

# Company Advantage: Sales & Lettings Helpline

TERMS AND CONDITIONS  
UPDATED: 19 MARCH 2025

## 1. Introduction

This Fair Usage Policy sets out the terms under which Company Advantage Subscribers ('CASs') may access and use the Sales & Lettings Helpline Service ('Service'). Our goal is to ensure that all CASs and its members receive fair and reasonable access to the support they need, while maintaining service quality for everyone. By using the Service, you agree to abide by this Fair Usage Policy and the terms outlined below.

## 2. Purpose of the service

The Sales & Lettings Helpline is designed to offer guidance and initial support to CASs and members on general matters relevant to the work and services covered by Propertymark. It is not intended to be a replacement for formal legal, financial, or specialist advice.

## 3. Who Can Use the Service

The Service is available exclusively to current, fully paid-up subscribers to Company Advantage. If you are a CAS within Premium or Elite package, access to the Sales & Lettings Helpline is extended to the PPD plus two nominated and named employee delegates.

Access will be withdrawn if membership or Company Advantage subscription lapses or is terminated for any reason, or if the Helpline number and or the Member's membership number or Company Advantage number are shared with others who are non-members or CASs, or who do not have authorization to use the Sales & Lettings Helpline.

The Sales & Lettings Helpline service will be available as follows:

- Essential – 1000 – 1600 Monday to Friday
- Premium – 0930 – 1600 Monday to Friday
- Elite – 0930 – 1630 Monday to Friday and at other times by email at the address supplied through your portal, which will elicit a response within 24 hours or the next working day.

These times may be varied without notice and calls will be recorded for training and development purposes.

## 4. Fair usage Guidelines

To ensure equitable access for all users, fair usage is defined as:

- Reasonable use of the Service for occasional advice, guidance, or clarification.
- Limiting calls or enquiries to matters relevant to professional practice within the scope of Sales & Lettings.
- Avoiding repeated or excessive use that may hinder access for other CASs.

Excessive use may include, but is not limited to:

- Frequent calls or emails on the same issue without reasonable cause.
- Repeatedly requesting advice that falls outside the remit of the Service.
- Consistently using the Service for matters that should reasonably be resolved through independent professional or legal advisors.

## 5. Monitoring and Review

We reserve the right to monitor usage patterns to ensure compliance with this policy. If a CAS's use is deemed excessive, we may contact the PPD to discuss their use and suggest alternative options where appropriate.

## 6. Suspension or Withdrawal of Access

In cases of persistent or unreasonable or excessive use, Propertymark reserves the right to:

- Temporarily suspend access to the Service.
- Permanently withdraw access to the Service for the CAS and/or nominated person(s).
- Take further action in line with the organization's Company Advantage terms and conditions.

## 7. Service Limitations

The advice and guidance provided through the Sales & Lettings Helpline service is general in nature and based on the information provided by the caller at the time of contact. Propertymark accepts no liability for actions taken as a result of advice provided via the Service. CASs remain responsible for their own professional decisions and actions.

## 8. Amendments to this Policy

Propertymark reserves the right to amend or update this Fair Usage Policy from time to time. Any changes will be communicated to CASs and the latest version will always be available on our website.

## 9. Contact Us

If you have any questions about this Fair Usage Policy, please contact [memberhelplines@propertymark.co.uk](mailto:memberhelplines@propertymark.co.uk) for further assistance.