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# Inventory and Schedule of Condition

1, 23 ANY FLAT, SAMPLE TOWN, SAMPLE VILLE NE1 2C



Date Compiled: 12<sup>th</sup> January 2012

Instructed By: MADISON PROPERTIES LTD

INVENTORY | TENANT CHECK IN | MID TERM | TENANT CHECK OUT | DISPUTE RESOLUTION

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**PLEASE NOTE :**

EVERY EFFORT IS MADE TO ENSURE THE CONTENT OF THIS REPORT IS ACCURATE AND THAT THE DOCUMENT REFLECTS THE PROPERTY IN ITS STATE AT TIME OF CAPTURE. Please be aware that changes may have been made to the property since the report was compiled without our knowledge.

Where no comment on condition is made regarding an item in the inventory, That item will be deemed clean, fit for purpose and ready for use. Where a comment on the condition of an item is made it will be self explanatory and relate only to that item.

No abbreviations are used in this report.



## Inventory Summary and Declaration

This page contains information relating to the property at the time of inventory.

**Property type, general level of cleanliness and decorative order:**

The property is a 2 bedroom unfurnished flat with en-suite and balcony, in excellent decorative order, domestically cleaned to a high level and has had some professional cleaning

**General description of the carpets and floorings:**

Floorings are showing some marks where listed through the inventory

**List of Gas Appliance certificates in the property:**

None

**List of certificates seen:**

None seen

**Have the windows been professionally cleaned:**

No

**Location of electric, gas and water main isolators:**

Electric isolator is in the entrance hallway cupboard, there is no gas to the property, no water stopcock seen

**List of available appliance manuals:**


Full appliance manuals in property folder located in kitchen

**Any evidence of pets and or smoking:**

None seen

**IT IS THE TENANTS RESPONSIBILITY TO APPEAR FOR THE CHECK IN AS BOOKED WITH THE AGENT / LANDLORD.**

I have inspected the entire property and agree with all the conclusions and the statements made in the attached inventory along with the stated meter readings. I have received a copy of the inventory report and the tenant guidelines. I have been given keys to the property, and I understand that by signing I am agreeing that this report is a true and accurate reflection of the condition and content of the property at the start of my tenancy.

	Print your name here	Sign your name here	Date
Clerk / Agent		Leon Nelman	12.01.2012
Tenant 1			
Tenant 2			
Tenant 3			
Tenant 4			
Tenant 5			
Tenant 6			
Tenant 7			



## Meter Readings And Keys supplied:

### Gas meter:

Reading: No reading obtained

Serial number:

Meter location:



### Electric meter:

Normal / R1 Reading: 16612.81

Low / R2 Reading: 45723.12

Total Reading: 62335.94

Serial number: S96E80850

Meter location: Located in the main riser



### Water meter:

Reading: 00098.43

Serial number: 07M360450

Meter location: Located in the main riser






### Keys at inventory:

Type details here:

1 Yale style flat front door key, 2 electronic entrance door key fobs, 1 car park fob, letterbox key and 2<sup>nd</sup> spare yellow front door key



Area of property	NO	Item Description	Condition	Comments	Room Photographs
Front entrance and hallway	1	Main front door is a flush fitting maple wood grain effect fire grade door with brushed steel lever handles, brushed steel Snib lock with brushed steel key cover, brushed steel No "15" pneumatic door closer in brushed steel, spyhole in brushed steel	Door is showing light normal usage marks only		<p>Pictures Left to Right:</p> 
	2	Ceiling is emulsion white painted			
	3	3 white inset down-lighters	All bulbs working		
	4	Mains powered smoke detector	Untested but green power light is seen working		
	5	Walls are emulsion white painted with 1 picture hook to left hand entrance	Light scuffing above the right hand heater, repaired picture hook holes to the far left wall at the end of the hallway, 1 further picture hook to the right of the storage cupboard door		
	6	Woodwork is satin white painted	Dust free		
	7	Flooring is to a flat cord pile in light beige	Showing some compression and darkening to the central walkway, darkening to the edges where it meets the skirting, 4 obvious furniture feet marks and some brown spotting leading into the kitchen section		
	8	Beige and brown coir front door mat	Heavily stained		
	9	White wall-mounted electric heater	Untested		
	10	White wall-mounted video entry phone	Untested		





