

Interim Inspection



Inventories 4 Rent

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Property inspected by Colin Hayes (Inventories 4 Rent - APIP No MO191477)

Reference: Mid Term

Address

Example
Example
Example
Example



Carried Out

June
1st 2015
09:00

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BASIS OF REPORTING

This report is prepared in accordance with '**A Guide to Best Practice for Inventory Providers**', a guide produced independently for the Professional Bodies for the letting industry (APIP, ARLA, NAEA, RICS). It has also been prepared on the basis that, unless specifically mentioned, all items inspected have been found in a good 'Normal Use' condition and free from defects and damage over and above normal expected defects and imperfections commensurate with our perceived age of any item. Accompanying images or video form part of the detail of this report.

GUIDE TO USING 'INVENTORIES 4 RENT' REPORTS

The object of our Inventory Reports

An Inventory Report is prepared to provide a written record of the contents of the property as well as the condition of the contents and the decorative condition of the areas and spaces to the extent of the instructing principal's instructions. Our reports are intended to make the check in and check out procedures as smooth and trouble free as possible. Our inventory report can be used at both check in and check out. We use our best endeavours to ensure that our inventory reports describe an accurate and true list of the contents and condition of a property at the time of inspection. However, our report will need to be agreed by the landlord and tenant to confirm its accuracy.

Check in

Each party to the tenancy should have matching copies of our inventory inspection report. Additionally the check in operative will need to:

- List keys in the space provided
- Update meter readings if required
- Obtain signatures in the check in declaration section.

Check in practicalities

Tenants may understandably be unwilling to sign the check in declaration of an inventory prepared by the landlord or his clerk until they have had a chance to thoroughly examine the property, compare this to the inventory document and to make any required check in comments. Our inventory inspection report contains a check in declaration that sets out a seven day opportunity from signing for tenants to make comments. If the tenant does not make comments within the seven day period, both parties should rely on the signed inventory document as the basis for comparison at the end of the tenancy. If the tenants return their commented upon inventory copy within seven days, the landlord can review any disputed items and resolve these before both parties agree any changes.

At this stage both landlord and tenant should be in agreement and comfortable that at the end of the tenancy both parties can rely on the inventory report to check for damages, dilapidations, missing items and the condition of cleanliness etc.

Check out inspection (Original Inventory carried out by Inventories 4 Rent)

Tenants should return all items in the property to their original locations as detailed in the inventory report and/or as detailed in the accompanying images. This includes all furniture, fittings and other movable items, especially items stored in kitchen cupboards and worktops etc. Should this not be the case, a charge will be payable by the tenant/s to cover any landlord costs for any time expended in searching for items that are not in the locations set out in the original report and/or detailed in the inventory's photographic evidence.

Using the inventory signed and agreed after any amendments at check in, carry out a thorough inspection of the property. You will need to take into account fair wear and tear of any items that have deteriorated during the tenancy. The landlord should list for the tenant's attention any items that are missing, damaged or not cleaned to the required standard and invite the tenants to comment. With the tenants comments considered, the landlord should then present a written list of dilapidations noting the cost of replacement / reinstatement. When agreed by both parties the information should be listed on the check out sections on the report. The landlord and tenant should sign the check out declaration and initial the check out comments sections.

Mid-term inspection

A mid-term inspection occurs at a pre-determined date during the term of the tenancy, the objective of which is to determine if the property is generally being looked after, if there are any particular problems, if the tenant is obviously in breach of any key terms of the tenancy and to alert the landlord and/or tenant to potential works that may be needed.

A mid-term inspection is **NOT** a check against the Check-In Inventory Report, a survey of the property nor a check on the living habits of the tenant(s).

Photographic or video evidence

If we have provided photographic or video evidence at the inventory inspection and preparation stage this will be included in the inventory report.

Scope of these instructions

All of the above details represent a general guide to using our inventory reports in England. This guide and any information contained therein should not be interpreted as legal advice, health and safety advice or a definitive list of any statutory legal or health and safety regulations that may apply to the reader's obligations. In our view it is a landlord's sole responsibility to ensure that all legal and statutory requirements are complied with in relation to any tenancy created or in force for their properties.

Further information

We hope that this information will be helpful and practical. If you require any particular further information in respect of our inventories please contact Colin at Inventories 4 Rent.

