



## OCCUPANT MESSAGING SERVICE

### OMS SERVICE AGREEMENT

This Client Service Agreement dated ..... day of the month of ..... 2017

**BETWEEN:**

- (1) **After Build (Central) Limited** trading as **OMS** (Occupant Messaging Service) whose trading address is at Units 1&2 Woodfield Farm Offices, Isaacs Lane, Burgess Hill, West Sussex RH15 8RA ("**the Service Provider**") and
- (2) ..... (Client Name) whose trading address is at  
..... ("**the Client**")

**WHEREAS:**

- (a) The Service Provider is engaged in business offering a Property Messaging Service.
- (b) The Client wishes to engage the Service Provider to provide Services to it and the Service Provider has agreed to accept the engagement according to the Service Provider's Standard Terms and Conditions, as provided separately to the Client and also available upon request.

..... Date  
Signed for the Client ..... / ..... / 2017

..... Date  
Signed for the Service Provider ..... / ..... / 2017

**1 The Occupant Service**

- 1.1 The Service Provider shall provide the Client with a PDF document to send to each Occupant to explain the OMS Service;
- 1.2 Before using the Service the Occupant shall register to use the Service through the Occupant Portal;
- 1.3 Thereafter the Occupant shall report any issue to OMS by sending a message from the Occupant Portal;
- 1.4 No other form of communication shall be accepted;
- 1.5 After sending a message through the Occupant Portal, the Occupant receives a confirmation Email;

**2 The Client Service**

- 2.1 The Client receives an OM Notice, providing details of the Occupants issue;
- 2.2 The Client receives the OM Notice on the same day it is raised by the Occupant;
- 2.3 The Client receives a weekly report by Email listing all logged messages for the preceding 7 days.

**3 The Service level**

- 3.1 (Tick)  **Up to 20 plots £100** plus VAT (£120 gross) per month
- 3.2 (Tick)  **21 - 50 plots £195** plus VAT (£234 gross) per month

**4 The Development(s)**

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**5 The Property Addresses**

Expand this list as necessary:  
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