



Home Report

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Scottish Single Survey



Single Survey

survey report on:

Property address	19 Drummond Crescent Inverness IV2 4QR
Customer	Lisa & Jason Lugton
Customer address	19 Drummond Crescent Inverness IV2 4QR
Prepared by	Shepherd Chartered Surveyors
Date of inspection	24/09/2024



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PART 1 - GENERAL

1.1 THE SURVEYORS

The Seller has engaged the Surveyors to provide the Single Survey Report and a generic Mortgage Valuation Report for Lending Purposes. The Seller has also engaged the Surveyors to provide an Energy Report in the format prescribed by the accredited Energy Company.

The Surveyors are authorised to provide a transcript or retype of the generic Mortgage Valuation Report on to Lender specific pro-forma. Transcript reports are commonly requested by Brokers and Lenders. The transcript report will be in the format required by the Lender but will contain the same information, inspection date and valuation figure as the generic Mortgage Valuation Report and the Single Survey. The Surveyors will decline any transcript request which requires the provision of information additional to the information in the Report and the generic Mortgage Valuation Report until the Seller has conditionally accepted an offer to purchase made in writing.

Once the Seller has conditionally accepted an offer to purchase made in writing, the Purchaser's lender or conveyancer may request that the Surveyors provide general comment on standard appropriate supplementary documentation. In the event of a significant amount of documentation being provided to the Surveyors, an additional fee may be incurred by the Purchaser. Any additional fee will be agreed in writing.

If information is provided to the Surveyors during the conveyancing process which materially affects the valuation stated in the Report and generic Mortgage Valuation Report, the Surveyors reserve the right to reconsider the valuation. Where the Surveyors require to amend the valuation in consequence of such information, they will issue an amended Report and generic Mortgage Valuation Report to the Seller. It is the responsibility of the Seller to ensure that the amended Report and generic Mortgage Valuation Report are transmitted to every prospective Purchaser.

The individual Surveyor will be a member of the Royal Institution of Chartered Surveyors who is competent to survey, value and report upon Residential Property¹.

If the Surveyors have had a previous business relationship within the past two years with the Seller or Seller's Agent or relative to the property, they will be obliged to indicate this by marking the adjacent box.



The Surveyors have a written complaints handling procedure. This is available from the offices of the Surveyors at the address stated.

1.2 THE REPORT

The Surveyors will not provide an amended Report on the Property, except to correct factual inaccuracies.

The Report will identify the nature and source of information relied upon in its preparation.

The Surveyor shall provide a Market Value of the Property, unless the condition of the Property is such that it would be inappropriate to do so. A final decision on whether a loan will be granted rests with the Lender who may impose retentions in line with their lending criteria. The date of condition and value of the property will be the date of inspection.

Prior to 1 December 2008, Purchasers have normally obtained their own report from their chosen Surveyor. By contrast, a Single Survey is instructed by the Seller and made available to all potential Purchasers in expectation that the successful Purchaser will have relied upon it. The Royal Institution of Chartered Surveyors rules require disclosure of any potential conflict of interest when acting for the Seller and the Purchaser in the same transaction. The Single Survey may give rise to a conflict of interest and if this is of concern to any party they are advised to seek their own independent advice.

The Report and any expressions or assessments in it are not intended as advice to the Seller or Purchaser or any other person in relation to an asking price or any other sales or marketing decisions.

¹ Which shall be in accordance with the current RICS Valuation Standards (The Red Book) and RICS Rules of Conduct.

The Report is based solely on the Property and is not to be relied upon in any manner whatsoever when considering the valuation or condition of any other property.

If certain minor matters are mentioned in the Report it should not be assumed that the Property is free of other minor defects.

Neither the whole nor any part of the Report may be published in any way, reproduced or distributed by any party other than the Seller, prospective purchasers and the Purchaser and their respective professional advisers without the prior written consent of the Surveyors.

1.3 LIABILITY

The Report is prepared with the skill and care reasonably to be expected of a competent residential surveyor who is a member of the Royal Institution of Chartered Surveyors.

The Report is addressed to the Seller and was prepared in the expectation that it (or a complete copy) along with these Terms and Conditions (or a complete copy) would (or, as the case might be, would have been) be disclosed and delivered to:

- the Seller;
- any person(s) noting an interest in purchasing the Property from the Seller;
- any person(s) who make(s) (or on whose behalf is made) an offer to purchase the Property, whether or not that offer is accepted by the Seller;
- the Purchaser; and
- the professional advisers of any of these.

The Surveyors acknowledge that their duty of skill and care in relation to the Report is owed to the Seller and to the Purchaser. The Surveyors accept no responsibility or liability whatsoever in relation to the Report to persons other than the Seller and the Purchaser. The Seller and Purchaser should be aware that if a Lender seeks to rely on this Report they do so at their own risk. In particular, the Surveyors accept no responsibility or liability whatsoever to any Lender in relation to the Report. Any such Lender relies upon the Report entirely at their own risk.

