

Interim Visit Report



Sample No Sample Road, Sample Town, Sample County, England, Sample Post Code

TENANT NAME
Sample First Name
Sample Last Name

TENANCY TYPE
Single

REPORT CONFIRMED BY
Saj Satkunathan

TENANCY START DATE
03/01/2020

PROPERTY VISIT DATE
01/05/2020

PREPARED ON BEHALF OF
Sample Landlord/Agent

Telephone: 07460586568

 [View Photo Gallery](#)

Maintenance Action Required

Name	Status
Porch	
Front Door	 Landlord responsibility  Repair  Clean
Entrance/Hallway	
Walls	 Tenant responsibility  Repair  Clean

Name	Status
Living Room/Lounge 1	
Door	! Tenant responsibility 🛠️ Repair
Kitchen	
Walls	! Tenant responsibility 🛠️ Replace
Bedroom 1	
Walls	! Tenant responsibility 🛠️ Repair
Bedroom 2	
Floor	👉 Landlord responsibility 🛠️ Replace

Property Information

This is a furnished three bedrooms house with front and back gardens.

Glossary of Terms

For guidance, please find a glossary of terms used within this report:

Condition

Very Poor: Extensively damaged/faulty. Examples: large stains; upholstery torn; very dirty.

Poor: Extensive signs of wear and tear. Examples: stains/marks/tears/chips.

Fair: Signs of age. Examples: frayed; small light stains/marks; discolouration.

Good: Signs of slight wear. Examples: generally lightly worn.

New Item: Still in wrapper or with new tags/labels attached. Recently purchased, installed or decorated.

Cleanliness

Very Poor: Not cleaned. Requires cleaning to a good or excellent standard.

Poor: Item dusty or dirty. Requires further cleaning to either good or excellent standard.

Fair: Evidence of some cleaning, but signs of dust or marks.

Good: Item cleaned and free of loose dirt.

Excellent: Item immaculate, sparkling and dust free.

Photo Terms

Captured (external device)

The date provided by the image file itself, usually set by the device that captured it.

Captured (via App)

The date a photo was taken within the platform mobile App. This is a more reliable source than the above.

Captured (certified by inspector)

The date a photo was taken according to the inspector (defaulting to the inspection date).

Added

The date on which the photo was added to the platform.

Status Icons



Disagreed by tenant



Repair



Beyond fair wear and tear



Replace



Missing

Interim Visit Details

Access Checklist

- | | |
|-----|---|
| YES | 24 hours notice or more given prior to visit |
| NO | Tenant(s) informed if a third party will attend the visit unaccompanied |
| YES | Tenant(s) consent received to attend the visit |
| YES | Tenant(s) present during visit |

Safety Certificates and Legislation Compliance

- | | |
|-----|---|
| YES | Gas safety certificate received within the last 12 months? |
| YES | Relevant smoke/heat alarms present and test function(s) working? |
| YES | Relevant carbon monoxide alarm(s) present and test function working? |
| NO | Electrical safety certificate (EICR) received within the last 5 years? |
| YES | Electrical/White goods provided have been PAT tested in the last 5 years? |

Tenancy Related Issues

- | | |
|-----|--|
| YES | Rental payments are up to date? |
| NO | Complaints received about the tenant? |
| NO | Evidence of smoking? |
| NO | Evidence of sub-letting? |
| NO | Evidence of pets? |
| NO | Evidence of damage over and above fair wear and tear? |
| YES | Have any maintenance issues been reported by the tenant? |

✓ Risk Avoidance Checklist (inside the property)

- | | |
|-----|--|
| YES | Tenant(s) have access to all escape routes in the event of a fire? |
| NO | Evidence of damp/mould on walls/ceilings? |
| NO | If 'Yes' to the above, does damp/mould relate to condensation? |
| NO | Evidence of poor grouting to tiles or gaps in the bath sealant? |
| NO | Evidence of damage to electrical fixtures & fittings, frayed cables, cracked power points? |
| NO | Evidence of fraying carpets, especially on stairs? |
| YES | Blind cords are "Safe by design" or installed with the appropriate child safety devices? |

✓ Risk Avoidance Checklist (outside the property)

- | | |
|-----|---|
| YES | Are the lawns, in a good seasonal order? |
| YES | Are the plants/shrubs/trees in a good seasonal order? |
| NO | Evidence of any uneven paving slabs/decking? |
| NO | Evidence of loose roof tiles? |
| NO | Weeds growing out of guttering? |
| NO | Evidence of damp on outside walls? |



Room Details

The small thumbnail images in this section can be used as a reference point. **Larger copies** of these images can be found in the **'Room Image Library'** section towards the end of this report.

1 Front Garden

Item	Description	Condition	Cleanliness	Photos
Overview (External) 1.1	Fair seasonal order. Numerous weeds present. Paved area Good seasonal order. Fencing appears secure.	● Good	● Good	📷 7 photos



Front Garden Photos

Overview (External)



Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	1.1.1



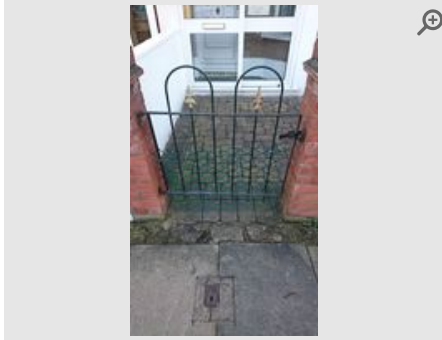
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Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	1.1.2



Provided by	Inspector
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Added	03/01/2020
Reference	1.1.3



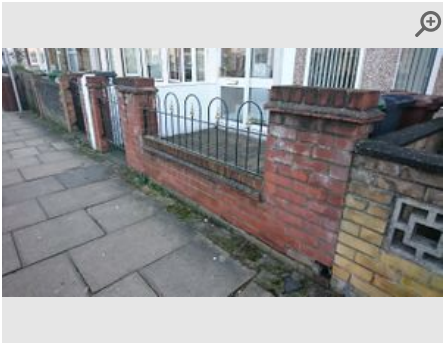
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Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	1.1.4



Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	1.1.5



Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	1.1.6



Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	1.1.7

2 Porch

Item	Description	Condition	Cleanliness	Photos
General Overview 2.1	Consistent with age. Signs of neglect	● Good	● Good	📷 8 photos
Front Door 2.2	UPVC double glazed. Clear glass. Chrome handle. Yale lock. Chrome Letterbox. Discoloured (front side)	● Fair	● Fair	📷 1 photo
🔧 Landlord responsibility		🔧 Repair 🔧 Clean		

📷 Porch Photos

General Overview



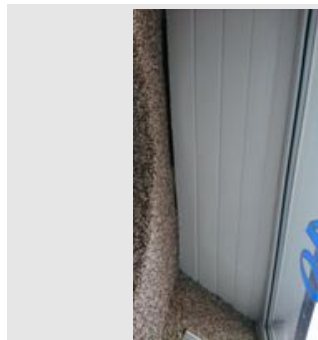
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Added	03/01/2020
Reference	2.1.1



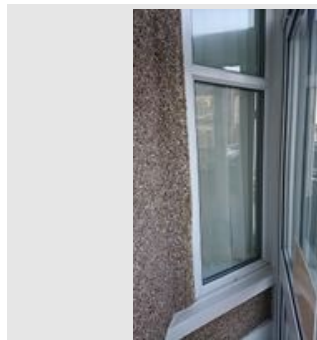
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Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	2.1.2



Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	2.1.3



Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	2.1.4



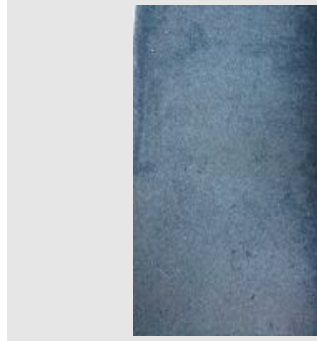
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Added	03/01/2020
Reference	2.1.5



Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	2.1.6

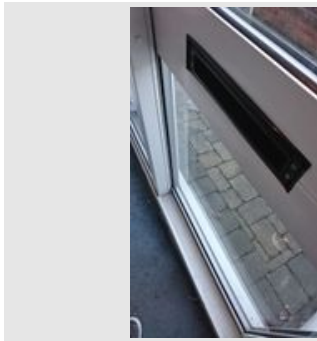


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Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	2.1.7



Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	2.1.8

Front Door



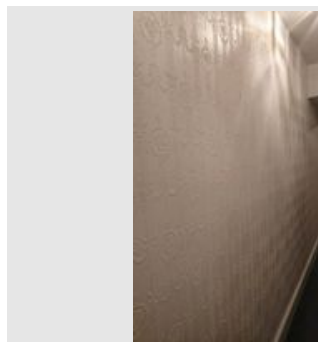
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Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	2.2.1

3 Entrance/Hallway

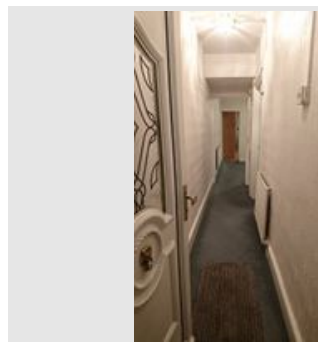
Item	Description	Condition	Cleanliness	Photos
General Overview 3.1	Clean and tidy. Neutral smell. Maintenance issues raised.	● Good	● Good	📷 8 photos
Smoke Alarm 3.2	Battery powered. Tenant note: Do not obstruct the unit Ceiling mounted alarm. Test function working. Note to tenant: Please test periodically.	● Good	● Good	📷 1 photo
Walls 3.3	Picture hooks/nails present Free of marks stains and scuffs.	● Fair	● Poor	📷 1 photo
! Tenant responsibility			🔧 Repair	🧹 Clean

📷 Entrance/Hallway Photos

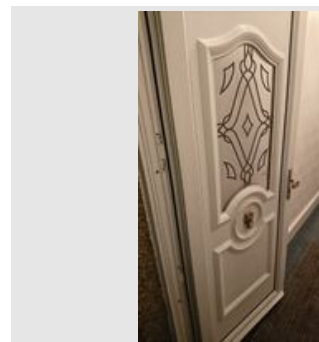
General Overview



Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	3.1.1



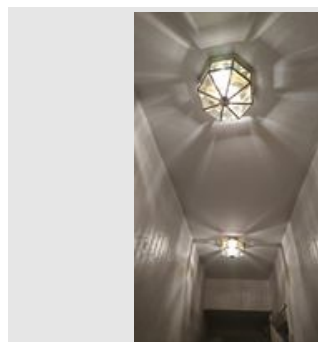
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Added	03/01/2020
Reference	3.1.2



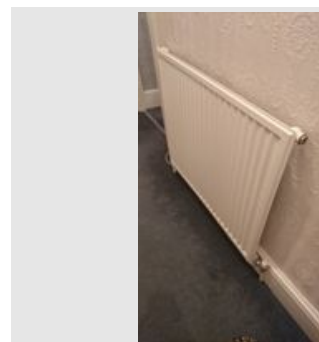
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Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	3.1.3



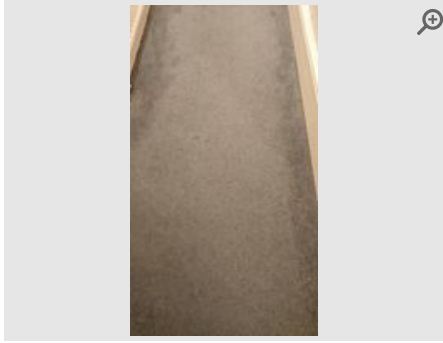
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Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	3.1.4



Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	3.1.5



Provided by	Inspector
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Added	03/01/2020
Reference	3.1.6

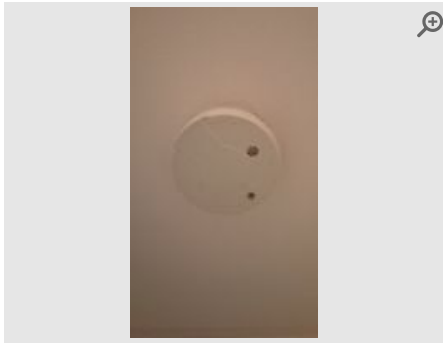


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Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	3.1.7



