

## **Terms and Conditions**

### **Definitions**

Inventory Clerk	An employee of Property Inventories
Property Inventories	Property Inventories Limited and its related franchise operations. Property Inventories Limited provides inventories, check-in reports, check-out reports, mid-term reports and snagging reports for estate agents, private landlords and tenants across Greater London. The franchise operations (which are separately owned and run businesses), offer inventories, check-in reports, check-out reports and mid-term reports in the following areas: Kent, Leeds, Liverpool, Manchester and York.
Report	Any document prepared by Property Inventories on behalf of a client – this will be an inventory, check-in report, check-out report, mid term or interim inspection or a snagging report.

### **Services**

The Report provides an unbiased record of (i) the contents of the property, (ii) the condition of the contents and (iii) the property's internal condition as at the date of the report and is undertaken by an Inventory Clerk acting as an independent third party. The Inventory Clerk is not a qualified surveyor, nor an expert in antiques, fabrics, woods, metals etc. The Report is not an accurate description of every piece of furniture and equipment, nor is it a structural survey and cannot be relied upon as such. An opinion as to whether the items recorded in the Report are replica, reproduced or genuine is not being offered.

The Report is not a guarantee of, nor a report on, the functionality or safety of any of the property's contents, but merely a statement that the contents were viewed in the property at the time the Report was undertaken.

### **Instructions**

Property Inventories can take instructions by telephone, email, letter or fax. Once an instruction to prepare a report is received, by e-mail, telephone, letter or fax, an agreement is deemed to exist between Property Inventories and the instructing party under these terms and conditions.

Bookings can often be accommodated at short notice or even on the same day, but it is advisable to give as much notice as possible to secure the time slot that you want. Please note that it is particularly busy around month-ends, at weekends and over the summer so if you can arrange appointments outwith these times, there is more likely to be flexibility on available times.

If the client appoints an agent to act as their representative, it is the responsibility of any such instructing agent to advise their client of these terms and conditions.

Where an email address is provided by the client, Property Inventories will send an automated email to that email address confirming the booking.

### **Opening Hours**

The main office of Property Inventories is open from 9am to 6pm from Mondays to Saturdays. Bookings are undertaken by Property Inventories during these hours. It may be possible to arrange out-of-hours appointments (evenings, Sundays or bank holidays) by prior arrangement and at additional charge.

## **Report**

Property Inventories is committed to providing a green and paperless service to the fullest extent possible. Accordingly, we encourage all of our clients to make bookings by email and to accept pdf copies of reports whenever possible. Property Inventories will provide up to 3 bound printed copies of the reports to one UK address if requested. Further copies are available at additional charge.

## **Turnaround Time**

Property Inventories is committed to providing reports within two business days of the visit to the property whenever possible. This target is achieved approximately 90% of the time. If you require a report to be turned around urgently please advise Property Inventories at the time of booking and we will do our best to accommodate your request.

## **Amendments**

Amendments are inevitably occasionally required to reports – if you require any amendments to be made, please submit these to Property Inventories by email within five business days of receipt of the Report. If the amendments are as a result of Property Inventories making an error or omission, additional copies of the Report will be supplied in either paper or electronic form. If substantial changes are required to the report (e.g. because the property has been decorated or furnished since our visit), Property Inventories reserve the right to revisit the property in order to inspect the changes before amending the report – additional charges would apply in this case.

## **Charges**

Current charges are set out on the website at [www.propertyinventories.com/prices.html](http://www.propertyinventories.com/prices.html). Prices vary according to the size of the property and location in the UK. Prices assume that the property is furnished to a 'rental furnished' standard, meaning that the property has what we consider to be a typical amount of furniture for a rental property. Similarly, the property is assumed to have a standard number of rooms for the prices that we charge per bedroom. Prices are subject to change without prior notice.

Please note that VAT is payable in addition to the base price. All franchise operations are also VAT registered.

Please note that the following extra charges may apply:

Furniture - Please note that 'rental furnished' assumes that the property is lightly furnished for rental purposes. If the property is heavily furnished, Property Inventories reserves the right to increase the charges to reflect the extra time incurred. Typically, this occurs when there are a large number of utensils in the kitchen, or significant amounts of ornaments or furniture in the house.