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- |    |   |   |
|----|---|---|
| 11 | Brushed steel and black doorstop  |   |
| 12 | 4 brushed steel single light switches   |   |
| 13 | Brushed steel single socket   |   |
| 14 | Brushed steel phone isolator  |   |
| 15 | Brushed steel towel rail isolator   |   |
| 16 | Built-in storage cupboard with a flush fitting maple wood grain effect door with brushed steel lever handles with duckboard shelving section, housing the hot water heating system, cold water feed tank, mains water stopcock to the left hand side, fuse distribution box, digital room temperature control and duckboard shelving section, on the shelving section is a bag of full of steel curtain rings | Shelving section is collapsing to the right hand edge |





Area of property	N0	Item Description	Condition	Comments	Room Photographs
Family Bathroom	17	Door is a flush fitting maple wood grain effect door with brushed steel lever handles, integral brushed steel Snib lock, brushed steel twin robe hook			Pictures Left to Right: 
	18	Ceiling is emulsion white painted			
	19	2 white inset down-lighters	Both bulbs working		
	20	Extract vent to the ceiling by Vent-Axia	Heard working and in good clean condition		
	21	Walls are part emulsion white painted and part to matt white ceramic wall tiles with white grouting and chrome polka dot border tile with white grouting	All in good clean condition		
	22	Woodwork is satin white painted	Dust free		
	23	Flooring is to black slate effect ceramic floor tiles with grey grouting	Uncracked, in good clean condition		
	24	Chrome toilet roll holder			
	25	Chrome towel rail with electric controls			
	26	Large unframed bevel edged rectangular wall mirror	Good clean condition		
	27	Sink in white ceramic with chrome integral push up waste and chrome designer lever mixer tap sitting on a satin white laminate roll top work surface			
	28	Toilet in white with white plastic seat and chrome flush handle	Bowl is clean, seat is intact		
	29	Brushed steel double shaver socket			





30	Bath in white steel with white laminate side panel, chrome handles, steel waste and chain, chrome overflow, black plastic plug, chrome shower mixer tap with chrome and black hose, chrome wall mount and chrome hose guide, chrome showerhead	All in good clean condition, all the chrome work in the bathroom is polished clean
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Area of property      NO      Item Description      Condition Comments      Room Photographs

Open Plan Kitchen/ Living Room



31 Door is a maple wood grain effect flush fitting door with brushed steel lever handles

32 Ceiling is emulsion white painted

33 10 white inset down-lighters

34 Walls are emulsion white painted

35 Woodwork is satin white painted

36 Flooring is part to flat pile carpet in light beige with steel edging strip, leading to matt cream ceramic floor tiles with black grouting in the kitchen section

37 2 white electric wall-mounted heaters

38 Windows pine framed with double glazed units with steel lever handles, no key is present

39 Balcony doors with pine frame double glazed units with steel lever handles, key is present

Door is showing 2 small dark spot marks to the exterior centre section

1 bulb is out

5 white plastic picture hooks noted and hairline cracking to the left of the slimline window, light chipping and scuffing around the slimline window

Dust free

Grouting is starting to discolour in areas, there are 2 scratched tiles to the centre of the flooring in front of the hob, but no cracked tiles noted, carpet is showing compression, multiple small brown spot marks noted throughout, obvious bleach staining to the carpet dead centre and further spot marks noted by the balcony door, small grey stain mark in front of the slimline window

Untested

Glass is rain marked

Glass is rain marked

Pictures Left to Right:

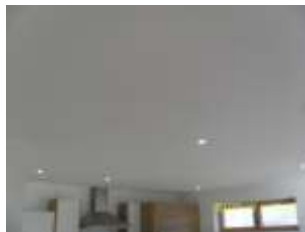




40 2 steel curtain poles with matching steel ends with pairs of unlined floor length tab top beige curtains  
Centre curtain has a small brown spot stain to it



41 Beige and black cord balcony mat on the carpet  
Used



42 Kitchen comprises of various wall and floor units in matt white and oak wood grain effect laminate with white carcasses and aluminium effect plinths

43 Worktops are to cream terracotta and grey mottled effect roll top laminate sections with matching up-stand  
All in good clean condition

44 Inset sink bowl sink in stainless steel with steel waste, steel food trap, chrome designer lever mixer tap  
Chrome is polished, stainless steel is clean

45 Inset 4-ring halogen hob in black by Electrolux with 4 black control knobs and black plastic edging trim  
Good clean condition, showing some light markings to the rear right and left rings

46 Kitchen from left to right:

47 Walls units first:

48 1200mm up and over wall unit, single door with 2 chrome inset down lighters  
1 bulb is out

49 400 wall unit, single shelf, single door





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50	900mm kitchen extract with 2 inset bulbs	Fan and bulbs working, casing is clean to the exterior, but the filters are greasy to the touch
51	300 wall unit, single shelf, single door	
52	Tall oven housing with 2 colour matched doors	
53	Built-in oven by Electrolux in brushed steel with 2 steel wire shelves and oven tray with inset rack and handle, the top section of the oven housing ice scrapper, egg carrier and parts from the dishwasher, the bottom section of the oven housing is containing a some items of rubbish	Oven is in excellent clean condition throughout, bottom section requires cleaning out
54	Integrated fridge/freezer with colour matched doors, the fridge section has 3 glass shelves, 2 half glass shelves, 2 door trays and a dairy compartment with plastic lid, freezer section has 4 freezer drawers	Unit is switched on functioning and in good clean condition
55	Base units:	
56	Integrated washing machine in white by Electrolux model number EWX14440W	
57	400mm sink base unit, single door	Some spillages inside the unit
58	Built-in dishwasher with 2 white wire roller baskets, cutlery container, colour match door by Electrolux	In good clean condition





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- |    |  |                             |
|----|--|-----------------------------|
| 59 | Large 3 drawer pan drawer unit   |                             |
| 60 | 400 base unit, single shelf, single door   |                             |
| 61 | Kitchen contains the large property folder from red row, BT phone book and visitors parking pass |                             |
| 62 | Brushed steel single light switch  |                             |
| 63 | Brushed steel double light switch  |                             |
| 64 | Brushed steel double sockets   |                             |
| 65 | Brushed steel cooker isolator switch   |                             |
| 66 | Brushed steel multi function switch plate  |                             |
| 67 | Brushed steel aerial socket and BT socket to the window seal area                                |                             |
| 68 | MK white plastic isolator above the units  |                             |
| 69 | 2 further brushed steel under unit lights  | 1 bulb is out               |
| 70 | Tempered perspex backsplash to the hob area with 4 chrome button screw covers                    | Un-cracked, clean condition |
| 71 | Brushed steel and rubber doorstop  |                             |



Area of property      NO      Item Description      Condition      Comments      Room Photographs

Private Balcony

72      Step out onto deck board base construction balcony with grey powder coated steel handrails with 6 tempered glass inset panels

Glass is rain marked, by un-cracked and undamaged




Pictures Left to Right:



73      1 black plastic washing-up bowl and squeegee currently sitting on the balcony

Otherwise balcony is in clean and clear condition, free of debris and planting are ready for use