1.4 GENERIC MORTGAGE VALUATION REPORT

The Surveyors undertake to the Seller that they will prepare a generic Mortgage Valuation Report, which will be issued along with the Single Survey. It is the responsibility of the Seller to ensure that the generic Mortgage Valuation Report is provided to every potential Purchaser.

1.5 TRANSCRIPT MORTGAGE VALUATION FOR LENDING PURPOSES

The Surveyors undertake that on being asked to do so by a prospective purchaser, or his/her professional advisor or Lender, they will prepare a Transcript Mortgage Valuation Report for Lending Purposes on terms and conditions to be agreed between the Surveyors and Lender and solely for the use of the Lender and upon which the Lender may rely. The decision as to whether finance will be provided is entirely a matter for the Lender. The Transcript Mortgage Valuation Report will be prepared from information contained in the Report and the generic Mortgage Valuation Report².

1.6 INTELLECTUAL PROPERTY

All intellectual property rights whatsoever (including copyright) in and to the Report, excluding the headings and rubrics, are the exclusive property of the Surveyors and shall remain their exclusive property unless

² Which shall be in accordance with the current RICS Valuation Standards (The Red Book) and RICS Rules of Conduct.

they assign the same to any other party in writing.

1.7 PAYMENT

The Surveyors are entitled to refrain from delivering the Report to anyone until the fee and other charges for it notified to the Seller have been paid. Additional fees will be charged for subsequent inspections and Reports.

1.8 CANCELLATION

The Seller will be entitled to cancel the inspection by notifying the Surveyor's office at any time before the day of the inspection.

The Surveyor will be entitled not to proceed with the inspection (and will so report promptly to the Seller) if after arriving at the property, the Surveyor concludes that it is of a type of construction of which the Surveyor has insufficient specialist knowledge to be able to provide the inspection satisfactorily. The Surveyor will also be entitled not to proceed if after arriving at the property, the surveyor concludes that the property is exempt under Part 3 of The Housing (Scotland) Act 2006 as detailed in the (Prescribed Documents) Regulations 2008. If there is a potential threat to their health or personal safety, the inspection may be postponed or cancelled, at the Surveyor's discretion.

In the case of cancellation or the inspection not proceeding, the Surveyor will refund any fees paid by the Seller for the inspection and Report, except for expenses reasonably incurred and any fee due in light of the final paragraph of this section.

In the case of cancellation by the Seller, for whatever reason, after the inspection has taken place but before a written report is issued, the Surveyor will be entitled to raise an invoice equivalent to 80% of the agreed fee.

1.9 PRECEDENCE

If there is any incompatibility between these Terms and Conditions and the Report, these Terms and Conditions take precedence.

1.10 DEFINITIONS

- the "Lender" is the party who has provided or intends or proposes to provide financial assistance to the Purchaser towards the purchase of the Property and in whose favour a standard security will be granted over the Property;
- the "Transcript Mortgage Valuation Report for Lending Purposes" means a separate report, prepared by the Surveyor, prepared from information in the Report and the generic Mortgage Valuation Report, but in a style and format required by the Lender. The Transcript Mortgage Valuation Report for Lending Purposes will be prepared with the skill and care reasonably to be expected from a surveyor who is a member of the Royal Institution of Chartered Surveyors and who is competent to survey, value and report on the Property;
- the "Generic Mortgage Valuation Report" means a separate report, prepared by the Surveyor from information in the Report but in the Surveyor's own format;
- the "Market Value" is the estimated amount for which a property should exchange on the date of valuation between a willing buyer and a willing seller in an arm's-length transaction after proper marketing wherein the parties had each acted knowledgeably, prudently and without compulsion;
- the "Property" is the property which forms the subject of the Report;
- the "Purchaser" is the person (or persons) who enters into a contract to buy the Property from the Seller;

- a "prospective Purchaser" is anyone considering buying the Property;
- the "Report" is the report, of the kind described in Part 2 of these Terms and Conditions and in the form set out in part 1 of Schedule 1 of the Housing (Scotland) Act 2006 (Prescribed Documents) Regulations 2008;
- the "Seller" is/are the proprietor(s) of the Property;
- the "Surveyor" is the author of the Report on the Property; and
- the "Surveyors" are the firm or company of which the Surveyor is an employee, director, member or partner (unless the Surveyor is not an employee, director, member or partner, when the "Surveyors" means the Surveyor) whose details are set out at the head of the Report.
- the "Energy Report" is the advice given by the accredited Energy Company, based on information collected by the Surveyor during the Inspection, and also includes an Energy Performance Certificate, in a Government approved format.