DEFINITIONS OF SOME OF THE COMMON TERMS USED IN THE INVENTORY REPORT

- **New** - Unused condition possibly still in wrapper or new tags/labels attached. New build property not yet lived in. Completed renovation.
- **Good Condition** - signs of slight wear, generally lightly worn rather than marked or very slight minor scuff marks when describing walls or doors. In clean order.
- **Reasonable/Fair Condition** - signs of age, frayed, small light stains and marks or discolouration.
- **Poor Condition** - extensive signs of wear and tear, extensive stains/marks/tears/chips.
- **Very Poor Condition** - extensively damaged/faulty items, large stains, upholstery torn and or dirty, pet odours/hair.
- **Intact** - no cracking or obvious damage.
- **Dirty** - in need of cleaning above that required for grubby and requiring cleaning involving cleaning materials.
- **Dusty** - a covering of dust removable with a vacuum or duster.
- **Filthy** - extremely dirty and requiring major cleaning to a professional standard and in a state that may not be re-storable to an acceptable standard.
- **Greasy** - greasy to the touch.
- **Grubby** - in need of cleaning above that required for dusty and requiring cleaning materials.
- **Mildew/Mould** - evidence of mould growth or spots/patches of mildew/mould due to tenant allowing excessive condensation in the property.
- **Soiled** - badly stained and marked
- **Stained** - discoloured sections.
- **Worn** - showing signs of undamaged usage.
- **Professionally Clean** - property has been deep cleaned throughout and is ready for a new tenant to move in without having to clean any areas. Taps and sinks are free of watermarks and smears and polished with a shine.
- **Domestically Clean** - property has been spring cleaned but further deep cleaning will be required in certain areas before a new tenant can move into the property. Areas of concern may include dust, smearing, grease, food stains, tarnishing, discolouration, soap stains, hairs in sink, chemical stains, watermarks and any other condition not allowing the item to be in its best condition.
- **Further Clean Required** - although an attempt to clean the property can be seen, it has been carried out to an unsatisfactory level and a large percentage of the property requires further cleaning before a new tenant can move into the property.
- **Pet/Smoke Damage** - in most cases pets and smoking will not be allowed in rental properties unless specifically agreed and written into the tenancy agreement. If there is no written agreement, you must assume that no pets and smoking are allowed inside the property boundary. Any pet and/or smoke damage found at Check-Out will be charged to the tenant. This includes things like nicotine stains, pet claw marks etc.
- **Adhesive Damage** - signs of damage to paintwork caused by adhering blu/white tak, sellotape, stickers or picture hooks to any wall/ ceiling in the property.
- **Wear and Tear** - Wear and Tear is defined as the "reasonable use of the premises by the tenant and the ordinary operation of natural forces (ie the passage of time)".
- **Items NEVER classified as Wear and Tear** - allowing water/fire damage to a property, avoidable damage to an item or area, staining on carpets/flooring, grease, carbon markings or burnt food on ovens/grills, water marks, hair in sinks, lime-scale, dust, dirt, staining on floors, heavy scratching, knife marks, pet hair/damage, smoke damage, misuse/abuse/excessive use of an item, replacing an items with one of lesser quality, broken items and any other items not considered to have been caused by normal use due to the passage of time.
- **Excessive Wear and Tear** - excessive wear and tear includes circumstances where overuse outside of expected normal usage will require compensation or charges to rectify the overuse. For example, two picture hooks in each wall may be classified as fair wear and tear. Fifteen hooks in a wall is abnormal use and the holes will need to be made good at the tenant's expense.

CHECKLIST FOR TENANTS ON VACATING A RENTAL PROPERTY

Please note that this list is **NOT** exhaustive and is intended as a Guide only.

It is essential that a tenant leaves a rental property in as similar a condition as when they took possession of the property as otherwise the landlord has the right to levy rectification and excessive wear and tear charges under most tenancy agreements. In particular, tenants can be surprised to find the Check-Out Inventory Report commenting less than favourably on the standard of cleaning with a requirement for further cleaning at considerable extra cost. The tenant must leave the property in a condition whereby the next tenant could move in straight away. This document is therefore intended as a tool to help tenants avoid discrepancies between the Check-In Inventory Report and the Check-Out Inventory Report, thus minimising the charges that a landlord would need to levy under the tenancy agreement.