Area of property	N0	Item Description	Condition	Comments	Room Photographs
Master Bedroom	74	Door is flush fitting maple wood grain effect door with brushed steel lever handles			Pictures Left to Right: 
	75	Ceiling is emulsion white painted			
	76	2 pendant light fittings with beige circular shades	Shade intact, bulbs both working		
	77	Walls are emulsion white painted	Light scuffing to the mid section lower level left hand entrance wall		
	78	Woodwork is satin white painted			
	79	Flooring is to flat pile carpet in beige	Showing light compression throughout, obvious furniture foot marks, white, black and brown spot marks to the centre section of the alcove area to the left, small creeping at back, spot stains to the left of the large window		
	80	Windows pine framed double glazed units with steel lever handles	No key is present, glass is rain marked		
	81	2 brushed steel curtain pole with matching ends with 2 pairs of floor length unlined beige and brown tap-top floral style curtains	All in good clean condition		
	82	White wall-mounted electric heater	Untested		
	83	Black and brushed steel doorstop			

















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84	Built-in wardrobe, comprising a beach wood grain effect laminate doors with steel pull handles with above head storage shelving, chrome clothes rails, carpeted within	Good clean condition
85	2 brushed steel single light switches	
86	Brushed steel fan isolator switch	
87	Brushed steel towel rail isolator switch	
88	Brushed steel BT socket	
89	Brushed steel double sockets	
90	Brushed steel aerial socket behind the curtain	





Area of property	N0	Item Description	Condition	Comments	Room Photographs
En-suite to Master Bedroom	91	Door is flush fitting maple wood grain effect door with brushed steel lever handles and brushed steel snib lock			Pictures Left to Right: 
	92	Brushed steel twin rope hook to the interior			
	93	Ceiling is emulsion white painted			
	94	2 white inset down-lighters	Both Bulbs working		
	95	Extract vent in white by Vent axia	Heard working and clean		
	96	Walls are part emulsion white painted, part to cream ripple effect ceramic wall tiles with a burnt orange mosaic border tile and white grouting			
	97	Woodwork is satin white painted	Dusty		
	98	Flooring is to beige marble effect ceramic floor tiles with black grouting	Some light spot marks noted to the flooring		
	99	Large unframed rectangular wall mirror	Good clean and cracked condition		
	100	Chrome toilet roll holder			
	101	Chrome heated towel ladder with electric controls			
	102	Sink in white ceramic with chrome integral push up waste and chrome design lever mixer tap all sitting on the matt white laminate roll top section	Laminate section does require light cleaning		








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103	Toilet in white with white plastic seat, chrome flush handle	Bowl is clean, seat is intact
104	White plastic toilet brush and holder	Used
105	Disposable item	
106	Brushed steel twin shaver socket	
107	Purpose built shower cubicle aluminium framed with clear glass sliding door and side panel, large white shower base with chrome waste, chrome thermostatic shower mixer assembly with chrome and black hose, chrome adjustable riser rail, showerhead and clear plastic soap dish	All chrome work has been cleaned and polished, shower cubicle is clean, glass is showing no water marks or lime scale



Area of property	N0	Item Description	Condition	Comments	Room Photographs
Bedroom 2 (First Left of Hallway)	108	Door is a maple wood grain effect flush fitting door with brushed steel lever handles	1 light white stripe mark to the interior upper section of the door		Pictures Left to Right:   
	109	Ceiling is emulsion white painted			
	110	Pendant light fitting with a beige ceramic shade	Bulb is working, shade intact		
	111	Walls are emulsion white painted	Showing multiple blu-tac and pinhole marks to the right hand entrance wall, 1 of 2 light chips noted to the left hand wall centre, further light scuffing wall under the left hand window area		
	112	Woodwork is satin white painted	Dusty		
	113	Flooring is to flat pile carpet in light beige	Showing obvious compression, furniture foot marks, 4 obvious black spot stain marks to the centre section front of the windows,		
	114	Windows are pine framed with double glazed units with steel lever handles	No key is present, glass is rain marked		
	115	2 brushed steel curtain poles with 2 pairs of lined cream tap-top square patterned curtains	Both set of curtains in good clean condition		
	116	White electric wall-mounted heater	Untested		
	117	MK single light switch			
118	MK fused isolator switch with heater				
119	MK double sockets				



