

THE LEASE TRANSLATOR

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TERMS OF SERVICE

# How We Work With Clients

These Terms explain how The Lease Translator Ltd provides residential leasehold information services, how scope and payment are confirmed, and how reports may be used.

Information only. Not legal, financial or surveying advice.

Last updated: May 2026

# Terms of Service

The following terms apply to residential leasehold information and interpretation services provided by The Lease Translator Ltd.

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## 1. Introduction

These Terms of Service govern the provision of residential leasehold information and interpretation services by The Lease Translator Ltd.

Use of this website indicates acceptance of these Terms in general.

A binding agreement for services is formed only once:

- scope has been agreed;
- these Terms have been accepted;
- payment has been received.

Submission of documents confirms that these Terms have been read and understood.

Use of the service must cease if these Terms are not accepted.

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## 2. Nature of the Service

The Lease Translator Ltd provides structured, plain-English explanations of residential leasehold documents.

All outputs are derived solely from client-supplied documents. Interpretation is limited strictly to the wording contained within those documents.

The service supports understanding, internal communication and operational reference only.

Outputs may include:

- targeted clarifications;
- plain-English lease explanations;
- responsibility matrices;
- service charge summaries;
- structured reports;
- professional governance outputs;
- supporting spreadsheets where relevant.

Each report is prepared in accordance with a defined scope following initial document review.

Outputs are usually provided by email in PDF format. Supporting Excel files or schedules may be included where relevant. Delivery format may vary depending on the nature and scope of the service.

Clarification questions relating directly to the original interpretation may be included where reasonably required.

New queries, additional documents or expanded review requests may require a separate engagement.

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### 3. Advice Disclaimer

The Lease Translator Ltd does not provide legal advice, financial advice, surveying advice or professional recommendations.

Legal rights, liabilities, enforceability and statutory outcomes are not determined.

The service does not replace a solicitor, conveyancer, surveyor, financial adviser, accountant or other regulated professional.

Independent professional advice may be required where wording is unclear, disputed, high-value, technical or dependent on legal, financial, surveying or specialist assessment.

Requests may be declined or limited where the scope is not suitable.

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### 4. Document Submissions

Documents must be legible, complete and relevant to the requested service.

Interpretation is based only on the version of the document supplied.

The Lease Translator Ltd does not independently verify authenticity, completeness, title status, document execution, plan accuracy or whether later amendments exist.

No liability is accepted for missing pages, missing documents, incomplete document packs or inaccuracies within the original documentation.

Documents are handled confidentially and used solely for service delivery, subject to the Privacy Policy.

Where documents relate to multiple properties, units, blocks or transactions, the intended scope of use must be disclosed at the point of submission.

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### 5. Limitations of Interpretation

Outputs are intended as a reference tool and do not determine legal position, liability, enforceability or decision-making outcomes.

Interpretation is confined strictly to the wording contained within the documents supplied.

Some provisions may rely on external documents not supplied, including:

- plans;
- superior leases;
- headleases;
- transfers;
- estate regulations;
- management agreements;
- insurance documents;
- service charge documents;
- title documents.

Practical application may differ where wording is unclear, incomplete, amended, varied or dependent on other documents.

Accuracy, validity, document completeness and enforceability are not verified.

Interpretation reflects the document wording at the time of review and does not account for subsequent amendments, variations, agreements, correspondence, tribunal decisions, statutory changes or external factors unless expressly provided within the agreed scope.

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## 6. Fees and Payment

Fees are set out on the Pricing & Scope page or confirmed following document review.

Payment is required before work begins unless otherwise agreed in writing.

Engagement is confirmed only once the scope and price have been agreed and payment has been received.

Fees are non-refundable once work has commenced.

Where additional documents, new questions or expanded review requirements are introduced after scope has been agreed, additional fees may apply.

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## 7. Delivery Times

Estimated turnaround times are provided at the point of request or confirmation of scope.

Standard turnaround for most standard lease reports is 5 working days after payment, once scope has been confirmed and all required documents have been received.

Timeframes may vary depending on document complexity, workload, document quality and whether further information is required.

Any expected delays will be communicated where reasonably possible.

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## 8. Client Responsibilities

Clients are responsible for ensuring that submitted documents are accurate, complete, legible and relevant.

Clients must identify the property, transaction, unit, block or estate to which the documents relate.