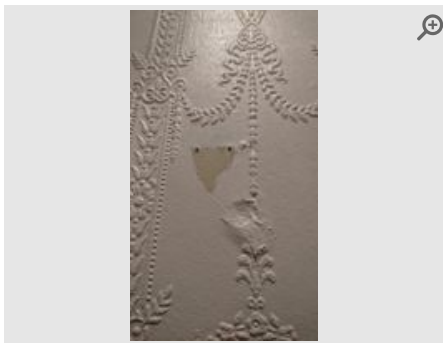
Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	3.1.8

Smoke Alarm



Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	3.2.1

Walls



Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	3.3.1

4 Living Room/Lounge 1

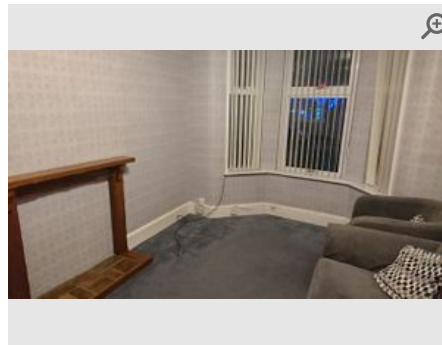
Item	Description	Condition	Cleanliness	Photos
General Overview 4.1	Clean and tidy. Maintenance issues raised.	● Good	● Good	📷 4 photos
Door 4.2	Free of marks and scratches to front side and reverse. Door frame is damaged.	● Poor	● Good	📷 3 photos
! Tenant responsibility				🔧 Repair

📷 Living Room/Lounge 1 Photos

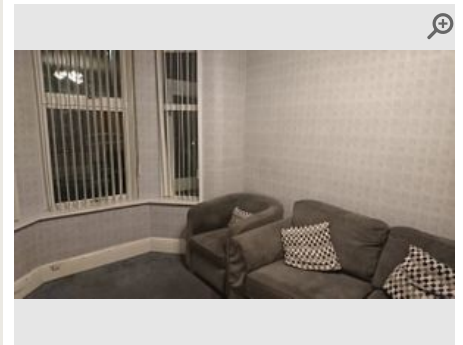
General Overview



Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	4.1.1



Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	4.1.2

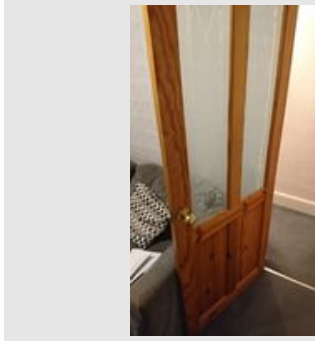


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Added	03/01/2020
Reference	4.1.3

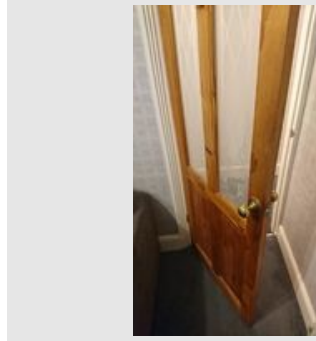


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Added	03/01/2020
Reference	4.1.4

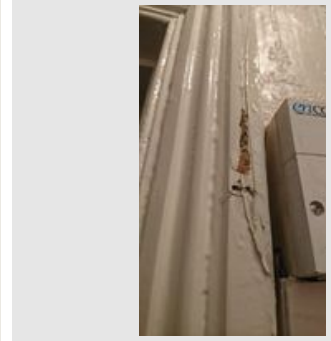
Door



Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	4.2.1



Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	4.2.2



Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	4.2.3

5 Living Room/Lounge 2

Item	Description	Condition	Cleanliness	Photos
General Overview 5.1	No maintenance issues raised Clean and tidy.	● Good	● Good	📷 4 photos

📷 Living Room/Lounge 2 Photos

General Overview



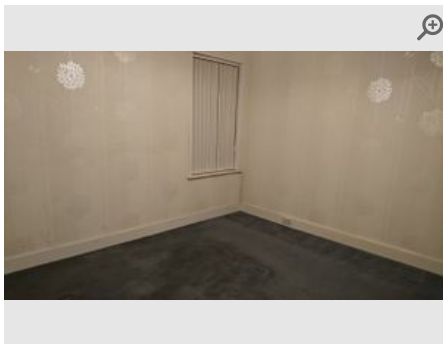
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Added	03/01/2020
Reference	5.1.1



Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	5.1.2



Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	5.1.3



Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	5.1.4

6 Kitchen

Item	Description	Condition	Cleanliness	Photos
General Overview 6.1	Signs of damage Clean and tidy.	● Good	● Good	📷 4 photos
Walls 6.2	Free of marks stains and scuffs. Numerous holes present. Tiles cracked	● Poor	● Good	📷 6 photos
! Tenant responsibility				🔧 Replace
Carbon Monoxide Alarm 6.3	Battery powered Wall unit mounted. Tested and working.	● Good	● Good	📷 1 photo

📷 Kitchen Photos

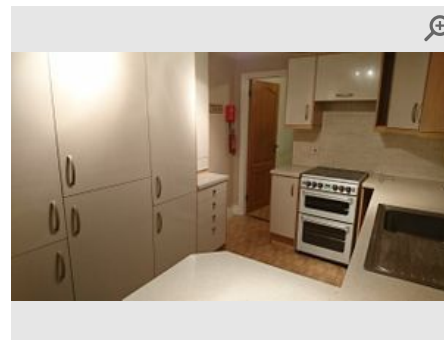
General Overview



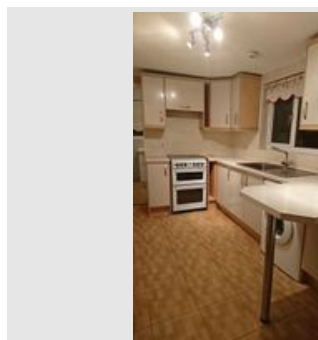
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Added	03/01/2020
Reference	6.1.1



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Added	03/01/2020
Reference	6.1.2