## CLEANLINESS DEFINITIONS AND ADVISORY NOTES FOR TENANTS

### Full professional clean / partial professional clean

Full professional clean denotes that the property has been deep cleaned to an industry recognized standard of cleanliness. The property will be ready for the new tenant to move in without having to clean any areas and there will have been a charge made by a cleaning company to complete the work with a receipt available to prove as such. Some properties may have been domestically cleaned by the previous tenants or the landlord and also had some professional cleaning carried out on certain areas. This type will be listed as domestically clean with some professional cleaning as per cleaning invoice.

### Domestically clean property

This denotes that the property has been cleaned to the standard of the average house spring clean. There may be areas of the property that could be cleaned better and some tenants may wish to clean those areas before moving their items in. No professional company will have been instructed, but the property is clean enough in general to move into. Domestic cleaning will be graded as follows. Poor, average, good and high.

### Dirty property / further cleaning required

This denotes that the property has not had any cleaning or has been cleaned but to an unsatisfactory level, based on an expected known basic standard of cleaning for rental properties. If a large percentage of the property is requiring further cleaning and the tenant can not move in with it in this state it will be deemed dirty and listed as such on the declaration page.

### Cleanliness of furniture, fixtures and fittings.

As for the property definitions of cleanliness, an item can also be deemed professionally clean, domestically clean or dirty. For example : a bathroom sink with soap scum and hairs is dirty. The same sink with no soap scum and no hairs, but smeared and watermarked is domestically clean. If the same sink was professionally clean the taps and waste would be shiny with no watermarks and the bowl would be smear free. (subject to age and wear, but cleaning attempts would be visible).

A dirty rating for an item could be due to : dust, smearing, grease, hair, tarnishing, discolouration, soap, chemical stains, food stains, watermarks and any other condition not allowing the item to be at its possible best.

### MOULD PREVENTION BLU TAK, PICTURE HOOKS AND SELOTAPE

Please be aware that it is the tenant's responsibility to operate the property in such a way as to avoid excessive condensation leading to mould growth and patches or spots appearing. Bathrooms should be vented adequately during and immediately after use, and tumble dryers should be vented externally. Where this is not possible a condensing kit must be purchased and fitted to the dryer prior to use. Window frames and sills must be wiped regularly to avoid discolouration where condensation is especially concentrated.

Please note it is strictly forbidden to stick blu or white tak, selotape and stickers to the walls. The removal of these products will cause damage to the paintwork and will therefore incur a charge to the person/s responsible to make good any damage.

### PETS AND SMOKING

Please be advised that in most cases pets and smoking will not be allowed in rental properties unless specifically agreed and written into your 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 damages found at check out will be charged to the tenant even if there is an agreement in place as the existence of such a document does not agree to damage being caused by animals or nicotine.



## TENANT GUIDELINES FOR CHECK IN AND CHECK OUT

### AT CHECK IN:

Ensure you are happy with all the statements made in the inventory before you sign the declaration. If there are any issues you must inform the check in clerk at the time, it will then be recorded on the report. The condition of items and areas are deemed to be clean, undamaged and fit for purpose unless otherwise stated in the inventory. You will receive a full copy of the inventory to keep. You must refer to the inventory at check out time, so keep it in a safe place.

### AT MIDTERM:

If a midterm inspection has been booked, you will be informed of the date in writing and will be expected to allow a clerk to enter the property to carry out the inspection. At this point you must inform the clerk of any damage or maintenance issues with the property so they can be dealt with.

