**Phrases & Definitions Guide**

Terms used to describe the condition of an item can often challenge opinions. Because of this, and our impartiality, Kadeway work with a set list of common descriptions for their inventory reports. This list of phrases and descriptions will be found on your report. You can see from this list of definitions, what exactly is meant on your report. If you still disagree with our opinion, on any said item, please contact us to discuss the matter and agree any changes.

We are happy to agree amendments up to 10 days following the report.

**Professionally Cleaned (Cleaned by a third party)** - A professional body/person has been employed to carry out cleaning, and the receipts/invoice has been seen and photographed by the kadeway agent. Receipts will be included in the report.

**Clean -** The cleaning has been conducted to a good high standard as that of a professional clean, the only difference between clean and professionally clean, is that the professional clean has been paid for. This observation will also be used in the absence of a professional cleaning receipt. However, dated receipts for cleaning may be added later by Kadeway.

There will be no areas of cleaning still requiring to be completed.

**Some Further Cleaning Required (FCR) -** An attempt has been made to clean the item, however, further cleaning is required to bring the item to a clean condition. This includes dust, crumbs and bits/debris which can, on occasion accumulate during void periods.

**Not Clean -** No attempt has been made to clean the item, and it requires full cleaning to bring the item back to a clean condition. This includes food splashes to walls, limescale to chrome fittings etc.

**Conditions**

**Please note:** Properties which have been recently built and where this is the first tenancy, or items which are clearly “Brand new” or “As new” will be marked as such, and can be considered professionally clean, without the presence of a receipt, provided the property / item is in good, clean condition.

**Where no comments accompany the condition, the table below, offers a general and accurate overall description of the item.**

**Brand New/As New/ Good -** Just that. Still boxed, labelled. With evidence to suggest the item is unused. An item that may have been used, but appears new. Without evidence, to suggest otherwise. Having the required qualities; of a high standard.
**synonyms:** fine, of high quality, of a high standard, quality, superior

 **Good/Fair -** Considerable though not outstanding in quality. An item would have general, light usage marks, tho, nothing to note, or that would show up on an image. Fair wear and tear. Good overall

**Fair** - Reasonable though not outstanding in quality. Neither good or bad. Impartial, unprejudiced
Yellowed paintwork / electrical plates. Moderately marked / scuffed (in places). Discoloured / patchy. An item that has deteriorated / scaled with general use and time. Aged appearance & general usage marks.

**synonyms:** passable, satisfactory, acceptable, moderate

**Fair/Poor** - An item lacking any degree of quality, tho, still serviceable. Tarnished / rusted / heavily scuffed, scratched, marked or scaled. Of little or no value. Woodwork, heavily painted over defects and time. Heavy use / wear

**synonym:** tolerable

**Poor -** Of a low or inferior standard or quality.
An item that is broken, chipped or cracked. Sliding doors that catch, Swollen doors that won’t close. An item crudely constructed or fails to operate as intended. Damaged generally. No value.

**synonyms:** substandard, below standard, below par, bad, deficient, defective, faulty, imperfect, inferior, mediocre, unsatisfactory.

**Other Descriptions**

**Clean & fresh:**  Not old or spoiled. New and bright in appearance. Untainted paintwork that has retained its vibrancy and colour.

**​Scuffed:**  Item marked by scraping or hard use, as shoes or furniture.

**Broken:**  Not functioning properly / correctly, or as it should do when new. Out of working order.

**​Worn:**  Diminished in value or usefulness through wear, use, handling, etc.

**Wear:**To impair, deteriorate, or consume gradually by use or any continued process.

**Tarnish:**To dull the lustre of a surface, e.g. oxidation of a metallic surface; discolour. Faded, dirtying of hue.

**Discolouration:** The process of changing to a different, less attractive colour.

**Commensurate with use / age:** Items condition is consistent with fair wear, tear and age…… In use.

**Dulled with use:**Diminish, decrease, reduce. i.e. STAINLESS STEEL sink, dulled with use.

**​In good (working) order:**As it should be / do, with no defects.

**​Fair Wear & Tear:**“Reasonable use of the premises by the tenant and the ordinary operation of natural forces.” This  refers to                                          the twin forces of time and normal daily habits. Walking across a carpet from door to  a  dining table, for                                                example, will exert a wearing effect during the length of a year which is perfectly  natural.

**Rotting:**To deteriorate, disintegrate, fall, or become weak due to decay.

**​Dirty:**  Unclean, soiled, filthy, especially on a surface.

**​Swollen:**Grown in bulk, as by the absorption of moisture. A swollen door will fail to close normally if at all.

**​Odorous:** ​Having or emitting a characteristic smell or odour, usually unpleasant / stale.

**Musty:** ​Lacking freshness or vitality; stale, damp, mouldy, stuffy, unventilated.

**Seasonal order:**Generally describes a garden , depending on the season of the year. We would not expect a blooming flower                                        bed in the winter months.

**​Rustic / crude:**Made in a plain and simple fashion, in particular

**synonyms:** plain, simple, homely, unsophisticated, homespun, rough, crude.

**Rustic / refined:**Made in a simple, plain and crude manner, but cultivated, polished, stylish, elegant and sophisticated manner.

**Order:**A state in which everything is in its correct or appropriate place / condition.

 **Abbreviations**

**HL, ML,  LL -** High, Middle & Low level

**TE, BE -** Top/bottom edge

**RHS, LHS -** Right/Left hand side

**SS -** Stainless steel

**FL -** Floor length

**SL -** Sill length

**BSL -** Below sill length

**EX -** Exterior / outside

**IN -** Interior / inside