Extra Rooms - Our pricing assumes that the property contains one reception room, one bathroom, one toilet and one kitchen. If there are additional rooms, there will be an additional charge of £15 plus VAT per room.

Travel - Our pricing assume that that inventory is undertaken where public transport is good to within ten minutes walk of the property. If this is not the case, please call us to discuss and an additional charge may apply.

## **Invoices**

VAT invoices will be raised at the same time as the report is printed (whether electronically or in paper form) for the client. The invoice will be distributed in the same manner as the report – either in paper form accompanying the report, or electronically with the pdf report.

## **Payment**

Payment can be made by any of the following methods: direct bank transfer to the bank account details on the invoice, cheque made payable to Property Inventories, cash given to the clerk on the day of the visit or by credit / debit card (other than American Express) by calling the head office.

It is the responsibility of the instructing party to settle payment for any reports or charges incurred, irrespective of receipt by themselves of client funds.

Payment of invoices is to be made strictly within 14 days of receipt. Property Inventories reserves the right to charge interest at 4% above the Royal Bank of Scotland plc base rate if payment is not received within this time.

Property Inventories reserves the right to withhold any documentation not fully paid for by the instructing party. Where the instructing party is in arrears Property Inventories may withhold such documentation or reports it deems fit, until such arrears are settled in full.

## **Exclusions**

Please note that Property Inventories takes the health and safety of our employees very seriously. The Inventory Clerk is not required to undertake appointments under any circumstances in which they feel threatened, unsafe or in danger in any way whatsoever. The instructing party has a duty of care to ensure that the property is safe and to warn Property Inventories of any potential hazards around the property that should be avoided. Please also note the following exclusions:

- ❖ No requirement to inspect loft areas
- ❖ No requirement to inspect cellars unless they are accessible by a staircase, properly lit and constitute a proper room to be included in the tenancy
- ❖ No requirement to inspect infested properties (e.g. with rodents, insects etc)
- ❖ No requirement to move heavy items of furniture including appliances, beds and sofas
- ❖ Mattresses will only be moved and inspected where the clerk is safely able to do so
- ❖ No requirement to inspect any cupboard or storage areas above reasonable head height
- ❖ No requirement to read meters above head height (please note that we may be able to take a picture of the meter in such cases and take the reading from that, depending on the circumstances)
- ❖ No requirement to read meters in a cellar or in areas under steps where it would be required to climb over rubbish or stored items to reach them
- ❖ No requirement to inspect locked rooms or packed boxes
- ❖ No requirement to enter a property with a dog or any other animal present unless the owner is also present and the clerk is satisfied that the animal is completely under control.
- ❖ Lights are checked for working order only. Gas, electrical appliances, fire alarms and/or smoke detectors are not tested. Under no circumstance is this inventory able to provide a qualified opinion of the property's gas safety profile. Nor is it the responsibility of the Property Inventories Ltd. to schedule an inspection from a gas safe registered engineer. The report is unable to provide any qualified opinion on the property's electrical safety profile.

- ❖ No requirement to ensure items comply with the Furniture and Furnishings (Fire Safety) Regulations. Comments found in the inventory such as 'FFR label seen' (or similar) give no guarantee of the item's compliance with the Furniture and Furnishings (Fire Safety) regulations.

### **Cancellation Policy**

By agreeing to accept an appointment from a client, Property Inventories is reserving a time slot and turning away other potential business from that time slot. Therefore, if the visit is cancelled by the client for any reason the following charges will apply:

- ❖ If the visit is cancelled on the day of the visit (including e.g. if keys are not available or the resident is not home to allow the Inventory Clerk access to the property), the full fee will be payable.
- ❖ If the visit is cancelled after 12pm, on the day prior to the visit, a fee of 50% of the charge will be payable.
- ❖ If the visit is cancelled before 12pm on the day prior to the visit, no fee will be payable.

### **Liability**

The liability of Property Inventories is capped at three times the amount of the report being prepared under all circumstances.

### **Complaints**

If you have a complaint, you should send this by email as soon as possible after the date of the report to [info@propertyinventories.com](mailto:info@propertyinventories.com). If you are still not satisfied with the outcome you should write to: Managing Director, Property Inventories Limited, 4<sup>th</sup> floor, 9 White Lion Street, London N1 9PD. Your complaint will be fully examined and responded to within two weeks of receipt.