



# Professional Property Inventories

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## Professional Property Inventories Ltd Terms & Conditions

These terms & conditions apply to all services provided by Professional Property Inventories Ltd acting as an independent inventory company to the instructing principal. The instructing principal can be Letting Agent, Landlord or Client.

If the Client appoints an Instructing Principal as their representative for services carried out by Professional Property Inventories Ltd, it is the responsibility of the Instructing Principal & not Professional Property Inventories Ltd to make the Client aware of our Terms & Conditions. Professional Property Inventories Ltd do not accept a plea of ignorance by either the Instructing Principal or the client.

### Cancellation Policy:

- If the visit is cancelled on the day of the visit, 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 fee will be payable.
- If the visit is cancelled before 12pm on the day prior to the visit, no fee will be payable.
- If the clerk is kept waiting for 20 minutes for any reason this will result in an abortive visit and will be invoiced as a cancellation.

### Extra Fees:

- Furniture - Please note that 'rental furnished' assumes that the property is lightly furnished for rental purposes. If the property is heavily furnished, Professional Property Inventories Ltd reserves the right to increase the charges to reflect the extra time incurred. Typically, this occurs when there is a large amount of utensils in the kitchen or when there are ornaments or a large amount of furniture in the house.
- Extra Rooms - Our pricing assumes that the property contains 1 reception rooms, 1 bathroom, & 1 kitchen 1 Hall Stairs & landing. If there are additional rooms:
  1. **Inventory Reports:** there will be an additional charge of £10 per room for an unfurnished property and £15 a room for a furnished Property.
  2. **Check-in & Check-out Reports:** there will be an additional charge of £5 per room for an unfurnished property and £10 a room for a furnished Property.

### Fees

- An Instructing Principal shall pay all fees due as the result of Services provided within 30 days of the date stated on the presented invoice.
- Professional Property Inventories Ltd reserves the right to apply interest charge for late payments for any fees more than 14 working days overdue from the last date of



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payment on the invoice at the rate of 3% net added monthly. Interest will be applied both prior to and subsequent to any Court Judgement.

- Professional Property Inventories Ltd reserves the right to withhold any documentation not fully paid for by the Instructing Principal or Client. Where the Instructing Principal or client is in arrears no outstanding documentation will be forwarded. All documentation remains the property of Professional Property Inventories until full payment is received. Late payment will incur a £25 fee per item, per month overdue.
- Any reports generated from Services delivered via any medium remain the sole property of Professional Property Inventories until all fees are paid in full.
- If an Instructing Principal or the Client fails to turn up at a pre-agreed time to attend a check-in or check-out appointment, a period of 25 minutes clemency will be permitted, after which the check-in or check-out will be completed and forwarded to the Instructing Principal or the Client to sign; Assuming that the Instructing Principal or the Client do not turn up before the completion of the check-in or check-out.
- Any discrepancies from the Instructing Principal or the Client, resulting in the check-in or check-out needing to be carried out again, will be treated as a completely separate service from the prior check-in or check-out & a new appointment will need to be made at full cost.
- Properties that are furnished over and above the industry standard, of which 'industry standard' is the opinion of Professional Property Inventories, will be charged an additional 30% on the current scale of fees.

## **Disclaimer:**

The inventory provides a fair & accurate record of the contents & condition of the property. It is the responsibility of the landlord & the tenant or the respective letting agents to agree between themselves the accuracy of the report. It is the responsibility of the Letting Agent/Landlord to ensure that the property and all contents are safe for the intended purpose and comply with all relevant legislation (including Health and Safety). Professional Property Inventories Ltd does not undertake any of these responsibilities when commenting upon any such area. Professional Property Inventories reserve the right to cancel or abort any appointment for reasons of the Health and Safety to it's appointed Inventory Clerk.

The person preparing the inventory is not a qualified surveyor, nor an expert in antiques, fabrics, woods, metals etc. The Inventory should not be used as an accurate description of each and every piece of furniture & equipment, or as a structural survey report.



