

Terms and Conditions

Comfy Hills Ltd

Last updated: March 2026

Please read these Terms and Conditions carefully before using our services or website. By engaging with Comfy Hills Ltd, you agree to be bound by these terms.

1. About Us

Comfy Hills Ltd ("we", "us", "our") is a UK-based property management company specialising in guaranteed rent services for landlords. We are registered in England and Wales. Our registered office address and company number are available upon request.

We are members of the Property Redress Scheme, The Property Ombudsman, the NRLA, and are registered with the ICO.

2. Our Services

Comfy Hills Ltd provides a guaranteed rent scheme whereby we lease residential properties directly from landlords and pay a fixed, agreed monthly rent regardless of occupancy. Our services include:

- Guaranteed monthly rental payments to landlords
- Full property management during the lease period
- Tenant sourcing and management (we become the tenant)
- Property maintenance coordination

3. Eligibility

To use our services, you must:

- Be the legal owner of the property or have authority to act on behalf of the owner
- Be aged 18 or over
- Hold valid landlord insurance and buildings insurance for the property
- Ensure the property meets all current legal safety requirements including gas safety, electrical safety, and EPC ratings

4. The Guaranteed Rent Agreement

The specific terms of your guaranteed rent arrangement, including the monthly rent amount, lease duration, and any special conditions, will be set out in a separate written Lease Agreement signed by both parties. These Terms and Conditions apply alongside that agreement.

Key points of our guaranteed rent scheme:

- We pay rent on the agreed date each month regardless of whether the property is occupied
- We take on full responsibility for the management of the property during the lease
- We will return the property in the same condition as received, subject to fair wear and tear
- The agreed rent may be below the open market rate to account for the guaranteed and hassle-free nature of the arrangement

5. Landlord Obligations

As a landlord entering into an agreement with us, you agree to:

- Provide accurate information about the property
- Ensure all legal safety certificates are valid and up to date at the start of the agreement
- Maintain valid buildings and landlord insurance throughout the agreement
- Notify your mortgage lender and insurer of the arrangement where required
- Not interfere with our management of the property or our sub-tenants during the lease period

6. Our Obligations

Comfy Hills Ltd agrees to:

- Pay the agreed guaranteed rent on the agreed date each month
- Manage the property professionally and responsibly
- Arrange routine maintenance and repairs up to an agreed threshold
- Notify you of any significant damage or issues at the property
- Return the property at the end of the agreement in good condition, subject to fair wear and tear

7. Termination

Either party may terminate the agreement in accordance with the notice period set out in the signed Lease Agreement. Early termination outside of those terms may result in financial liability for the terminating party. We reserve the right to terminate the agreement immediately if:

- The landlord breaches a material term of the agreement
- The property becomes uninhabitable or unsafe through no fault of Comfy Hills Ltd
- The landlord misrepresented material facts about the property

8. Limitation of Liability

To the fullest extent permitted by law, Comfy Hills Ltd shall not be liable for:

- Any indirect or consequential loss arising from the use of our services
- Loss arising from circumstances beyond our reasonable control (force majeure)

- Pre-existing damage or disrepair to the property not disclosed at the start of the agreement

9. Anti-Money Laundering

In compliance with UK Anti-Money Laundering regulations, we are required to verify the identity of all landlords before entering into an agreement. You agree to provide valid identification and any other documentation we reasonably request. We may be required by law to report suspicious activity to the relevant authorities.

10. Complaints

We take complaints seriously. If you have a complaint, please contact us in the first instance:

- Phone: 07446008207
- Email: manager@comfyhills.co.uk

If we are unable to resolve your complaint, you may refer it to the Property Redress Scheme or The Property Ombudsman, of which we are members.

11. Governing Law

These Terms and Conditions are governed by the laws of England and Wales. Any disputes arising from these terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

12. Changes to These Terms

We reserve the right to update these Terms and Conditions at any time. The latest version will always be published on our website. Continued use of our services after any changes constitutes acceptance of the updated terms.

If you have any questions about these Terms and Conditions, please contact us at 07446008207 or via our website.