that user to PropReportHub during that period.

Users are responsible for maintaining their own backups, insurance and business-continuity arrangements.

21. Consumer rights

Nothing in these Terms affects rights that a consumer cannot lawfully waive or exclude. Where a user is acting mainly outside their trade, business, craft or profession, applicable consumer law continues to apply.

Any Professional Services purchased by a consumer from a Consultant are supplied under the separate contract between that consumer and Consultant. The Consultant is responsible for giving required pre-contract information, cancellation information and consumer rights relating to that appointment.

22. Business-user responsibility and indemnity

This section applies only where you use the Platform for business purposes.

You are responsible for losses, claims and reasonable costs incurred by PropReportHub to the extent directly caused by your unlawful User Content, your material breach of these Terms, or your negligent or wrongful act. This does not require you to compensate PropReportHub for loss caused by PropReportHub's own breach, negligence or failure to mitigate loss.

23. Complaints and disputes

Questions or complaints about the Platform should be sent to admin@propreporthub.com with sufficient detail to allow investigation. PropReportHub will aim to acknowledge a complaint promptly and provide a substantive response within a reasonable period.

Disputes about Professional Services, scope, quality, fees, payment or reports are primarily matters between the Client and Consultant under their separate contract. PropReportHub may provide relevant Platform records or facilitate communication but is not obliged to adjudicate or determine professional liability.

Consultants must maintain and follow any complaints-handling process required by their professional body, regulator or insurer.

24. Changes to these Terms

PropReportHub may update these Terms to reflect changes in law, security, functionality, business arrangements or user needs.

We will give reasonable notice of material changes and explain them clearly. A change will not retrospectively create a payment obligation or move a user to a paid arrangement without that user's active agreement.

Minor or administrative changes may take effect on publication. Where a material change significantly disadvantages a consumer, PropReportHub will provide reasonable notice and any choice or cancellation right required by law. A user who does not wish to accept a change may stop using the Platform and close the account.

25. General legal terms

PropReportHub may transfer its rights and obligations to another organisation as part of a restructuring, sale or transfer of the Platform, provided this does not reduce consumer rights. A user may not transfer an account or contract without written consent.

No person other than PropReportHub and the relevant user has a right to enforce these Terms under the Contracts (Rights of Third Parties) Act 1999.

If a court finds part of these Terms unlawful or unenforceable, the remaining terms will continue. A delay in enforcing a right does not waive that right.

These Terms, together with the documents expressly incorporated into them, form the agreement concerning use of the Platform. They do not replace the separate contract between a Client and Consultant.

26. Governing law and jurisdiction

These Terms are governed by the law of England and Wales.

If you are a consumer living elsewhere in the United Kingdom, you may also benefit from mandatory protections and may be entitled to bring proceedings in your home courts. Business users agree that the courts of England and Wales have exclusive jurisdiction.

27. Contact details

PropReportHub
Initial Business Centre, Wilson Park, Manchester, M40 8WN
Email: admin@propreporthub.com
Website: www.propreporthub.com
Portal: report.propreporthub.com