



## Terms and Conditions

These terms of business form part of our terms of reference and should be read in conjunction with the notes and disclaimer pages at the beginning of our inventory's.

### 1. General Conditions

- 1.1. Notice. Censeo Property Ltd require a minimum of 24 hour's notice for each appointment, after the booking form or email has been received, unless otherwise agreed.
- 1.2. Bookings. All bookings should be made by using the booking email template or by using the booking form. It is the responsibility of the instructing party to ensure all relevant information relating to the property has been provided before the inventory, check-in, check-up or check-out. These details should include: details about alarm codes and location of keypads, garages, oil tanks or outbuildings not attached to the property and any other information deemed relevant. Failure to do so could result in inaccuracies or omissions for which Censeo Property Ltd cannot be held responsible.
- 1.3. Quoted Prices. Our pricing structure is designed around the number of rooms in a property if the actual number of rooms differs from the details provided at time of booking e.g. additional rooms, basement, cellar, shed, garage or other outbuildings then Censeo Property Ltd reserve the right to make additional charges in line with our pricing structure. Where possible the clerk will contact the instructing party before proceeding but if we fail to make contact we will proceed with the inventory at the correct price rather than aborting.
- 1.4. Access. Details for access to a property should be provided at the time of booking and should include full details of any burglar alarms or other security devices at the property. Censeo Property Ltd do not accept any liability for any cost or charges incurred if alarm systems have to be reset.
- 1.5. Keys. Will be collected from the instructing office or agreed location. We reserve the right to make an additional charge if the keys are not at this location at the agreed time or if we need to collect from a different office/location. Keys will be returned to the original location from where they were collected unless otherwise agreed.
- 1.6. Cancellations. In the event that a job needs to be cancelled if less than 24 hour's notice is given then a cancellation fee of 50% of the total cost of the job will apply.
- 1.7. Aborted Appointments. Appointments that are aborted either at point of key collection or at the property will be charged at 75% of the original quoted price.

- 1.8. Safety. Censeo Property Ltd reserve the right to cancel or abort any appointment on the grounds of safety without liability. No cancellation fee will be charged under these circumstances.
- 1.9. Force Majeure. Censeo Property Ltd cannot be held liable for any delays in service, performance, including the delivery of reports, caused by circumstances beyond its reasonable control.
- 1.10. Meter Readings. If the location and serial number of utility meters have not been provided before the time of the inventory compilation and it is not self-explanatory, meter reading will not be taken and the report will be marked accordingly.
- 1.11. Completed Reports. A link to the completed report will be sent to the instructing party via email to the email address provided, unless otherwise requested. If requested 1 hardcopy of the inventory will be provided. If additional hardcopies are requested they will be supplied at a cost of £5.00 + Vat each.
- 1.12. Payment. Invoices will be sent via email and payment required within 7 days of receipt of the invoice. The responsibility for payment of the invoice will fall to the instructing party, should this be the agent, payment is due irrespective of funds being made available by the landlord.
- 1.13. Late Payment. The instructing party will be held liable for not only the original invoice cost but also to pay the reasonable costs and expenses (including solicitor's costs and other professional advisors) incurred by Censeo Property Ltd in connection with any late payment. Also, to pay the cost of any bank or other charges incurred by Censeo Property Ltd if any cheque written by the instructing party is dishonoured. This includes interest and overdraft charges.
- 1.14. Smoke detectors & Carbon Monoxide detectors. Sounders will be tested and commented on, but this does not mean that they are fully compliant. This is the responsibility of the landlord, who should ensure the alarms are in working order at the start of each new tenancy.
- 1.15. Complaints. Censeo Property Ltd work under the guidelines of AIIC (Association of Independent Inventory Clerks) and Arla Propertymark guidelines. Any complaint in respect of the services provided by Censeo Property Ltd should be made in writing (email is acceptable) within 7 days of the event.

Our correspondence details are:

[info@censeoproperty.co.uk](mailto:info@censeoproperty.co.uk)

or

CENSEO PROPERTY LTD  
27 Old Gloucester Street  
London  
WC1N 3AX

## 2. Our Services

At Censeo Property Ltd we used industry leading cloud based software to deliver our service. This software allows us to track the progress of your Inventory from Instruction to completion. Updates on progress can also be emailed to the instructing party if required.

## 2.1. The Inventory

This inventory provides a fair and accurate record of the contents and conditions of the contents of the property, and the property's internal condition. All photographs are time stamped Items are described for identification purposes only. In this context, the inventory should not be used as an accurate description of each and every piece of furniture.

Censeo Property Ltd are not experts in fabrics, woods, materials, antiques, art etc., nor a qualified surveyor. The inventory is not a structural survey and makes no comment in this regard, nor does it comment on the external structure of the property.

It is the responsibility of the Landlord or Landlords agent to make sure that the property is ready to let and all works, cleaning, inclusion or removal of items are complete before the clerk attends to create the inventory.

The clerk attending the property will only view areas and items that are accessible and will not move any heavy items, such as pieces of furniture or mattresses. Property left in lofts, cellars and locked rooms, which have not been inventoried are the sole responsibility of the landlord.

For clarity please note that the inventory clerks are not responsible for the following:

1. Testing showers / taps
2. Testing appliances
3. Moving furniture
4. Checking electrical items
5. Opening windows
6. Operating window blinds
7. Checking heating systems / radiators
8. Checking alarms
9. Inspecting loft contents
10. Specifying names of plants/shrubs and trees—a general description will be made.

Whilst every care is taken to provide a thorough report, any proposed changes, alterations, additions or queries must be made in writing to Censeo Property Ltd within 7 days of the date of this report.

If Censeo Property Ltd had not also been instructed to carry out the check-in. It is the responsibility of the landlord and the tenant or the respective agent to agree between themselves the accuracy of this report. If no additional comments are added to the inventory by the tenant, agent or landlord within 7 days of it being made then the inventory will be deemed to be accurate and a true depiction of the property and its contents as at the date made.

## 2.2. The Check-In

The Censeo Property Ltd clerk will meet the tenant at the property and go through the inventory with them using a draft hard copy of the inventory.

Any notes or comments will be added to the inventory immediately and additional time stamped photos taken when relevant using the clerks tablet. Tenants will sign the final inventory on the tablet whilst the clerk is at the property and the report will be email to the instructing party and tenant as a PDF as soon as the inventory is closed by the clerk.

## 2.3. The Check-Up

On request, Censeo Property Ltd can send a clerk to visit a property during a tenancy to conduct an inspection on behalf of the Landlord. A report will be generated comparing the current condition of the property and emails to the instructing party after the completions of the visit.

## 2.4. The Check-Out

Censeo Property Ltd will send a clerk to the property only once the tenant has fully vacated and completed any cleaning or remedial works they plan on undertaking. The clerk will compare an online version of the original inventory to the condition of the property, fixtures, fitting and furniture at the time of the check-out. A report detailing any variances with supporting photographs will be sent to the instructing party. This report is advisory and the opinion of the clerk, based upon the information available to them. The report is not an exhaustive list of items that require attention at the property nor is it definitive in respect of tenant responsibility. The report is intended to be used to assist in the reaching of agreement between the parties at the end of the tenancy.