1. Ensure all keys issued at Check-In are ready for return at Check-Out
2. Empty the property of all of the tenant's possessions
3. All items of furniture and other items should be returned to their original places as listed in the Inventory Report, including any items that have been stored and packed away. This will avoid any charges to the tenant, either for misplaced property, or for time spent finding and repositioning items.
4. If carpets were new or professionally cleaned at the start of the tenancy, they should be professionally cleaned at the end of the tenancy (keep the receipt as evidence to prove you have had the work done).
5. Where supplied, bedding and linen should be dry cleaned/laundered, ironed and placed neatly in the appropriate room. Beds should not be made up, as all mattresses will be examined in accordance with the Inventory Report. The Inventories 4 Rent Agent will not remake beds.
6. Has the property been cleaned to a professional standard (this is a thorough, in-depth end of tenancy clean) and left tidy at the end of the tenancy. Some things worth considering:

- 6.1.** Kitchen appliances including grill pans, wire racks and hob burners - carbon markings, grease, scorch marks, scratch marks, control buttons and knobs missing or broken, grill pan or inset rack or handle missing. Cleanliness and odour of fridges, dents, damage or scratches, missing shelves or internal loose fittings.
- 6.2.** Kitchen units, cupboards and drawers - internal and external cleanliness, missing or broken handles.
- 6.3.** Soap dispensers, filters, and rubber seals of washing machines, dryers and dishwashers - internal and external cleanliness, damage.
- 6.4.** Paintwork, skirting boards, picture rails, architraves, window sills - dust, dirt, chips, marks, pins, nails, shelves, ring marks, leads or similar pinned to skirtings, or holes left from removal.
- 6.5.** Extractor fans and air vents - dust, grease, working lights.
- 6.6.** Light, electrical and communication fittings - cracked or broken points, switches or faces etc. no bulbs or bulbs not working, missing or broken shades, extra phone points, junction boxes for cables or aerial connection leads added or missing.
- 6.7.** Carpets and flooring - general cleanliness, spots, stains, burns, wax, small tears and snags, furniture stand marks, pet scratching or staining.
- 6.8.** Walls - dirty marks, furniture rubs or scuffs, gouges, picture hooks, screw fittings, holes or damage from their removal, sticky tape, blue-tac marks, touch up marks, decoration, dents, scribbles, holes for leads etc.
- 6.9.** Ceilings - stains, carbon marks, pins, holes, screws, hooks.
- 6.10.** Doors - chips, holes, hooks, broken latches, handles, catches, disconnected or removed self-closers, letterboxes, pet flaps, lock damage.
- 6.11.** Windows - cracked glass, mould, rotting frames, broken locks, broken sash cords, missing keys, holes from additional blinds and curtain rails
- 6.12.** Bathrooms/Shower rooms/En-suites/Cloakroom - general cleanliness, limescale build-up or water marks, scratches, chips to bath or shower, shower riser rails, clips or broken fittings, sealant around bath shower for mould/mildew, plug holes/chains. Cracks to basins. Staining in toilet bowl, condition of seat, cover and seat fixings, cracks to bowl, state of shower curtain.
- 6.13.** Furniture - cushions and mattress for stains, scratches, dirt, chips, heat marks.
- 6.14.** Garden areas - lawns cut, weeds removed, appropriate to the relevant season.

Disclaimers

The accuracy of all our reports is subject to the agreement of the tenant and landlord or their respective agents. All our reports are compiled by a person who is not a qualified buildings surveyor or health and safety expert or qualified to offer legal advice of a landlord or tenant's obligations. Neither is the person compiling our reports an expert on any materials that may be found and described in the property including but not limited to woods, fabrics and antiques. Our reports are not to be used as a definitive and accurate description of each and every piece of equipment and furniture in the property or as any type of report such as a property survey or structural survey. Any property in lofts, garages and cellars that are not included in our reports are the sole responsibility of the landlord. Our reports do not contain a statement that any item or materials described complies with any regulations. All statements as to safety labels must be checked for validity by the recipient/s of our reports. Our services are subject to our Terms and Conditions of trading, a copy of which is available on request.

No warranty of accuracy is given concerning the contents of the information contained in this publication. To the extent permitted by law no liability (including liability to any person by reason of negligence) will be accepted by Inventories 4 Rent or its employees or agents for any direct or indirect loss or damage caused by omissions from, or inaccuracies in this document.

The preceding guide to using our reports is intended as a general guide only. This guide and any information contained therein should not be interpreted as legal advice, health and safety advice or a definitive list of any statutory legal or health and safety regulations that may apply to the reader's obligations. It is our understanding that it is a landlord's sole responsibility to ensure that all statutory and/or legal requirements are complied with in relation to any tenancy created or in force for their properties. We do not guarantee the legal accuracy of any information set out in this document. Any actions the reader may take in relation to activities described herein are solely the responsibility of the reader.