### AT CHECK OUT:

It will be expected for the property and it's contents to be returned to the condition and location at check in. for example, if the tenant moves a chest of drawers and a bedside cabinet from one room to another, they will be expected to return them to their original location for the check out to take place. This can be easily achieved by using the inventory as a guide.

Any items missing from location may be deemed lost / broken and charged for. There may also be an extra charge to the tenant if the clerk has to locate various items around the property, thus increasing reporting times.

### THE AGENT / LANDLORD MUST BE INFORMED OF ANY ITEMS THAT ARE DAMAGED, REMOVED OR ADDED TO THE PROPERTY.

If the cleaning is not of a state where the property can be let, the landlord / agent will employ a professional cleaner and that cost will be passed to the tenant.

Carpets should be as clean as at the start of the tenancy. Any staining that needs removing will be charged to the tenant, as will a proportion of any damage found to carpets, based upon age, quality and type and location of damages and staining.

Items of crockery and cooking utensils will be checked for damage that is not covered in fair wear and tear. Any damage or missing items may be charged for.

It is expected in the normal daily use of a property that marks will appear on walls and woodwork, and that there will be some wear marks to furnishings and fabrics. Should the damage exceed what would be classed as fair wear and tear, a charge may be levied directly proportional to the damaged area / item.

Beds, mattresses, headboards, divans and linen will all be checked for staining. Any found will have to be cleaned at the tenants cost if they were clean at the check in. any irreparable damage to beds or related items will be chargeable. Certain types of staining to items such as blood or urine stains to mattresses may lead to the mattress requiring replacement at the tenants cost.

Damages to items through misuse will be charged. You must ensure you are using furniture / appliances as per common sense and /or user guidelines and manuals. If you are unsure of how to care for any items left in the property you must inform the agent or landlord immediately before you use it to prevent damage occurring.

Tenants will be expected to maintain any garden areas. cutting of lawns, weeding of beds and general duty of care to prevent gardens from becoming overgrown is the responsibility of the tenant. It will be expected to be found in a condition relevant to season. If gardening services are required the charge may be passed to the tenant.



## THE BASICS: PREPARING FOR YOUR CHECK OUT

The property should be cleaned to the same state as at the start of your tenancy. Where a property was professionally cleaned at the start it must be professionally cleaned at the end. ( a receipt is good way of proving you have had the work done)

All carpets should be vacuumed and if professionally cleaned at the start, professionally cleaned at the end.

All furnishings, fabrics and linen should be as they were at the start of the tenancy

The rooms should be void of tenants possessions

All boxes should be out of the property

All keys handed over and tenant ready to vacate

The tenant should be present for the check out

If the property is not ready to be inspected at the agreed time, the tenant may be charged for an aborted visit, as per terms and conditions. The inventory clerk has ultimate rights to abort any visit, this decision is final, and a charge will be levied.

### Excessive Wear and Tear.

*“Reasonable use of the premises by the tenant and the ordinary operation of natural forces (i.e. the passage of time).”*

There may be circumstances where overuse outside expected normal usage will require compensation or charges to make good, for example, two picture hooks in each wall is normal usage and would be classed as fair wear and tear. Fifteen hooks in a wall is an abnormal use. These would be excessive and need removing and the holes made good.

It is deemed where landlords allow pets and smoking the associated deterioration to their property is covered by the rental and the knowledge that these things will cause damage. It is an avoidable deterioration that has been allowed.

Damage caused by smoking and pets will not be considered as fair wear and tear when the clauses in the Tenancy Agreement stated these activities were not permitted.

Here are some items that will never be classed as wear and tear:

Dirt, staining on floorings, burnt on food to ovens / grills, grease build up, hair, dust, lime scale, water marks, heavy scratching, pet hair / damage, avoidable damage to an item or area, allowing water / fire damage to a property, misuse, abuse of an item, replacing an item with a similar one, but poor quality. Excessive usage causing damage, broken items disposed of, impact / knife marks.

The list is not exhaustive.