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The Inventory Clerk cannot undertake to move heavy items of furniture or to make searches in inaccessible locations such as loft spaces, cellars, locked rooms and high level cupboards or to unpack items. In addition the Inventory Clerk reserves the right not to handle items that may be of a health hazard, deemed to be fragile or valuable and reserves the right to generalise on such items deemed to be unsuitable for further inspection.

It should be noted that the Inventory Clerk may be unaware if a tenant has moved furniture within a room to hide damage. Professional Property Inventories Ltd will not undertake any responsibility for damage or other missed areas under these circumstances. The inventories are completed with tenants in situ & if it is deemed difficult for clerks to differentiate between that belonging to the landlord or tenant, then the report may contain inaccuracies for which the clerk cannot be held responsible.

All measurements given are approximate. Any plants or cleaning materials are considered perishable items & will not be listed on the Report. All colours within the Report are to mean description of colour only & not that of any metals. Inspections may be hindered in instances of poor light or where cleaning levels are below standard. Professional Property Inventories takes no responsibility for any errors or omissions in such circumstances.

Lights are checked for working order only. Gas, electrical appliances, fire alarms and/or smoke detectors are not tested. Under no circumstances is this inventory able to provide a qualified opinion on the property's gas safe profile or electrical safety profile.

The attending Inventory Clerk will make every possible endeavour to record all utility meter readings at Check In and Check Out, however, it is not always possible to locate or access the correct meters (especially in communal blocks). It remains the responsibility of the Letting Agent/Landlord to supply the Inventory Clerk with the correct access keys where required (for example communal meter cupboards), exact location and serial numbers of meters that are not clearly marked with the house/flat number and the existence and location of water meters where applicable. If unable to locate or access the meters, the meters will remain unread. Professional Property Inventories will not revisit a property at a later stage on behalf of the Client or Instructing Principal to read a meter.

Ensuring items comply with the Furniture and Furnishings (Fire Safety) Regulations is not the responsibility of Professional Property Inventories Ltd. The inventory will note "FFR label seen" or similar if a label is attached at the time of compilation, this gives no guarantee of the items compliance with the Furniture & Furnishings (Fire Safety) Regulations. It is a record that the item has a label as described or similar to that detailed in the "Guide" published by the department of Trade & Industry March 1996 (or subsequent date), attached at the time the inventory was compiled.

All reports will be prepared to the best of the Inventory Clerk's ability using the documentation provided. Where the original inventory was prepared by a company other



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than ourselves, all conclusions are based upon the Inventory Clerk's interpretation of the inventory. All findings and advice are presented using the information made available. It is recommended that as the eventual accuracy of this inventory lies with the Landlord & Tenant that any queries or discrepancies relating to the description or content be addressed to Professional Property Inventories Ltd within 14 days of the inspection.

## Disputes

- Professional Property Inventories Ltd reserves the right not to attend Court for any disputes arising out of a dilapidation assessment between Clients if the Company's representative did not attend a check-in appointment or sign on behalf of the Client. It has to be accepted that any time lapse between the completions of the inventory report and the check-in date cannot be independently verified by Professional Property Inventories Ltd . It has to be acknowledged that some alterations (any amount of damage, items removed or added) to the property may occur within this period.
- Professional Property Inventories Ltd will, providing the original inventory for services was provided & that this inventory report is completed by Professional Property Inventories Ltd go to court to argue any dilapidation assessments on termination of the tenancy, between Clients. A fee will be chargeable.
- In the event of a dispute between Clients & all fees have not been paid in full any reports delivered from services remain the sole property of Professional Property Inventories Ltd & therefore cannot legally be used without written permission in any Court of Law.

## Complaints

- Any circumstances allegedly giving cause for complaint about services provided or an invoice, must be notified by the Client or Instructing Principal on behalf of the Client within 3 (three) working days of the services being completed or receipt of invoice & confirmed in writing no later than 7 (seven) working days as the cause of the alleged complaint arises. The complaint will be investigated & action taken as necessary