



# GreenSquareAccord Residents Terms and Conditions

**Advice and Guidance:** Our platform aims to provide advice and guidance to tenants of GreenSquareAccord. It is important to note that the advice offered on this website is provided for informational purposes only and should not be construed as legal advice. We endeavour to offer accurate and helpful information, but we cannot guarantee the outcome of any actions taken based on the advice provided.

**Limitation of Liability:** While we strive to offer reliable and up-to-date guidance, we cannot be held legally accountable for any action or failure to provide resolution to issues raised through our website by housing providers. Users of our platform acknowledge and accept that any decisions made based on the information provided are done so at their own risk.

**Free Service:** Our services are provided to residents free of charge. We do not impose any fees for the advice given on our platform. However, users should understand that our services are voluntary and are not a substitute for professional legal advice.

**Communication Channels:** We provide email templates for users to communicate with their housing providers. Additionally, upon request, we may contact the housing provider on behalf of the user. We may also suggest or facilitate contact with governing bodies such as the housing ombudsman, regional, or national press, local councils, and Members of Parliament (MPs). However, it is ultimately the user's decision whether to follow any advice provided by us or any third parties.

**Publication of Issues:** Users acknowledge and agree that any housing-related issues shared with us may be considered for publication on our website as examples. However, it is important to note that any issues highlighted on our website will be adapted to ensure the anonymity of the individuals involved. This includes omitting names and addresses of the persons making the complaint. The purpose of publishing such issues is to bring attention to common challenges and concerns that may be affecting other GreenSquareAccord residents. By sharing their experiences with us, users consent to the potential publication of adapted versions of their issues on our website for educational and awareness-raising purposes. We are committed to respecting the privacy and confidentiality of all individuals who engage with our platform.

**Limitation of Service:** Users understand and agree that we cannot be held liable for any failure of service that is beyond our control. Our role is limited to offering guidance and advice, and we cannot guarantee specific outcomes or resolutions to housing-related issues.

By accessing and using our website, you agree to abide by these terms and conditions. If you do not agree with any part of these terms, please refrain from using our services. These terms and conditions may be subject to updates or changes, so we encourage you to review them periodically.

If you have any questions or concerns regarding these terms and conditions, please contact us for clarification - [contact@GreenSquareAccordResidents.co.uk](mailto:contact@GreenSquareAccordResidents.co.uk)