

*Inventory Clerk & Property Condition Reports*



## **Professional Letting**

*"the solution to protecting your property and investment"*

- ✓ *independent*
- ✓ *impartial*
- ✓ *invaluable*

# **Our Inventory & Building Condition Report Services**

*...your guide to our professional,  
impartial and value for money  
inventory clerk service...*

*"the solution to protecting your properties and reputation"*



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### **Welcome to our company**

We offer a comprehensive level of service to Letting Agents, Estate Agents and Landlords throughout the Yorkshire region. Our services include detailed inventories, check-ins, mid-term/interim reports and check-outs. We can be relied upon to offer competent expert advice and guidance; to provide a professional service we feel is difficult to match. Our pricing, along with flexibility is second to none!

The inventory we produce provides our clients with a detailed description of the property; along with fixtures, fittings and furnishings together with a schedule of condition. It forms a legal document between landlord and tenant that protects both parties from any misunderstandings at the end of the tenancy agreement.

Increase your business by releasing your staff from non-productive administration and focus on your core business of generating new customers. A professional AND impartial inventory is an excellent selling tool to gain more instructions as it demonstrates that you operate a professional business and your client expectations are addressed from their first dealings with you and your business.

We hope we can be of service to you in the near future.

### **Who are Professional Letting?**

Operated from Leeds, West Yorkshire; Professional Letting provide independent, impartial and professional inventory and building condition reports to letting agents, managing agents and private landlords throughout Yorkshire. Our company supplies property professionals with a comprehensive and impartial service and has a very accommodating team. Our experienced staff allow our clients to protect their properties, reputations and above all... their investment!

We don't use templates or inventory software packages, nor do we outsource our dictation. Our reports are written from scratch for every property, with the clerk who attends the appointment writing the report personally.



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**Nick Blakeley** JP, ABIFM – Partner

Nick founded the company back in 2006 having worked for some of the country's largest property and facilities management companies, including Land Securities and Telereal Trillium. Processing literally thousands of building condition reports as Helpdesk Team Leader for government and private sector tenants with a combined portfolio of over 7000 commercial properties.

Having left school, Nick joined Easdale-Lane Partnership in Castleford, an architects & surveyors practice with a 100 year history. As an apprentice Nick attended York College of Building to study whilst carrying-out residential and commercial property surveys and designing new properties by CAD drawing.

Nick is also Justice of the Peace at Leeds Magistrates' Court, this is a voluntary role that he undertakes by donating his time to the local community.



**Gary Playforth** MREIQ – Partner

Originally from Leeds, Gary has worked in the Australian real estate industry since 2004, having attended the Real Estate Institute of Queensland.

Gary obtained the Real Estate Agents' Selling & Letting License along with Certificate 1V in Real Estate, giving him a Full Principals' License.

As a Principal, Gary holds two trust accounts (equivalent to the UK deposit protection schemes), as he is REIQ-accredited.

Gary founded both Playforth Real Estate and Gold Coast Accommodations, both companies are still operational with a wide portfolio of rental property on the gold coast of Queensland, Australia.

Gary has been an avid life-long Leeds United fan!



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## Do I need an inventory report?

The Government awarded contracts to three companies to run the Tenancy Deposit Scheme from April 2007.

After check-out the landlord and tenant will be asked to agree the terms of the deposit return. If they do not agree on any deductions to be made it will be referred to the adjudication services.

In short, if you have a properly prepared and impartial inventory report; you will be in a far stronger position to make your case for retaining all or part of the deposit in the case of a dispute.

Please remember you still need an inventory even in an unfurnished property. What happens for example if your tenant decides to paint your cream walls bright pink or tiles in the bathroom are found to be cracked or damaged?





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## What is captured in a report?

The inventory produced is a legal binding document and forms part of the contract between landlord and tenant. This is in the interests of the tenant and the landlord respectively.

There is less chance for problems to occur when the tenant is leaving the property if everything is recorded in a detailed and efficient manner before they moved in – a document signed by them to agree its accuracy at the time.

The inventory will list everything included in the property. This includes the ceilings, walls, doors, skirting, flooring, light switches and fittings, curtains, sockets, cupboards, appliances and utility meters, to name but a few.

As well as these fixtures and fittings, any furniture belonging to the landlord will be included with a detailed description of the condition. Any marks, chips or damage is included next to each description, so that the tenant is not held responsible for any damage already present before the moved in.

Digital photographs of the property and its contents are also taken and included in the report.

An average 3 bedroom property will produce a 30-35 page report, including 40-50 high quality photographs.





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### **Who already uses us?**

Landlords, Letting Agents and Property Management companies all choose Professional Letting with long-term relationships in place with existing clients. If you own a property which you let to tenants, we are also happy to carry out our services for private landlords.

Professional Letting is the choice of some of the leading letting and managing agents throughout the Yorkshire region:

**Some of our clients can be seen on our website, by clicking on **OUR CLIENTS** these include:**



### **Preparing a property for our inventory report service**



Our experience has shown that an accurate inventory indicates the quality of the property along with the furnishings and fittings offered by the landlord.