Clients must disclose whether the output is intended for use across more than one property, unit, transaction, block, scheme or client matter.

The service must not be used as a substitute for legal, financial, surveying or other professional advice.

Independent professional advice may be required where the matter involves legal rights, financial decisions, property condition, valuation, dispute handling, payment decisions or statutory compliance.

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## 9. Additional Questions and Further Work

Clarification questions relating directly to the original report or response may be included where reasonably required.

New questions, additional documents, expanded review requests or matters outside the agreed scope may require a separate engagement and additional fee.

Where further documents are supplied after a report has been prepared, those documents are not included in the original scope unless expressly agreed.

The Lease Translator Ltd may decline further work where the requested scope is unsuitable or falls outside the nature of the service.

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## 10. Intellectual Property

All reports, responses, frameworks, tables, matrices, schedules, summaries and supporting materials remain the intellectual property of The Lease Translator Ltd.

Content may not be copied, reproduced, distributed, published, resold, repackaged or used for commercial purposes without prior written permission.

Outputs are provided for the sole use of the client in connection with the specific property, transaction, unit, block, estate or instruction to which they relate.

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## II. Permitted Use and Licensing

Outputs must not be reproduced, distributed, shared or used across multiple properties, units, blocks, schemes, transactions or client matters without prior written consent.

Where outputs are intended to be used across multiple properties, units, transactions, buildings, blocks or schemes, a separate multi-use licence is required.

Multi-use licences may be agreed at a discounted rate depending on the scale, nature and intended use.

Outputs may not be:

- resold;
- repackaged;
- white-labelled;
- incorporated into another service;
- used as part of another commercial product;
- distributed to third parties without prior written consent.

Any unauthorised use constitutes a breach of these Terms. The Lease Translator Ltd reserves the right to require cessation of use and payment of applicable licence fees arising from unauthorised use.

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## 12. Professional Standards and Framework References

Work is carried out using a structured internal methodology.

Communication is neutral, factual and consistent.

Outputs are designed to reflect operational relevance, wording traceability and plain-English clarity.

Where relevant to the agreed scope, professional outputs may be structured with reference to recognised residential leasehold management standards, statutory frameworks and industry expectations, including:

- NHQC v2 March 2026;
- RICS Service Charge Residential Management Code, 4th edition;
- TPI standards;
- Landlord and Tenant Act 1985;
- Building Safety Act 2022;
- Fire Safety Order / Fire Safety Act framework.

Any such reference is used for structured mapping and operational context only. It does not amount to legal advice, statutory compliance certification, professional certification, regulatory approval or confirmation that a client, building, estate, service charge or management process is compliant.

Professional Indemnity and Public Liability insurance is maintained in connection with the services provided.

Insurance arrangements form part of the consultancy's governance and risk management framework and do not convert the service into legal, financial, surveying or compliance certification services.

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### 13. Liability

No liability is accepted for decisions made based on the interpretation or information provided.

The service supports understanding only and does not determine legal position, liability, enforceability, recoverability, property condition, valuation or decision-making outcomes.

Responsibility remains with the client to obtain independent professional advice where required.

No liability is accepted for losses arising from incomplete, inaccurate, missing, amended or outdated documents.

Liability is limited to the value of the service provided for the relevant engagement.

Use of outputs beyond the agreed scope, intended use or permitted licence is outside the intended use of the service. No liability is accepted in respect of such use.

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### 14. Data Handling

Documents are handled confidentially and used solely for service delivery, subject to the Privacy Policy.

Documents are stored and processed using appropriate digital systems.

Information is not shared with third parties unless required for service delivery, authorised by the client, required by law or otherwise set out in the Privacy Policy.

Documents are retained only for the period necessary to deliver the service and comply with internal policies or legal requirements.

Clients may request deletion of documents in accordance with applicable data protection rights and internal retention policies.

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### 15. Website Use

Website content is provided for general information only.

No reliance should be placed on general website content for specific leasehold, legal, financial, surveying, property, transaction or dispute matters.

Website content may be updated, amended or removed without prior notice.

Unauthorised use of website materials is prohibited.

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### 16. Updates to These Terms

These Terms of Service may be updated periodically.

The version in effect at the time of submission or engagement will apply to the relevant service unless otherwise agreed.

Last updated: May 2026.

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## 17. Jurisdiction

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

Any disputes are subject to the jurisdiction of the courts of England and Wales.

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