

Wolverhampton Homes Application Terms of Use

November 2023

Welcome to the Wolverhampton Homes App – My Account. This App is provided by Wolverhampton Homes to offer our tenants a convenient digital solution to enhance your housing experience. Please carefully read the following Terms of Use before using the App.

By accessing or using the Wolverhampton Homes App, you agree to be bound by these Terms of Use. You will need to agree to these terms for you to be able to access the App.

1. Acceptance of Terms

1.1. By using the Wolverhampton Homes App, you agree to comply with and be bound by these Terms of Use.

1.2. Wolverhampton Homes reserves the right to update or change these Terms of Use at any time without prior notice. Your continued use of the App after such modifications will constitute your acknowledgment and agreement to abide by the modified Terms of Use.

2. Use of the App

2.1. The Wolverhampton Homes App is exclusively designed for customers of Wolverhampton Homes to provide a seamless and improved housing experience.

2.2. You agree to use the App responsibly and in accordance with all applicable laws and regulations.

3. Features and Services

3.1. The App provides various features and services to enhance your housing experience, including but not limited to repairs requests, communication with Wolverhampton Homes, and access to relevant information.

3.2. Wolverhampton Homes reserves the right to add, modify, or remove features or services within the App at its discretion.

4. Account Registration

4.1. To access the full features of the App, you will be required to register for an account. You agree to provide accurate, current, and complete information during the registration process.

4.2. You are responsible for maintaining the confidentiality of your account information, including your password, and for all activity that occurs under your account.

5. Privacy

5.1. Your use of the Wolverhampton Homes App is also governed by our Privacy Policy, which is incorporated by reference into these Terms of Use.

6. Communication

6.1. The App may include features for communication between customers and Wolverhampton Homes. You agree to use these features responsibly and in compliance with any guidelines provided by Wolverhampton Homes.

7. Intellectual Property

7.1. The Wolverhampton Homes App is owned by our housing system supplier NEC. Its content, features, and functionality are managed by Wolverhampton Homes and are protected by international copyright, trademark, patent, trade secret, and other intellectual property or proprietary rights laws.

8. Termination

8.1. Without notice, Wolverhampton Homes reserves the right, at its sole discretion, to terminate your access to the Wolverhampton Homes App at any time.

9. Disclaimer of Warranty

9.1. The Wolverhampton Homes App is provided "as is" without any warranties, express or implied. Wolverhampton Homes makes no representations or warranties in relation to the App, or the information and materials provided on the App.

10. Limitation of Liability

10.1. In no event shall Wolverhampton Homes be liable for any indirect, special, incidental, consequential, or punitive damages, or any loss of profits or revenues, whether incurred directly or indirectly.

11. Governing Law

11.1. These Terms of Use are governed by and construed in accordance with the laws of England and Wales.

12. Contact Information

12.1. For questions about these Terms of Use or the Wolverhampton Homes App, please contact Wolverhampton Homes at:

- homes.direct@wolverhamptonhomes.org.uk

Thank you for using the Wolverhampton Homes App – My Account.