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AUTHORISED USAGE

The usage of this report is limited to the landlord, tenants and agent (if any) of the property this report relates to. Any other usage must be authorised.

All services we provide are subject to our Terms and Conditions of trading which are available upon request.

CONTACT DETAILS

Inventories 4 Rent

Proprietor: Colin Hayes

Email: inventories4rent@btinternet.com


Website: inventories4rent.co.uk

Checklist Item	Value	Comments
Limitations to Report ?	No	
Parking Permits required ?	No	
Cleaning Issues?	No	
Maintenance Issues?	No	
Evidence of Unauthorised Occupancy?	No	
Evidence of Smoking?	No	
Evidence of Pets?	Yes	1 X dog
Any other notes	No	

1. PROPERTY BRIEF DESCRIPTION		
Item	Description	Condition
1.1 Brief Description of the Property	The property is a three bedroom semi detached house	

2. INTERNAL CONDITION		
Question	Answer	Comments
2.1 Kitchen/s Clean ?	Yes	
2.2 Bathroom/s Clean ?	Yes	
2.3 Carpets/Floor Coverings Clean ?	Yes	
2.4 Reasonable Decorative Order ?	Yes	
2.5 Signs of Damp or leaks ?	No	
2.6 Signs of damage or neglect ?	No	
2.7 Rubbish or Unwanted Items ?	No	
2.8 Any Areas of concern ?	No	
2.9 Tenant/s comments	No	

3. EXTERNAL CONDITION		
Question	Answer	Comments
3.1 Garden/s being maintained ?	No	Some weed growth is evident
3.2 Outbuildings in Reasonable Condition ?	Yes	
3.3 Guttering in Reasonable Condition ?	Yes	
3.4 Walls/Fencing in Reasonable Condition ?	Yes	
3.5 Windows/Doors in Reasonable Condition ?	Yes	
3.6 Any Areas of concern ?	No	

3. EXTERNAL CONDITION (CONT.)	
3.7 Tenant/s comments	No
	

4. KEY POINTS TO NOTE	
Item	Condition
4.1 Internal	<p>This is not a check against the Inventory and schedule of condition report. The notes will comment on any obvious defects and general standards of housekeeping. The following items will be checked assuming access is not restricted:</p> <ul style="list-style-type: none"> Flooring/carpets; Major kitchen items including work surfaces; Windows and frames; Decor to walls and ceilings; Bathroom appliances and fittings Furniture (if furnished tenancy); Curtains or roller blinds; Cupboards (drawers etc will not be opened without the express consent of the tenant); <p>Faults noted may not necessarily be the responsibility or liability of the tenant as they may be considered fair wear and tear, or come under the landlord's repairing and/or safety regulation obligations providing there is no evidence of neglect or misuse by the tenant. Where necessary faults or damages may be photographed;</p>
4.2 External	<p>It must be noted that all comments are made on the basis of items that are clearly visible from the ground and must not be considered to be a surveyor's report in any way. Please be aware that the maintaining of the fabric and structure of the building is the responsibility of the landlord;</p>

Declaration

In the case of Check In, I, the tenant, hereby acknowledge receipt of this Inventory and accept the contents and condition of the property to be as set out in this Inventory. I, the tenant, further hereby acknowledge, accept and understand that, from the Check In date, I have seven days in which to make a closer and more thorough inspection of the property and confirm in writing any comments or amendments to this Inventory on the check in sections of this document and return this document to the landlord or their agent. I further acknowledge, accept and agree that unless I make any such written amendments or comments and return this document to the landlord or their agent within seven days of my receipt of this document, this Inventory document will be the definitive basis of comparison of the contents and condition of the property at the time of the end of the tenancy, howsoever occasioned. Where the Check In Inventory is signed electronically, it is not possible to initial every page. I acknowledge that by signing this declaration, I agree that I have reviewed all pages of the report with the Check In Operative and confirm my agreement to the validity of this document.