The result being, that an official inventory is more likely to encourage tenants to take better care of the property and its contents. Knowing the inventory exists will encourage the tenant to return the property along with its contents in the same condition as they found it at the beginning of their tenancy.



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### **A few tips to help you prepare**

Properties for rent should be decorated to a good standard using simple neutral colours where the décor can be easily maintained or repaired.

All necessary repairs should be made before the inventory is carried out and the property thoroughly cleaned including carpets, curtains and appliances. This will lead to less comments being raised by the tenant at check-in.

Wiring, plumbing, central heating, hot water and waste must be safe and in good working order. The landlord or agent must comply with all safety regulations and have in place relevant safety certification, safety labelling, appliance manuals and tenant information packs so that these are recorded within the inventory report.

If furnished, the overall look should be uncluttered and all personal items belonging to the landlord such as pictures, plants and books etc removed.



### **Types of services available**

#### **Inventory**

A professional inventory report carried out on your property protects your hard-earned investment. An inventory is a complete record of the fixtures, fittings and décor of the property prior to a tenant moving-in. The entire report works methodically from the front entrance hall through each room and includes any outdoor spaces.

We compile a list of all the fixtures and fittings including a description of their condition. This impartial report allows you as landlord to avoid disputes at the end of a tenancy. Digital photographs of each room can provide a quick overview and additional smaller images are used to highlight possible problem areas. Completed reports can be available within 48 hours and viewable online in PDF format. Hard copies are posted out as requested in a full colour copy bound booklet.

#### **Check-in**

A check-in combined with an inventory creates a report specific to a tenancy. The check-in examines the property on the day the tenant(s) move-in noting the condition of the furniture and fittings. Meter readings are noted and dated photographs taken to guarantee accuracy. The new tenant(s) will be asked to sign for any keys that are handed over following a walk-through to discuss and highlight any further points from either clerk or tenant.



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## **Interim, Periodic and Mid-Term Reports**

This are simply a summary of the condition and cleanliness of a property during an existing tenancy agreement. This will usually take place mid-way through the tenancy and is attended by the tenant and clerk at an agreed appointment date and time. This service is used to report any potential problems which may've arisen during the tenancy, including issues raised by the tenant or areas of concern the clerk feels the landlord should be made aware.

## **Check-out**

This takes place at arguably the most important part of any tenancy; when the tenant is moving out. The check-out compares the condition at the end of a tenancy with that to when it began. Each room in the report will have an overview including photographs which may be compared with the original inventory report produced when the tenancy commenced.



## **What are the advantages of using an independent inventory clerk?**

Hiring an inventory clerk can save you time, money and problems. The service means that you have peace of mind that nothing is missed from the inventory.

It can also ensure that any disputes at the end of a tenancy do not get personal. For instance, one issue between landlords and tenants can be the definition of 'fair wear and tear'. Damage which happens because of wear and tear cannot fairly be the responsibility of the tenant. An inventory clerk should be independent, and will consider all relevant factors.







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## Our Check-out Costing Guide

General Maintenance Issues	Cost	Unit
<b>Stain or burn mark</b> <i>to work surfaces, mattresses, carpets etc</i>	<b>£25.00</b>	<b>each</b>
<b>Mattresses</b> <i>where more than one stain is present</i>	<b>£50.00</b>	<b>per side</b>
<b>Walls/Ceilings</b> <i>excessive scratches/scuff marks per surface</i>	<b>£25.00</b>	<b>compensation</b>
<b>Shower/bath seals</b> <i>to supply and fit replacements</i>	<b>£20.00</b>	<b>each</b>
<b>Domestic cleaning</b> <i>general cleaning of individual surfaces/furniture items etc</i>	<b>£12.00</b>	<b>per hour</b>
<b>Mastic/grouting mouldy</b> <i>around sinks, baths and shower cubicles</i>	<b>£50.00</b>	
<b>Nails and screws to walls</b> <i>remove 5 screws/nails from wall and make good</i>	<b>£35.00</b>	
<b>Rubbish removal</b> <i>either bin liners or equivalent in volume</i>	<b>£100.00</b>	<b>5 bags</b>
<b>Light bulbs</b> <i>to supply and fit</i>	<b>£4.50</b>	<b>per bulb</b>
<b>Gardening</b> <i>general gardening to include weeding and lawn mowing</i>	<b>£15.00</b>	<b>per hour</b>

Oven Cleaning	Cost	Unit
<b>Standard</b>	<b>£50.00</b>	<b>each</b>
<b>Deep Clean</b>	<b>£80.00</b>	<b>each</b>

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### Our Property Clean Costing Guide

Apartments	General	Deep
Studio	£54.00	£72.00
1 bedroom	£72.00	£90.00
2 bedroom	£90.00	£108.00
3 bedroom	£126.00	£144.00
4 bedroom	£144.00	£162.00
Houses	General	Deep
2 bedroom	£192.00	£240.00
3 bedroom	£240.00	£300.00
4 bedroom	£288.00	£330.00
5 bedroom	£330.00	£360.00



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### **What is the Tenancy Deposit Scheme?**

The Tenancy Deposit Scheme has been set up by the Independent Housing Ombudsman to regulate these circumstances, ensuring that disputes are settled fairly and without too much delay, and without any charge. However, not all areas of the United Kingdom are covered by the scheme, which is currently limited to a pilot programme. If you are a tenant, you can check to see if the Independent Housing Ombudsman can help you.