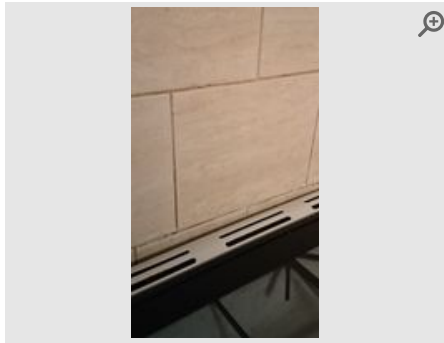


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Added	03/01/2020
Reference	6.1.3

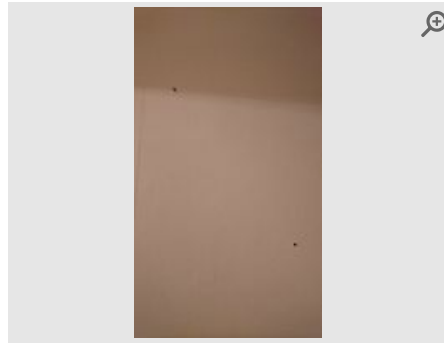


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Added	03/01/2020
Reference	6.1.4

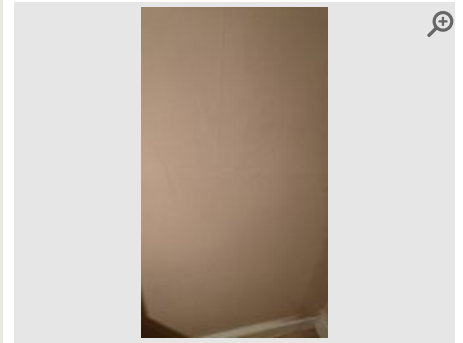
Walls



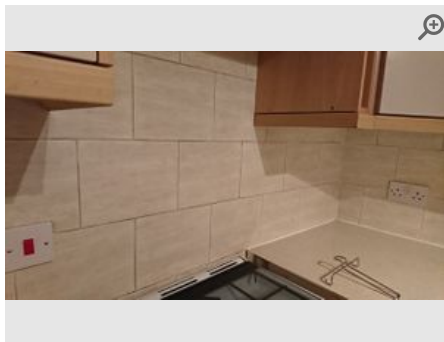
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Added	03/01/2020
Reference	6.2.1



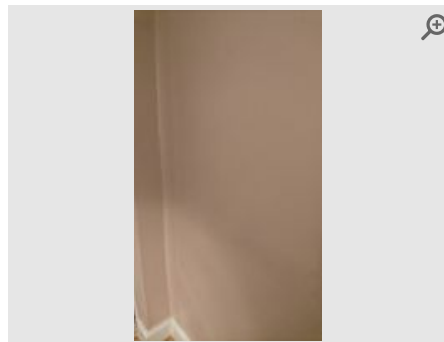
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Added	03/01/2020
Reference	6.2.2



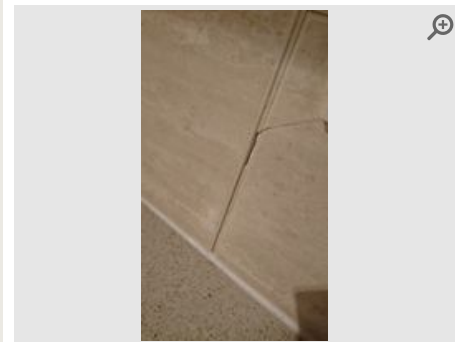
Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	6.2.3



Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	6.2.4



Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	6.2.5



Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	6.2.6

Carbon Monoxide Alarm



Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	6.3.1

7 Bathroom

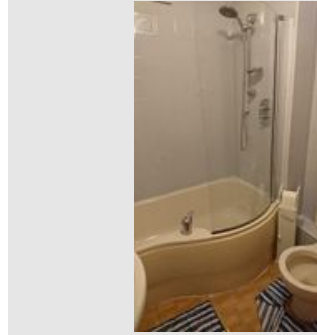
Item	Description	Condition	Cleanliness	Photos
General Overview 7.1	No maintenance issues raised Clean and tidy.	● Good	● Good	📷 4 photos

Bathroom Photos

General Overview



Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	7.1.1



Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	7.1.2



Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	7.1.3



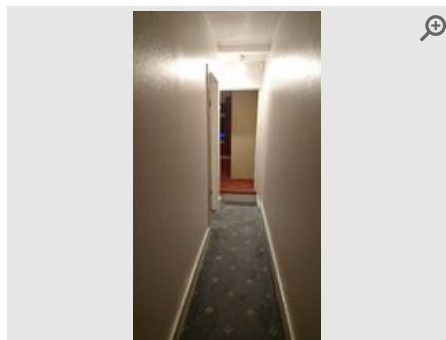
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Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	7.1.4

8 Stairway/Landing

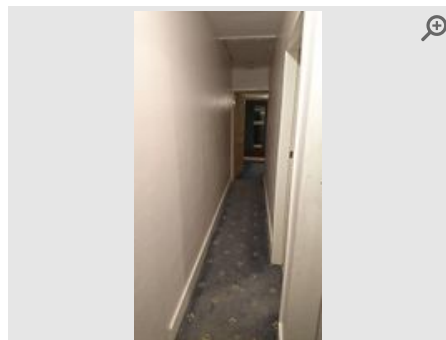
Item	Description	Condition	Cleanliness	Photos
General Overview 8.1	No maintenance issues raised Clean and tidy.	● Good	● Good	📷 5 photos
Smoke Alarm 8.2	Tenant note: Do not obstruct the unit Ceiling mounted alarm. Test function working. Note to tenant: Please test periodically.	● Good	● Good	📷 2 photos