In the case of Check Out, I, the tenant accept, acknowledge and agree that the landlord or their agent has the statutory time allowed under the UK Government's Tenancy Deposit Scheme regulations from the termination of the tenancy to which this Inventory applies, howsoever occasioned, to present me with a list of dilapidations or missing items which are chargeable to me the tenant and may be deductible from the Tenant's deposit paid at the commencement of the tenancy. The landlord hereby confirms that they will use their best endeavours to ensure that no unfair deductions or deductions for fair wear and tear will be made from the Tenant's deposit. Where the Check Out Inventory is signed electronically, it is not possible to initial every page. I acknowledge that by signing this declaration, I agree that I have reviewed all pages of the report with the Check Out Operative and confirm my agreement to the validity of this document.

In the case of Mid-term inspection, I, the tenant accept, acknowledge and agree that I have advised the Inventories 4 Rent Agent of any remedial action required to the property, whether the responsibility of the tenant or the landlord. I also confirm that to the best of my knowledge, I am not in breach of the tenancy agreement. I further confirm that this report is indicative of how I am generally looking after the property in line with the tenancy agreement.

I further accept, acknowledge and agree that this check in, check out or mid-term inspection declaration applies to the tenant in the singular or tenants in the plural as applicable to the tenancy agreement to which this report relates.

Signed by the
Signature
Print Name
Date	/ /

Signed by the
Signature
Print Name
Date	/ /

Terms & Conditions

1. DEFINITIONS

Agreed Condition - In the case of Inspections undertaken before Check-In or Check-Out, it is agreed that the property will be vacant and in a state of readiness to let. All repairs will have been completed, all cleaning and decoration work will have been undertaken and all non-compliant appliances will have been removed from the property. No furnishings will be intended to be removed or added. The property is being presented for tenants to Check-In or Check-Out. In the case of Mid-Term Inspections, the property will be safe, clean, tidy, and presented in a manner that will facilitate the inspection;

Check-In - The process of handing over the property on the date a tenant takes possession of a rental property;

Check-In Date - The date on which Check-In occurs;

Check-Out - The process of handing back the property on the date a tenant gives up possession of a rental property;

Check-Out Date - The date on which Check-Out occurs;

Client - The person instructing Inventories 4 Rent either verbally or through written communication, expected to be either the landlord, letting agent, landlord's representative or other instructing principal;

Fit for Purpose - Being in a good enough condition in order that Inventories 4 Rent can provide the Service(s) contracted for with the Client. Inventories 4 Rent reserves the absolute right to determine the exact definition of "fit for purpose". This might include, for example, ensuring that the property is free from potentially dangerous animals or tenants with a history of violence and that there are no health and safety concerns or structural issues etc;

Hourly Fee - The amount set out in Schedule 1 "Services & Prices" relating to the price to be charged per hour for the provision of the Service(s);

Inventories 4 Rent Agent - The person undertaking the Service(s) provided by Inventories 4 Rent;

Inventories 4 Rent Contact Details - Address: 9 Castlefields, Bournmoor, Houghton-le-Spring, Tyne & Wear, DH4 6HH; Email: inventories4rent@btinternet.com; Phone: 07961 773399; Website: www.inventories4rent.co.uk

Inspection - Being a visit to and independent viewing of a rental property in order to prepare an Inventory or other Report;

Inspection Date - Being the date on which the Inventories 4 Rent Agent undertakes an Inspection;

Inventory Report - A written, factual record of the general and decorative condition, and cleanliness of a rental property and its contents at the time of inspection. The Inventory Report is prepared in accordance with 'A Guide to Best Practice for Inventory Providers', a guide produced independently for the Professional Bodies for the letting industry (APIP, ARLA, NAEA, RICS);

Mid-Term - A date selected during the term of the tenancy, normally on 3 or 6 month intervals;

Mid-Term Inspections - The inspection that occurs at a pre-determined date during the term of the tenancy, the objective of which is to determine if the property is generally being looked after, if there are any particular problems, if the tenant is obviously in breach of any key terms of the tenancy and to alert the Client to potential works that may be needed;

Price(s) - The amount(s) set out in Schedule 1 relating to the fixed prices to be charged for the provision of the Service(s)

Proprietor - Colin Hayes;

Report - A written record of the results of an Inspection, whether a Mid-Term Inspection or Check-In or Check-Out, prepared in accordance with 'A Guide to Best Practice for Inventory Providers', a guide produced independently for the Professional Bodies for the letting industry (APIP, ARLA, NAEA, RICS);

Service(s) - The Service(s) provided by Inventories 4 Rent include, amongst others, the preparation of Inventory Reports, Check-Ins, Check-Outs, Tenant Information Packs, Viewings and any other property related service agreed in advance by the Proprietor.

