SOCIAL HOUSING CONNECT

LANDLORD & INVESTOR PAYMENT AND CANCELLATION POLICY

1. Membership Subscriptions

We offer two premium subscription plans designed exclusively for Landlords and Investors, granting access to our network of vetted social care providers:

Plan Type	Pricing & Details
Monthly Subscription	£24.99 per month
Annual Subscription	£250.00 per year (includes a built-in discount for full-year commitment)

2. Payment Collection

- **Subscriptions:** Membership fees are collected automatically in advance via recurring Direct Debit or secure card payment. Your chosen payment method will be charged on the same date each billing cycle.
- **Consultancy Fees:** Any bespoke consultancy fees or retainers are invoiced separately and are not tied to your automated membership subscription.

3. Cancelling Your Membership

You maintain full control over your membership subscription.

- **Monthly Plans:** You may cancel your monthly membership at any time. We request a minimum of 7 days' notice before your next scheduled billing date to ensure the next payment is stopped. If you cancel mid-billing cycle, you will retain full access to your membership benefits until the end of your current paid month. We do not offer partial refunds for monthly plans.
- **Annual Plans:** You may cancel your annual membership prior to your yearly renewal date. Because the annual plan is offered at a heavily discounted rate, we do not provide pro-rata refunds if you choose to leave before the 12-month period is completed.
- **How to Cancel:** To cancel your subscription and stop your automated payments, please email us at **socialhousingconnectoffice@gmail.com**.

4. Consultancy Services and Retainer Fees

For our bespoke consultancy, negotiation, and introduction services, the standard fee is 1.5 months' rent plus a £250 retainer.

- The **£250 retainer fee** is payable prior to the commencement of any sourcing, negotiation, or provider