## DISCLAIMER AND TERMS OF BUSINESS.

Proactive Inventories carry out independent reporting based on their professional opinion of what they see.

All comparisons are based on information supplied in the inventory and the Proactive Inventories clerk will assume he / she has been given the latest and up to date inventory master copy pertaining to the property being inspected. Any updates, addendum sheets or remakes are the responsibility of the agent / landlord to file correctly so as to effect correct reporting at time of the appointment.

In any case of a report being carried out with the wrong inventory, a recharge will be made to redo the report. Proactive Inventories are not liable for any costs in connection with lost or illegible reports. Any visits being carried out using another company's inventory / reports will only be as accurate as the information they contain, as they are what we will base our opinions of change on.

Proactive Inventories are not experts on wood, fabrics, antiques etc, nor are they surveyors or valuers, and as such will give a guide to value only, based on what they see and their experience.

Proactive Inventories will not enter lofts, roof space or inaccessible areas unless negotiated prior to the visit.

Heavy items or items that require extra people to move them will not be moved, any discrepancies on the report due to such are not the responsibility of Proactive Inventories due to health and safety issues with lifting and movement of large objects.

Where extra furniture is noted on a visit that is not in the inventory, a note will be made in the report. If during a check in there is tenant furniture present, it will not be recorded.

Any noted discrepancies on the recorded report must be reported to Proactive Inventories within seven working days of receipt of the finished report. Any visits to rework a report after the seven days will be charged ad-hoc.

An inventory is a capture of state and content at a particular time. It is completed using the clerk's professional opinion, and industry established fair wear and tear guidelines.

Proactive Inventories are not required to state whether an item is antique or reproduction.

Where Proactive Inventories make settlement or compensation suggestions the actual price verification is ultimately the responsibility of the instructing party, and where an agreed deduction form is completed at a site visit it is deemed by us not to be agreed as a final figure for claim by the landlord until he or she has agreed in writing.

Any suggestions or recommendations made by a Proactive Inventories clerk are made on a purely advisory basis, and the opinions of an individual clerk may not necessarily reflect those of the company.

We may not record items that are not on the original inventory we are using, dependant on report type.

Proactive Inventories reserve the absolute right to abort a visit. The charge may be the full cost of the visit, but not less than 50% of the visit charge. Where the visit cost is less than £25, the full fee will be payable. In any case, If the visit is not rebooked at the time Proactive Inventories reserve the right to charge full visit cost due to lost diary time and revenue.

Waiting on site at the instructing party request will be charged at £15 per half hour. Wrong keys, paperwork incorrect location, any delay in entering the property to carry out the visit not down to the Proactive Inventories clerk will be charged.

In the event of a Proactive Inventories clerk having to wait onsite for emergency repairs to be carried out on the property, a charge will be levied of £15 per half hour.

Bookings can be made by phone, email, website, text, writing and any other form of communication available now or in the future. Any form of booking will be deemed as a contract to carry out a visit or report, and as such reserves the required diary space that is sufficient to carry out said reports. The company and or the instructing person in that company 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. Proactive Inventories reserve the absolute right to cancel bookings should they feel that the agency are not going to fulfil their contractual commitments.

Open plan areas will be charged as per separate usage of space, and under no circumstances count as one room unit. This includes studio type apartments.

Safety labels and certificates will be required at visits, and if missing will be noted as such. Proactive Inventories are not responsible for the authenticity of labels, certificates, manuals or any other regulatory notices. We merely report on the presence of such items.

Proactive Inventories will not check the operation of appliances. We will comment if we have seen appliances working.

At check out the tenant will be expected to have the property and its contents laid out in exactly the same fashion as at check in. The Proactive Inventories clerk will not search for items not in their correct place and will deem them missing unless they appear in another area of the property.

Proactive Inventories can accept appointments by phone, e-mail, post or via our website. No appointment is confirmed until contacted by us, however once confirmed it is deemed that the timeslot has been acquired by the client and is then subject to all clauses of the agreement.

