



Resident Info Terms and Conditions

Version 1.0 - September 2026

Terms and Conditions

1. Introduction

These Terms and Conditions govern the use of Resident Info ("Platform"), a service operated by **My Block Manager Ltd** ("Resident Info", "We", "Us", "Our"). By accessing or using the Platform you agree to be bound by these Terms.

If you do not agree with these Terms, you must not use the Platform.

2. About Resident Info

Resident Info is an online platform designed to facilitate communication, document sharing, maintenance reporting, information management and engagement between:

- Residents
- Leaseholders
- Tenants
- Property owners
- Managing agents
- Resident Management Companies (RMCs)
- Right to Manage Companies (RTMs)
- Freeholders
- Contractors
- Other authorised users

3. Eligibility

You may only use Resident Info if:

- You are at least 18 years old.
- You have been authorised to access the relevant property, development or organisation.
- You provide accurate information when creating or maintaining your account.

We reserve the right to suspend or terminate access where eligibility requirements are no longer met.

4. Accounts

Users are responsible for:

- Maintaining the confidentiality of login credentials.
- All activities conducted through their account.
- Keeping contact information up to date.
- Reporting unauthorised access immediately.

You must not share your account credentials with others.

Users are responsible for ensuring that devices used to access the Platform are adequately secured and protected from unauthorised access.

Force Majeure

Resident Info shall not be liable for any failure or delay resulting from events beyond its reasonable control including acts of God, natural disasters, war, terrorism, civil unrest, industrial disputes, internet outages, power failures, cyber attacks, cloud service failures, or failures of third-party service providers.

Licence

Subject to these Terms, Resident Info grants users a limited, non-exclusive, non-transferable and revocable licence to access and use the Platform for its intended purposes.

Content Moderation

Resident Info reserves the right, but is not obliged, to review, restrict, remove or disable access to any content where it reasonably believes such content breaches these Terms, applicable law, security requirements, or the legitimate interests of Platform users.

5. Acceptable Use

You agree not to:

- Use the Platform unlawfully.
- Upload malicious software.
- Attempt to gain unauthorised access.
- Interfere with the operation of the Platform.
- Upload defamatory, abusive or illegal content.
- Infringe intellectual property rights.
- Misrepresent your identity.
- Circumvent user permissions or access controls.

6. Communications

Resident Info may be used for:

- Community announcements.
- Property notices.
- Maintenance discussions.
- Resident communications.
- General property-related correspondence.

Users must ensure communications remain lawful, respectful and relevant to the purpose of the Platform.

We reserve the right to remove content that breaches these requirements.

7. Uploaded Documents

Users uploading documents represent and warrant that:

- They have authority to upload the content.
- The content is accurate to the best of their knowledge.
- The content does not infringe third-party rights.
- Personal data is processed lawfully.

Ownership of uploaded content remains with the original owner. Users remain solely responsible for the content they upload, post, transmit or otherwise make available through the Platform.

By uploading content, users grant Resident Info a non-exclusive licence to store, process, display and make available the content for the operation of the Platform.

8. Intellectual Property

All intellectual property rights in Resident Info, including:

- Software
- Branding
- Logos
- User interfaces
- Design elements
- Documentation

remain the property of My Block Manager Ltd or its licensors.

No rights are granted except those expressly set out in these Terms.

9. Service Availability

We aim to maintain reliable service availability but do not guarantee that:

- The Platform will be uninterrupted.
- The Platform will always be available.
- The Platform will be error-free.

Except as expressly stated in these Terms, the Platform is provided on an "as available" basis and no warranties are given regarding availability, performance or suitability for any particular purpose.

Maintenance, upgrades, outages and third-party failures may occasionally affect service availability.

10. Maintenance Reporting

Maintenance reporting tools are provided solely to facilitate communication.

Submitting a maintenance request:

- Does not create a contract for works.
- Does not guarantee attendance.
- Does not guarantee resolution times.

Responsibility for maintenance remains with the relevant property manager, agent, landlord, freeholder or other responsible party.

11. Third-Party Content

The Platform may contain:

- Documents
- Notices
- Information
- Communications

provided by third parties.

Resident Info does not guarantee the completeness, accuracy or suitability of third-party content.

Information and Content

Information made available through the Platform is provided for general information purposes only. Users should not rely solely upon information available through the Platform when making financial, legal, property management, health and safety, or other significant decisions. Appropriate professional advice should be obtained where required.

Resident Info does not endorse, recommend, guarantee or warrant the services of any contractor, supplier, consultant or third party whose information may be available through the Platform.

12. Suspension and Termination

We may suspend or terminate access:

- For breach of these Terms.
- Where required by law.
- For security reasons.
- Upon instructions from the relevant property administrator, managing agent, freeholder, resident management company, right to manage company or other authorised organisation responsible for administering access to the Platform.
- Where access rights have expired.

Termination may result in loss of access to documents, communications and services.

13. Limitation of Liability

To the fullest extent permitted by law:

Resident Info shall not be liable for:

- Loss of profits.
- Loss of business.
- Loss of opportunity.
- Loss of goodwill.
- Indirect or consequential losses.

Nothing in these Terms excludes liability for:

- Fraud.
- Fraudulent misrepresentation.
- Death or personal injury caused by negligence.
- Any liability that cannot legally be excluded.

14. Privacy

Personal data is processed in accordance with the Resident Info Privacy Policy. [Privacy Policy](#)

The Privacy Policy forms part of these Terms.

15. Changes to the Platform

We may:

- Add features.
- Remove features.
- Modify functionality.
- Update security controls.
- Change technical requirements.

We may do so without prior notice where reasonably necessary.

16. Changes to These Terms

We may update these Terms from time to time.

Updated versions will be published on the Platform and continued use of the Platform constitutes acceptance of the revised Terms.

17. Entire Agreement

These Terms, together with the Resident Info Privacy Policy and any other policies expressly incorporated by reference, constitute the entire agreement between the user and Resident Info in relation to use of the Platform and supersede any prior agreements, understandings, representations or communications relating to the Platform.

18. Severability

If any provision of these Terms is found by a court or other competent authority to be unlawful, invalid or unenforceable, that provision shall be deemed severed from the remaining provisions, which shall continue in full force and effect.

19. Assignment

Resident Info may assign, transfer or otherwise deal with its rights and obligations under these Terms as part of a business reorganisation, merger, acquisition or sale of assets. Users may not assign or transfer their rights under these Terms without prior written consent.

20. Governing Law

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

Any dispute arising from these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

21. Contact Information

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