2. GENERAL TERMS & CONDITIONS

2.1. These Terms and Conditions of business govern any and all Service(s) provided by Inventories 4 Rent, an independent inventory and service provider to the property letting market. Inventories 4 Rent shall not provide Service(s) under any other agreement unless agreed in writing by the Proprietor.

2.2. The Client agrees to ensure that the property is fit for purpose of the provision of the Service(s) by Inventories 4 Rent and to advise Inventories 4 Rent of any concerns regarding tenants or health and safety issues or any other pertinent information prior to the Inventories 4 Rent Agent entering the property.

2.3. Bookings can be made by telephone, email, in writing or through any other form of communication available now or in the future. Any form of booking will be deemed to be a contract to carry out the Service(s) and as such reserves the required diary space to provide the required Service(s). The Client has effectively "purchased" the diary slot and accepts that there is a value to this. Failure to fill the slot will result in a charge being made. Inventories 4 Rent reserve the absolute right to cancel bookings should they feel that Inventories 4 Rent is not going to fulfil its contractual commitments.

2.4. The Price(s) for the Service(s) are as set out in Schedule 1 and may be varied by agreement in writing from time to time.

2.5. In the event that Inventories 4 Rent attends the property to provide the Service(s) and the property is not either fit for purpose or in the Agreed Condition as set out above or if the Inventories 4 Rent Agent is unable to gain access to the property, then an abortive fee of 50% of the cost of the Service(s), subject to a minimum charge of £25, plus mileage costs where relevant will be charged. Inventories 4 Rent will not be liable whatsoever for any costs or expenses incurred by the landlord or any other third party as a result of an aborted Service. Upon payment of the abortive fee, Inventories 4 Rent will arrange a further visit to the property to provide the requisite Service(s).

2.6. In the event that Inventories 4 Rent has to wait on site at the request of the Client, an additional Hourly Fee will be charged for the first hour or less. For each subsequent 15 minute period (full or partial) over and above the first hour, a minimum charge of 25% of the Hourly Rate will be incurred by the Client. For example, a 30 minute delay will incur a fee of 100% of the Hourly Rate and a delay of 1 hour 25 minutes will incur a fee of 150% of the Hourly Rate. Wrong keys, provision by the Client of incorrect paperwork, delay in entering the property, having to wait onsite for emergency repairs to be carried out or any other reason not caused by Inventories 4 Rent will be charged at this Hourly Rate.

2.7. Inventories 4 Rent will assume the rental property and/or its level of contents is as per the quotation and is not oversized or over furnished (in accordance with Schedule 1). Inventories 4 Rent reserves the right to deviate from a quoted price upon finding a property to be oversized or over furnished.

2.8. Normal hours of work are 9am to 5.30pm Monday to Friday. Appointments outside of these hours may be available on request but may be subject to an additional surcharge.

2.9. Standard payment terms are 7 days after invoice date.

- 2.10. Any accounts that remain unpaid more than 7 days after the due date of payment will be liable to a late payment charge of £25 to cover the administration involved in follow up letters and calls. Should the account remain unpaid 21 days after the due date of payment, there will be a further charge of £25 plus interest, charged on a monthly basis at 5% on all outstanding monies, including late payment charges.
- 2.11. All reports will be delivered by electronic mail unless Inventories 4 Rent are carrying out an accompanied visit with the tenant. Where a printed copy is requested by the Client, this will be delivered by whichever postal service the Client requests and will be charged on a cost basis. Inventories 4 Rent cannot be held responsible for delays in the postal system as this is outside of their control.
- 2.12. We are entrusted with our Clients' confidential information and promise to use and secure all information in an ethical fashion under the Data Protection Act. All data is held on offline hard drives, all personal data which is no longer required is disposed of responsibly and all correspondence is treated as strictly confidential.
- 2.13. In the event of a Client being unsatisfied with any aspect of our Service, we would respectfully request that the details of the dissatisfaction are provided to the Proprietor who will aim to resolve the matter within 7 working days.