Compilation of an accurate professional inventory relies on the property being in a state of readiness to let. All repairs completed and all non-compliant furnishings and appliances removed. If the clerk attends to carry out the report and the property is not ready, we reserve the absolute right to abort the visit and a revisit will need to be booked and an aborted call charge will need to be settled prior to the report being carried out.





## PRICING, PAYMENTS AND BUSINESS HOURS

Normal hours of work are 9am to 5.30pm, Monday to Friday, Saturday 9am to 1pm. A negotiated charge for reporting outside of these hours is available. Evening appointments are available on request at night rate.

Proactive Inventories will assume the property and or its level of content is as per quotation and not oversized and over furnished. Proactive Inventories reserve the right to deviate from a quoted price or web price upon finding as such.

It will be assumed that the location of the keys is not more than 5 miles from the property to be inspected. A charge of 75 pence per mile over this allowance will be submitted to any final invoice.

Private landlords will need to make payment prior to any visit taking place. We will confirm cleared funds by either cash, cheque, or bank transfer along with your appointment criteria. If cleared funds are not received the visit will be aborted without further notice.

The term "Furnished" indicates that the property has a basic level of furniture and accessories. For example in a standard bedroom we would expect to find a bare bed, a bedside cabinet and wardrobe. Bedside lamp and one or two extra pieces would be acceptable, however should there be extra items such as multiple cushions, large amounts of bed linen, or a large number of trinkets this would be levied with a charge for being overfurnished. The charge will be directly proportionate to the level of items and the time it takes to count and record everything.

## HEALTH AND SAFETY

In order for the property to be inspected it must be deemed fit for inspection and safe to enter. The landlord / agent must inform the Proactive Inventories clerk of any tenant issues, violent history, health and safety concerns, structural issues and any pertinent information prior to the clerk entering the property.

All Proactive Inventories clerks have public liability insurance, legal cover and professional indemnity insurance in place. Copies of these may be viewed on request.

## RULES AND ACQUISITION OF PREPARED REPORTS

All reports will be delivered electronically by email unless we are carrying out an accompanied check in with the tenant. Where recorded delivery, the postal charge will be at the standard postal rate for this service. Proactive Inventories cannot be held responsible for delays in the postal system as this is out of their control.

Remakes / retypes of Proactive Inventories reports by any other company, without our permission is strictly forbidden as it carries our copyright.

## NON COMPETITION

Any client of Proactive Inventories must not approach any Proactive Inventories clerk or persons sub-contracted by us with the aim of procuring our services from them independently of us for a period of 12 months from the last instruction, or indefinitely whilst the clerk is employed by Proactive Inventories .

## CONFIDENTIALITY

As per the Data Protection Act, we are entrusted with our client's confidential information and promise to use and secure all information in an ethical fashion. All data, including video capture 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.

Under no circumstances will customer information be passed to any other organisation without express permission from the client in question.

## LATE PAYMENT CHARGES

Please note any accounts that remain unpaid more than 7 days after the date of either invoice or statement 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 receipt date there will be a further charge of £25 plus interest will be charged on a monthly basis at 5% on all outstanding monies including the late payment charges. These are non negotiable.

## PACKAGE DEALS

All package deals are valid for one year only. Any reports that are not used during that period will automatically convert into midterm inspections and be carried out within three months of the year end. Strictly no refunds will be given. Credit may be given against further reports carried out at the discretion of the managing director.

## CREDIT LIMITS

Proactive Inventories have absolute right to set credit limits for clients and will stop carrying out works for any client that falls behind with settling of credits already issued, or exceeds the agreed credit limit and or terms and conditions of said credit. Standard payment terms are 7 days from invoice date for agencies without accounts set up. 7 days from the first of the month for standard monthly accounts, and private landlords will need to settle invoices prior to any visits taking place. 100

