

Company Policy: Tenant Contact Details Requirement for Appointments

1. Purpose

To ensure efficient scheduling and completion of work, KCC Team Ltd requires occupier (tenant) contact details for all jobs at tenanted properties. This policy helps prevent missed appointments, unnecessary delays, and wasted resources.

2. Policy Statement

When booking an appointment at a tenanted property, the landlord (or managing agent) must provide a valid contact number and/or email address for the occupier. This enables our team to:

- Confirm the appointment directly with the tenant.
- Send reminders and updates regarding the visit.
- Minimise the risk of missed appointments.

3. Data Protection & GDPR Compliance

We handle tenant contact details in full compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

- Tenant details will be used solely for appointment scheduling and related communications.
- We will not share these details with third parties.
- All personal data is stored securely.
- Tenants may request the removal of their details at any time by contacting us.

4. Landlord Responsibility

It is the landlord's responsibility to ensure that they have a lawful basis for sharing the occupier's contact details with us. Typically, this is covered under "legitimate interest" or "contractual necessity" under GDPR. If a landlord refuses to provide occupier details:

- The landlord assumes full responsibility for ensuring the tenant is present at the agreed time.
- If our engineers arrive and cannot gain access, a missed appointment fee of £75+VAT will apply.

5. Alternative Option

If a landlord does not wish to provide occupier contact details, they must:

- Confirm in writing that they have personally informed the tenant of the appointment time.
- Accept liability for any missed appointments and associated fees.

6. Agreement & Enforcement

By booking a job with KCC Team Ltd, landlords agree to comply with this policy. This policy will be enforced for all appointments scheduled from 04/02/2025.

For further information, please contact us on 01273671617 or admin@kccteam.co.uk