#### **Don't forget...**

Anything locked away (in lofts or sheds) and which is not noted on the inventory is the responsibility of the landlord. If the inventory is carried out after the tenant has moved in, there may be discrepancies on the inventory as to what belongs to the landlord. It is up to the landlord to point out any mistakes and ensure they are rectified. As a tenant, or as a landlord, you may incur costs if the objects listed on the inventory are not in their original position at the time of the final check-out. It is not the job of the inventory clerk to search for missing items – they are likely to be noted as missing. If the clerk does have to search for objects, you may be charged.



**my|deposits.co.uk**





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### **How much should I be charged?**

If you are a landlord, you may decide to use a letting agency to rent your property. They should provide an inventory service, but will charge a fee.

If you are a private landlord, inventory prices can vary depending on the size of the property, and whether it is furnished or unfurnished along with where in the country it is. As a rough guide, London-based inventory companies charge between £70 and £110 for an inventory of an unfurnished 1-bedroom property. Inventories for 1 bedroom furnished properties cost between £90 and £130. To have an inventory clerk present for check-in, check-out, or mid-tenancy inspections carries an additional fee.



**We offer discounts to agents with recurring work, we also offer prepay options which reduce the cost of our services even more!**

A complete inventory and building condition report for a 3 bedroom furnished property from Professional Letting, **starts from just £60.00** when using our Gold pre-pay services.



## Our Standard Fees 2012/13

	Unfurnished Properties				Furnished Properties
	Inventory & Building Condition Report	Inventory Including Check-in Service	Check-in Only / Inventory Update	Check-out Report	
1 Bed	£60.00	£80.00	£50.00	£40.00	+£10.00
2 Bed	£75.00	£95.00		£50.00	
3 Bed	£90.00	£110.00		£60.00	
4 Bed	£105.00	£125.00		£70.00	
5 Bed	£120.00	£140.00		£80.00	

## Prepay Account Customer Prices 2012/13

	Bronze £650	Silver £1250	Gold £1800
Number of Credits	10	20	30
£ per Credit	£65.00	£62.50	£60.00
<b>SAVING BETWEEN</b>	<b>£100 - £400</b>	<b>£250 - £850</b>	<b>£450 - £1250</b>

Prepay prices apply to properties with up to and including 3 bedrooms and regardless of whether they are furnished or not; where 1 credit will be used. Properties with 4 or more bedrooms will use 1.5 credits.

Prices quoted are **NOT subject to VAT.**



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## Online Booking Service

All of our services can be requested by telephone and email; however the best way is to use our online booking service, this means your appointment is immediately allocated to one of the team from the live diary slot you select.

Simply click the **BOOK ONLINE** tab from our website - it couldn't be more straight forward!

Where you require the inventory to be carried out on the same day as your tenants move-in, we can carry out the check-in service for you. We will remain at your property after the inventory has been prepared and wait for your new tenant(s) to arrive.

We will then walk them through the property, explaining any issues raised, note any concerns and hand over the keys on your behalf.

Tenants will be requested to sign our check-in form as confirmation the service was carried out and the keys handed over.

## Our Coverage

All of our services are available throughout the Yorkshire region; we do however cover a west-east coast radius of the UK.



## Example Reports

You can view example reports carried out for our clients on our website, for data protection any agent details along with addresses have been omitted.

Click the **EXAMPLE REPORTS** tab from our website.

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### **Professional Insurance**

As you should expect from any company providing inventory report services; entering your property and giving recommendations and professional opinions carries risk; therefore you can rest assured Professional Letting carry full Professional Indemnity and Public Liability insurance for everyone's peace of mind!



Our policy documents can be provided upon request – you can also check their validity from our website which provides a live link to Simply Business, our insurance provider.

Simply Business PI Insurance

Public Liability : £1,000,000  
Professional Indemnity :  
£50,000  
Employers Liability :  
£10,000,000



### **Previous Client Feedback**

Value for Money: *Excellent*  
Overall Service: *Excellent*  
Report Quality: *Excellent*

*"...I have always found them very good"*

**Helen Wardill**

**William H Brown, Barnsley**



**william h brown**

Value for Money: *Excellent*  
Overall Service: *Excellent*  
Report Quality: *Excellent*

*"I was very pleased with all aspects of the service and the quality of the inventory..."*

**Pauline Giammona**

**Concentric Lettings, Leeds**



Value for Money: *Excellent*  
Overall Service: *Excellent*  
Report Quality: *Excellent*

*"the reports are excellent when compared with other providers we have used..."*

**Ed Cooper**

**Sheffield Residential**