3. INSPECTIONS, INVENTORY REPORTS & OTHER REPORTS

- 3.1. The Inventories 4 Rent Agent will not enter attics, basements, lofts, cellars, locked or inaccessible rooms, poorly lit rooms, rooms housing a dog or any other potentially dangerous animal. Outbuildings will not be entered unless previously agreed with the Client prior to the Inspection date. All Inventory and other Reports will not therefore cover those areas in the property that are not readily accessible. Property left in inaccessible areas, which have not been inspected, will remain the sole responsibility of the landlord.
- 3.2. The Inventories 4 Rent Agent is not an expert in materials, decoration, furnishings, fabric or wood etc and is presenting a layman's description of these items. All descriptions used in Inventory and other Reports are for identification purposes only. For example where the words 'gold', 'silver' or similar descriptions are used, they refer to the colour of an item and not the material. The Inventory or other Report will not state whether an item is antique or reproduction.
- 3.3. The Inventories 4 Rent Agent is not a building surveyor or valuer and will not make reference to the structure or basic fabric of the building. Inventories 4 Rent do not provide a valuation of the items contained in the Inventory or other Report and no warranty or guarantee is given in respect of such value.
- 3.4. The property will be presented in the Agreed Condition on the Inspection Date. Inventories 4 Rent provides independent Inventory and other Reports based on their professional opinion of what they see, industry established fair wear and tear guidelines and produces Reports in accordance with "A Guide to Best Practice for Inventory Providers". No warranty or guarantee is given regarding the adequacy of, or safety of any equipment or contents contained in the property.
- 3.5. If the property is not presented in the Agreed Condition, Inventories 4 Rent will discuss with the Client the limitations of the Inventory or other Report that can be produced. If it is agreed that the Inspection and Inventory or other Report shall proceed as intended, Inventories 4 Rent will accept no liability whatsoever for any shortcomings in the Inventory or other Report resulting from the limitations arising from the property not being presented in the Agreed Condition for a best practice Inventory or other Report to be produced.
- 3.6. An Inventory Report will not include any items which are in an inaccessible place, perishable items such as houseplants, garden plants, food items, garden livestock or contents of sheds and garages (other than garden tools which appear new and unused), minor household items such as cleaning materials, light bulbs etc.
- 3.7. The accuracy of an Inventory or other Report is subject to the agreement of the tenant and landlord or their respective agents. An Inventory Report contains a Check-In declaration that sets out a seven day opportunity from signing for tenants Report to make comments. If the tenant does not make comments within the seven day period, both parties should rely on the signed Inventory Report as the basis for comparison at the end of the tenancy.
- 3.8. Any discrepancies regarding the contents of, or descriptions within the Inventory or other Report must be reported to Inventories 4 Rent in writing within 7 days of the date of inspection, otherwise it is deemed that the contents of the Inventory or other Report are agreed and accurate.
- 3.9. An Inventory Report will list but not itemise or count contents contained in overcrowded drawers or cupboards, excessive amounts of crockery, pots, pans, cutlery, utensils, and ornaments and used or soiled bedding. A general photograph will be taken to indicate items exist.
- 3.10. The Inventories 4 Rent Agent will not move heavy items of furniture including appliances, beds and sofas (unless easily moved on castors and are in a room of sufficient size to comfortably move them). Any discrepancies associated with such objects are not the responsibility of Inventories 4 Rent due to health and safety issues with lifting and moving large objects.
- 3.11. Mattresses will only be lifted if they do not constitute a health and safety issue. Every effort will be made to check both sides of mattresses and slats of beds if safe to do so. If unable to do so, this will be noted in the Inventory or other Report. If beds are made up the Inventories 4 Rent Agent will not examine the mattress.
- 3.12. Unless the inspection is carried out in daylight hours, the garden and exterior of the property will not be inspected and this will be noted in the Inventory or other Report.
- 3.13. Electrical appliances, machinery, boilers, gas appliances, radiators, water supply, and other similar items will not be tested for operation, although we will note if we have seen appliances working. Main lighting is solely tested to indicate whether light bulbs are working correctly. Electrical items may be tested for safety by a qualified electrician only. The fire and safety regulations regarding furniture, gas, electrical and similar services are ultimately the responsibility of the Client. Where the Inventory or other Report notes "Fire label seen", this should only be interpreted to mean that the item has a label attached and not that it complies with the "Furniture and Furnishings (Fire) (Safety) Regulations 1988 as amended 1993".
- 3.14. Safety and other certificates and appliance manuals that are required to be provided to tenants will be required on the Inspection Date and if missing, will be noted as such. Inventories 4 Rent are not responsible for the authenticity of labels, certificates, manuals or any other regulatory notices. We merely report on the presence or otherwise of such items.
- 3.15. Towels, bed linen and other similar items will only be inspected if they appear to be laundered.
- 3.16. Burglar alarms, smoke detectors and carbon monoxide alarms will not be tested, unless the test operation is clearly and simply marked. The Inventories 4 Rent Agent will not spend time reviewing appliance manuals to determine how to undertake the test operation. If a test has been undertaken, it will be noted in the Inventory or other Report.
- 3.17. Provided the Inventories 4 Rent Agent is able to locate meters, the location and applicable readings along with the date will be included within an Inventory or other Report. If meters are located above head height, beneath undergrowth or are somehow not readily accessible, or are located on public land or below ground level, then readings will not be taken. In any event, the Client should inform the Inventories 4 Rent Agent of the whereabouts of the meters. Meter readings should always be checked by the person undertaking the Check-In or Check-Out process and confirmed in the appropriate section within the Inventory or other Report.
- 3.18. A list of standard definitions which is intended to facilitate the reader's understanding of Reports prepared by Inventories 4 Rent are included in Schedule 2.
- 3.19. If a Report is requested on Check-Out, the Check-Out inspection will take place only after the tenant has fully vacated the property. Until the keys are returned or the tenant has surrendered the tenancy, the tenant is deemed to be in possession of the property even if it is empty.