📷 Stairway/Landing Photos

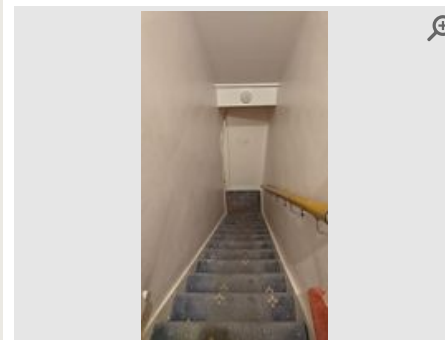
General Overview



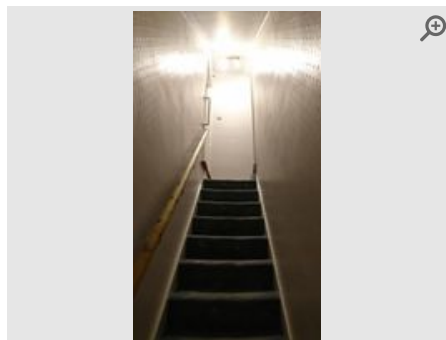
Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	8.1.1



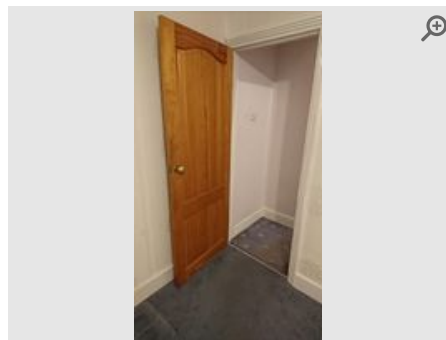
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Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	8.1.2



Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	8.1.3

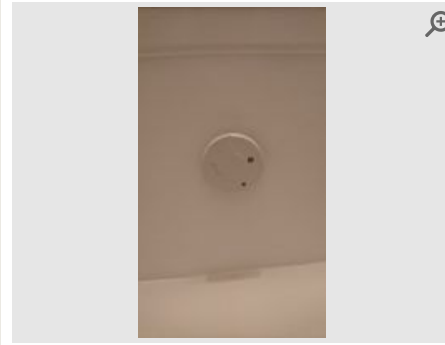


Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	8.1.4



Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	8.1.5

Smoke Alarm



Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	8.2.1

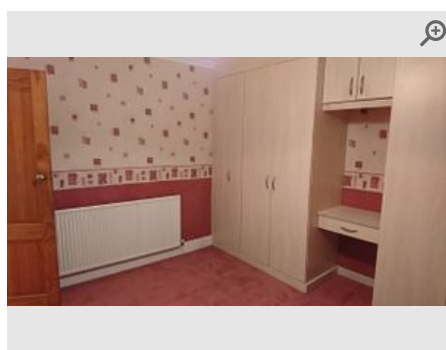
Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	8.2.2

9 Bedroom 1

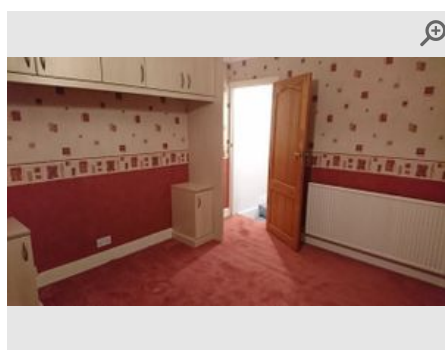
Item	Description	Condition	Cleanliness	Photos
General Overview 9.1	Signs of neglect. Signs of damage Clean and tidy.	● Good	● Good	📷 4 photos
Walls 9.2	Free of marks stains and scuffs. No picture hooks, raw plug or filled holes present. Wallpaper peeling off.	● Very Poor	● Good	📷 5 photos
! Tenant responsibility				🔧 Repair

📷 Bedroom 1 Photos

General Overview



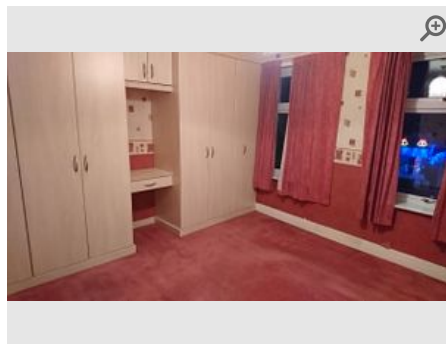
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Added	03/01/2020
Reference	9.1.1



Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	9.1.2

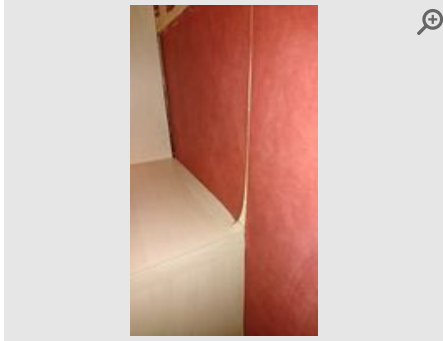


Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	9.1.3

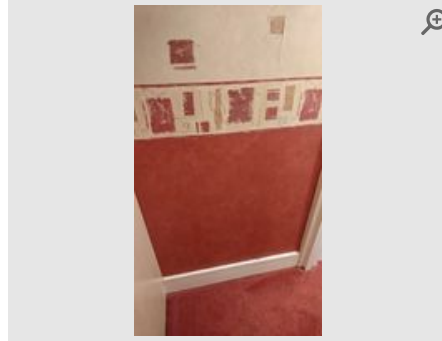


Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	9.1.4

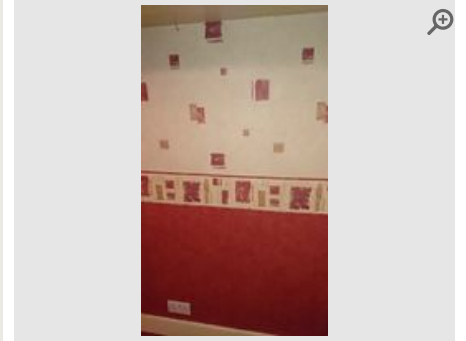
Walls



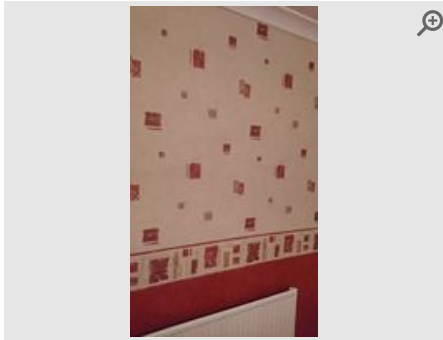
Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	9.2.1



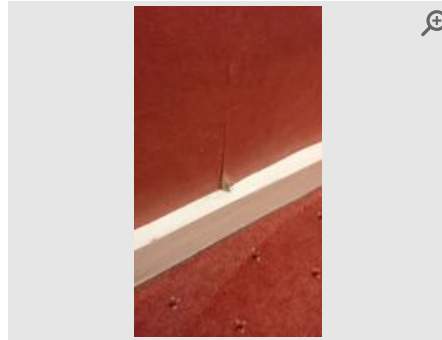
Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	9.2.2



Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	9.2.3



Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	9.2.4



Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	9.2.5

10 Bedroom 2

Item	Description	Condition	Cleanliness	Photos
General Overview 10.1	Clean and tidy. Maintenance issues raised.	● Good	● Good	📷 4 photos
Floor 10.2	Carpeted. Worn. Stains present	● Fair	● Good	📷 5 photos
🔧 Landlord responsibility				🔄 Replace

📷 Bedroom 2 Photos

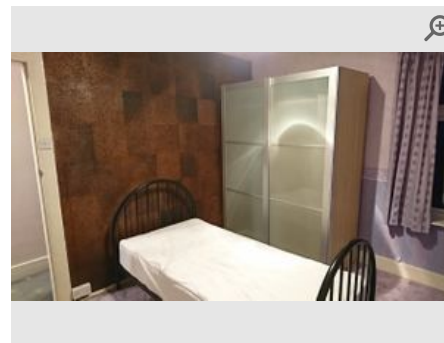
General Overview



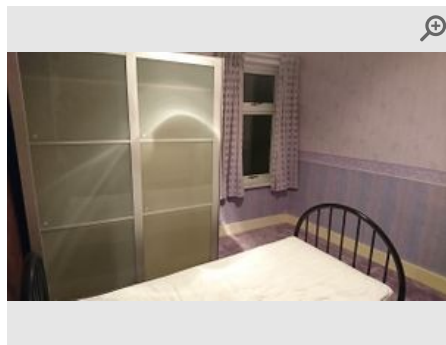
Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	10.1.1



Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	10.1.2

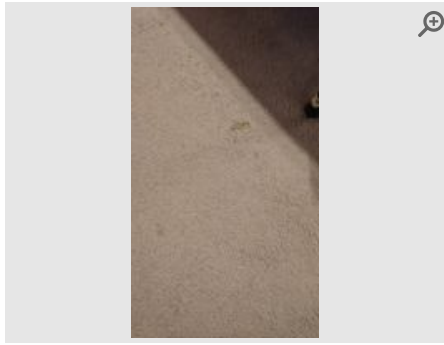


Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	10.1.3

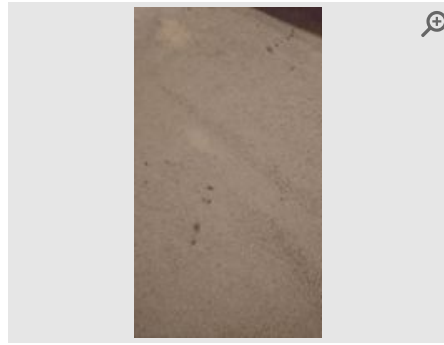


Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	10.1.4

Floor



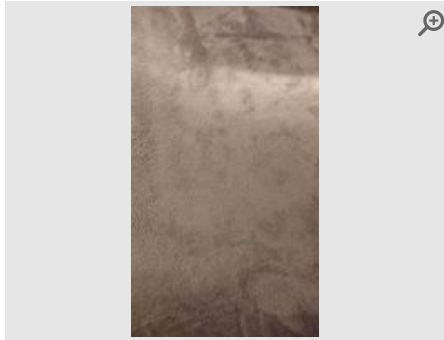
Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	10.2.1



Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	10.2.2



Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	10.2.3



Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	10.2.4



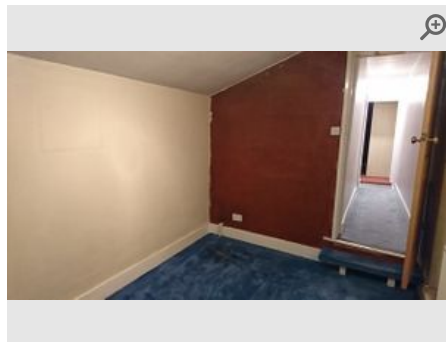
Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	10.2.5

11 Bedroom 3

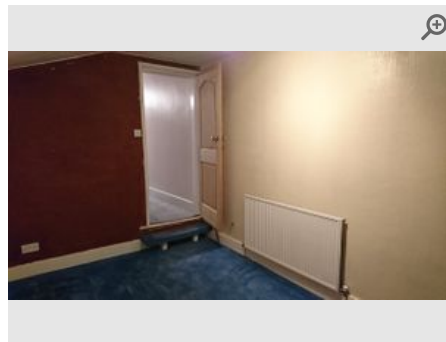
Item	Description	Condition	Cleanliness	Photos
General Overview 11.1	No maintenance issues raised Clean and tidy.	● Good	● Good	📷 4 photos

📷 Bedroom 3 Photos

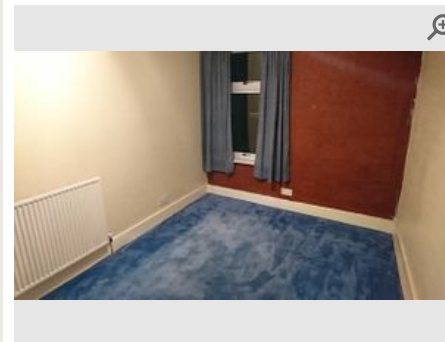
General Overview



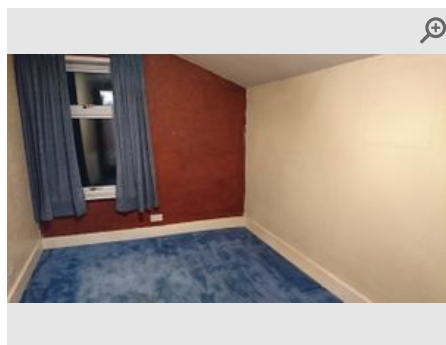
Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	11.1.1



Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	11.1.2



Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	11.1.3



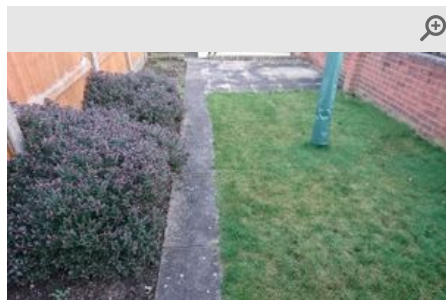
Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	11.1.4

12 Back Garden

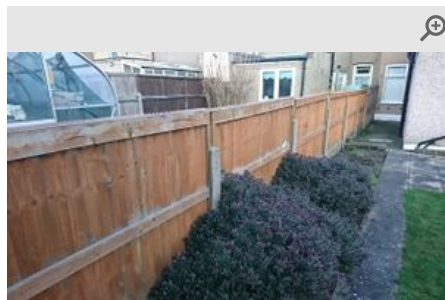
Item	Description	Condition	Cleanliness	Photos
Overview (External) 12.1	Good seasonal order. Fencing appears secure. No rubbish present.	● Good	● Good	📷 8 photos

📷 Back Garden Photos

Overview (External)



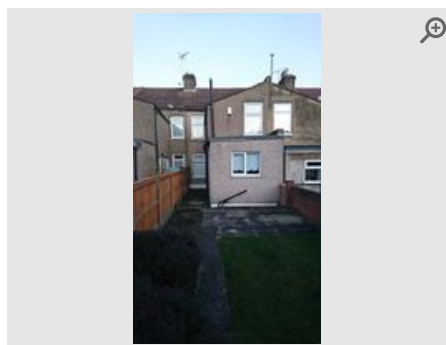
Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	12.1.1



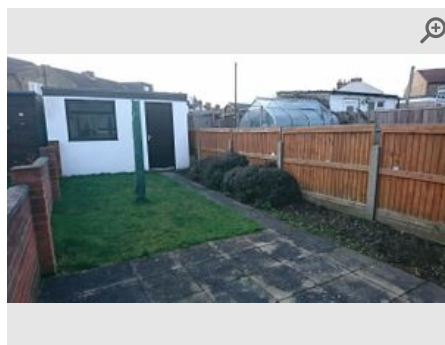
Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	12.1.2



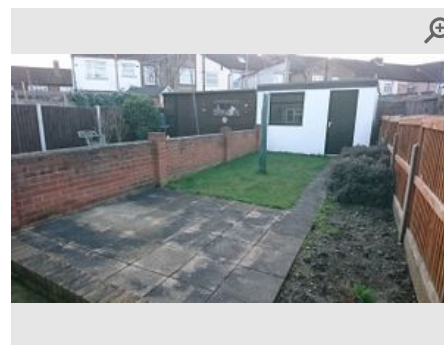
Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	12.1.3



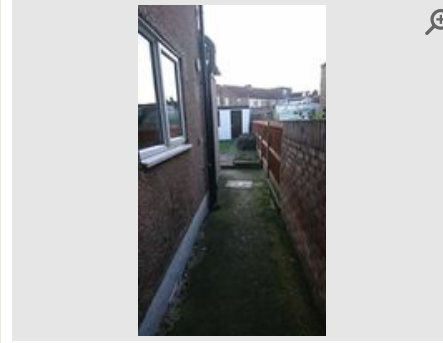
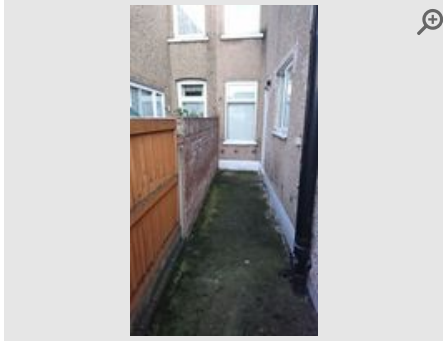
Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	12.1.4



Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	12.1.5



Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	12.1.6



Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	12.1.7

Provided by	Inspector
Captured (Certified by inspector)	01/05/2020
Added	03/01/2020
Reference	12.1.8



Declaration

Was the tenant present during the inspection

YES

Inspector Signature



Name:

Saj Satkunathan

Date:

09/10/2022 at 6:14pm

Disclaimer

The term 'Inspector' is used hereafter to define the Inventory clerk that is responsible for completing this property report. It is the duty and ultimate responsibility of the Inspector and Tenant to agree upon the accuracy of this report within **7 days** of receiving it in line with the tenancy start date or move in date or end date or move out date, whichever is applicable or appropriate or acceptable or admissible via digital paperless process.

This report has been prepared by an inspector who is not an expert in buildings, furnishings, decorations, woods, antiques or a qualified surveyor.

The inspector will not take gas, electricity, water, heat or oil meter readings unless the meter is clearly visible or accessible within the property or attached to an exterior wall at low accessible level at the time of inspection.

This report relates only to the furniture and all the landlord's equipment and contents in the property. It is no guarantee, or report on, the adequacy of, or safety of, any such equipment or contents, merely a record that such items exist in the property at the date of preparing the report and the superficial condition of same. Windows or doors throughout the property have not been tested for function or operation. Descriptions are purely based on the superficial appearance of windows, doors, frames and locks. The inspector can accept no liability arising from any failure of the windows, doors or parts thereof to function properly at all. Inspectors do not check gas or electrical appliances and give no guarantee with regard to the safety or reliability of such items. It should be noted that inspectors are not required to inspect smoke or carbon monoxide alarms, testing such alarm 'test functions' may occur. However, this is no guarantee, or report on, the adequacy of these alarms. It is merely a record that batteries were present (if tested) upon completion of this report.

The inspector 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. Inspectors reserve the right not to handle or move items deemed to be fragile or valuable. In addition, the inspectors reserve the right not to handle items that may be of a health hazard and to generalise/summarise on such items deemed to be unsuitable for further inspection.