If the property has not been fully vacated and a further visit is required an abortive fee of 50% of the cost of the Inventory Report plus mileage costs where relevant will be charged.

3.20. The Check-Out Report produced will provide a general, relative description of the property, along with details of any discrepancies compared to the original Inventory Report at Check-In. The Inventories 4 Rent Agent will note any items for which an allowance for fair wear and tear is appropriate. Fair wear and tear is assessed on the length of the tenancy and the type of occupancy, noting that certain items receive higher usage. We acknowledge that the contractual terms listed in the tenancy agreement may overrule the opinion of the Inventories 4 Rent Agent.

3.21. The Check-Out Report will also include differences in condition and cleanliness of items, items which are missing and items which are present that were not originally listed. The Check-Out Report will give an overall impression of the property, will make comments and give recommendations only. It is not the role of Inventories 4 Rent to assess the amount of damages.

3.22. If the Check-In Inventory Report has not been carried out by Inventories 4 Rent, the Inventories 4 Rent Agent will require the Client to provide a scanned copy of the Check-In Inventory Report at least 24 hours prior to undertaking the Check-Out Inspection.

3.23. The tenant may attend the Check-Out inspection or appoint a representative to attend on their behalf.

3.24. Inventories 4 Rent has prepared a "Checklist for Tenants on Vacating a Rental Property" (available to Clients on request) which it is recommended that the Client provides to the Tenant as a guide to ensure that the tenant fully understands his obligations at the end of the tenancy.

3.25. If the Client disagrees with the recommendations or alleges that a Check-Out Report contains omissions or discrepancies, the onus is on the Client to provide evidence, documentation and/or information that can be used by a Dispute Service to consider any claim. A Dispute Service is there to act as an Arbitrator. The decision of the Dispute Service will be final and binding.

3.26. Inventories 4 Rent will not re-enter a property once a Report has been conducted, unless to re-make a Report. Inventories 4 Rent cannot independently verify any time lapse between the completion of an Inventory Report and any alleged omission or discrepancy made by any party entering after the Inventory Report has been completed. It has to be acknowledged that some alterations (any amount of damage, items removed or added) to the property may occur within this period.

3.27. The scope of a Mid-Term Inspection is clearly defined in the definitions section above and is not a check against the Check-In Inventory Report, a survey of the property nor a check on the living habits of the tenant(s).

4. LIABILITY

4.1. The liability of Inventories 4 Rent will be limited to the cost paid by the Client for the Service. Inventories 4 Rent accepts no liability for losses, direct or otherwise, in excess of the cost of the Service provided.

5. TENANT'S INFORMATION PACK

5.1. Inventories 4 Rent is willing to submit quotations to prepare a Tenant's Information Pack for a Property on the basis of a detailed specification provided in advance of the quotation. Inventories 4 Rent accepts no liability whatsoever for missing information, this liability remaining with the Client and/or landlord.

6. VIEWINGS AND OTHER PROPERTY RELATED SERVICES

6.1. Inventories 4 Rent is willing to undertake other Service(s) on behalf of the Client and fees for other Service(s) will be agreed on an ad hoc basis in advance of any work commencing and will largely be costed on a fixed fee or time-cost basis.?

SCHEDULE 1 & 2 TO BE PROVIDED DIRECTLY TO THE CLIENT.