Furniture and furnishings (Fire) Safety Regulations 1988 – (1993)

The fire and safety regulation regarding furnishings, gas, electrical and similar services are ultimately the responsibility of the instructing principle. Where the report notes "Fire Label Present", this should not be interpreted to mean the item complies with the "furniture and furnishings (fire) (safety) (amendments) 1993". It is a record that the item had a label as described or similar to that detailed in the "guide" published by the Department of Trade and Industry January 1997 (or subsequent date). It is not a statement that the item can be considered to comply with the regulations.

Safety Certificate and Legislation Compliance

The safety certificate and legislation compliance checklists in this report are no guarantee, or report on, the adequacy of, or safety of, any such liability contents, merely a record that such steps have been offered to highlight issues that may exist at the property at the date of preparing this report. Inventory clerk accepts no responsibility for the contents of these steps. It is the responsibility of the Landlord or Letting Agent or Instructing Party and Tenant to agree upon the accuracy of these steps.

Health & Safety / Insurance Risk-Avoidance Steps

The safety certificate and legislation compliance checklists in this report are no guarantee, or report on, the adequacy of, or safety of, any such liability contents, merely a record that such steps have been offered to highlight issues that may exist at the property at the date of preparing this report. Inventory clerk accepts no responsibility for the contents of these steps. It is the responsibility of the Landlord or Letting Agent or Instructing Party and Tenant to agree upon the accuracy of these steps.

Guidance Notes to Tenants

What should I know about the check-out process?

At the beginning of the tenancy it is important to note any specific discrepancies on the report that you do not agree with i.e marks on walls, carpets, etc. If no such additional notes are made via the electronic process at the start of the tenancy, the report will be deemed as accepted as read.

The condition of the property at the start of the tenancy, as described in the report will be compared to the condition of the property at the end of tenancy. Details of any alterations to the property after the report has been agreed upon will be recorded by an inspector. The inspector will adhere The Houses of Lords wear and tear guidelines, while doing the comparison with the inventory report, if applicable/appropriate/required.

A 'Check-Out' report will be conducted to determine any changes to the report. The tenant should gain permission from the letting agent/landlord if they wish to remove or store any items during the tenancy and this should be confirmed in writing by the letting agent/landlord.

The inspector 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. Inspectors reserve the right not to handle or move items deemed to be fragile or valuable. In addition, the inspector reserves the right not to handle items that may be of a health hazard and to generalise/summarise on such items deemed to be unsuitable for further inspection.

What should I know before the check-out report is created?

All items should be returned to their original position (as detailed on the report); this includes stored or boxed items not used during the tenancy. Any items listed as 'Item Missing' can often result in a replacement cost or a charge being made. Letting agents/landlords may also charge for the removal of unapproved items left by a tenant at the end of the tenancy that were not included in the original report.

At the time of the property 'Check-Out' all personal items (including consumable items) should have been removed and cleaning of the property completed. Generally, no further cleaning is permitted once the 'Check-Out' inspection has commenced. Tenants should be advised of the date and time of the 'Check-Out' and provide access, or let the appointed inspector know the details of their departure of the property. Additional costs are sometimes charged by letting agents/landlords if the inspector is not able to complete the 'Check-Out' inspection due to the tenant not being ready to vacate or if they are delayed.

The 'Check-Out' report is advisory and is based on information available to the inspector at the time of the 'Check-Out'. It must not be treated as a final statement of tenant responsibility. It remains the responsibility of the agent/landlord and tenant to fully agree any issues and/or deductions (if any) from the deposit.

Cleaning

Soiling is not considered to be 'Fair wear & Tear', (as defined by the House of Lords as 'reasonable use of the premises by the tenant and the ordinary operation of natural forces, i.e; the passage of time'). Generally speaking, tenants are liable for the property to be cleaned to the same standard as detailed in the report at the start of the tenancy.

Soft Furnishings

Excessive discolouring which cannot be attributed to sun bleaching and/or the passage of time, soiling or damage may result in repair or cleaning costs being charged to tenants. Discolouration due to smoke, staining, burns or tears to curtains may also incur costs.

Flooring

Carpets should either be professionally cleaned or vacuumed including edges and corners depending on the level of soiling and/or the terms of tenancy agreement. Receipts for professional cleaning should be given to the inspector at the time of the 'Check-Out' inspection. Hard floors require sweeping and mopping where necessary (in accordance with any specialist cleaning materials/advice provided by the letting agent/landlord). Tenants are often charged by the letting agent/landlord for repairs or replacement costs due to soiling, staining or damage such as cigarette or iron burns.

Decoration

As specified in the majority of tenancy agreements, tenants should gain signed, written permission (keep a copy) from the letting agent/landlord prior to putting nails, pins and other fixtures into walls and ceilings and should avoid the use of tac or tape. Additional marks/fittings are often noted at the 'Check-Out' and any damage or repair work required is often charged to tenants by letting agents/landlords.

Beds & Linen

Mattresses, divan bases, pillows, and duvets are often inspected for soiling where practically possible. Costs may be incurred by tenants for clearing, compensation or a percentage of the replacement charge by the letting agent/landlord in the event that any such items are soiled beyond that noted to the report. Beds should not be made up at the time of the 'Check-Out' inspection and any linen should be left clean, pressed and folded.

Kitchen Surfaces and Sinks

Kitchen surfaces and sinks are often inspected for knife cuts, cup marks, scorch and burn damage. Using appropriate items such as chopping boards and heat pads will help prevent damage.

Crockery, Chinaware, Kitchen Utensils

These items are often checked for soiling, chips and damage. If damage has occurred that is not considered as consistent with 'fair wear and tear', compensation or replacement costs may be incurred by the tenant.

Keys

All keys listed in the report should be kept safe and handed back at the 'Check-Out'. When keys get lost or are not returned to the letting agent, landlord or inspector, tenants are often charged for replacement keys or possibly for the changing of locks. Any additional keys cut during the tenancy should also be returned to the letting agents or landlords.

Gardens & Exterior Areas

Most tenancy agreements state that the tenant is responsible for the maintenance of gardens and exterior areas such as driveways unless agreed in writing otherwise. This includes the cutting of lawns, weeding and maintaining the garden, paths, driveways, flowerbeds etc according to the season. If the standard is found to be below the condition as detailed to the report, (with consideration given for a change in season) tenants are often charged for necessary work to bring the affected area back the required level.