PART 2 - DESCRIPTION OF THE REPORT

2.1 THE SERVICE

The Single Survey is a Report by an independent Surveyor, prepared in an objective way regarding the condition and value of the Property on the day of the inspection, and who is a member of the Royal Institution of Chartered Surveyors. It includes an Energy Report as required by Statute and this is in the format of the accredited Energy Company. In addition, the Surveyor has agreed to supply a generic Mortgage Valuation Report.

2.2 THE INSPECTION

The Inspection is a general surface examination of those parts of the Property which are accessible: in other words, *visible and readily available for examination from ground and floor levels, without risk of causing damage to the Property or injury to the Surveyor.*

All references to visual inspection refer to an inspection from within the property at floor level and from ground level within the site and adjoining public areas, without the need to move any obstructions. Any references to left or right are taken facing the front of the property.

The Inspection is carried out with the Seller's permission, without causing damage to the building or contents. Furniture, stored items and insulation are not moved.

Unless identified in the report the Surveyor will assume that no harmful or hazardous materials have been used in the construction. The presence or possible consequences of any site contamination will not be researched.

The Surveyor will not carry out an asbestos inspection, and will not be acting as an asbestos inspector in completing a Single Survey of properties that may fall within the Control of Asbestos in the Workplace Regulations. In the case of flats it will be assumed that there is a duty holder, as defined in the Regulations and that a Register of Asbestos and effective Management Plan is in place, which does not require any expenditure, or pose a significant risk to health. No enquiry of the duty holder will be made.

2.3 THE REPORT

The Report will be prepared by the Surveyor who carried out the property inspection and will describe various aspects of the property as defined by the headings of the Single Survey report with the comments

being general and unbiased. The report on the location, style and condition of the property, will be concise and will be restricted to matters that could have a material effect upon value and will omit items that, in the Surveyor's opinion, are not significant. If certain minor matters are mentioned, it should not be interpreted that the property is free of any other minor defects.

Throughout the Report, the following repair categories will be used to give an overall opinion of the state of repair and condition of the property.

- 1 Category 3: Urgent repairs or replacement are needed now. Failure to deal with them may cause problems to other parts of the property or cause a safety hazard. Estimates for repairs or replacement are needed now.
- 2 Category 2: Repairs or replacement requiring future attention, but estimates are still advised.
- 3 Category 1: No immediate action or repair is needed.

WARNING: If left unattended, even for a relatively short period, Category 2 repairs can rapidly develop into more serious Category 3 repairs. The existence of Category 2 or Category 3 repairs may have an adverse effect on marketability, value and the sale price ultimately achieved for the property. This is particularly true during slow market conditions when the effect can be considerable.

Parts of the property, which cannot be seen or accessed, will not be reported upon and this will be stated. If the Surveyor suspects that a defect may exist within an unexposed area and which could have a material effect upon the value, he may recommend further investigation by specialist contractors.

2.4 SERVICES

Surveyors are not equipped or qualified to test the services and therefore no comment can be interpreted as implying that the design, installation and function of the services are in accordance/compliance with regulations, safety and efficiency expectations. However, comment is made where there is cause to suspect significant defects or shortcomings with the installations. No tests are made of any services or appliances.

2.5 ACCESSIBILITY

A section is included to help identify the basic information interested parties need to know to decide whether to view a property.

2.6 ENERGY REPORT

A section is included that makes provision for an Energy Report, relative to the property. The Surveyor will collect physical data from the property and provide such data in a format required by an accredited Energy Company. The Surveyor cannot of course accept liability for any advice given by the Energy Company.

2.7 VALUATION AND CONVEYANCER ISSUES

The last section of the Report contains matters considered relevant to the Conveyancer (Solicitor). It also contains the Surveyor's opinion both of the market value of the property and of the re-instatement cost, as defined below.

"Market Value" *The estimated amount for which a property should exchange on the date of valuation between a willing buyer and a willing seller in an arm's-length transaction after proper marketing wherein the parties had each acted knowledgeably, prudently and without compulsion.* In arriving at the opinion of the Market Value the Surveyor also makes various standard assumptions covering, for example, vacant possession; tenure and other legal considerations; contamination and hazardous materials; the condition of un-inspected parts; the right to use mains services; and the exclusion of curtains, carpets etc. from the valuation. In the case of flats, the following further assumptions are made that:

- There are rights of access and exit over all communal roadways, corridors, stairways etc. and to use

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communal grounds, parking areas, and other facilities;

- There are no particularly troublesome or unusual legal restrictions;
- There is no current dispute between the occupiers of the flats or any outstanding claims or losses; and the costs of repairs to the building are shared among the co-proprietors on an equitable basis.

Any additional assumption, or any found not to apply, is reported.

"Re-instatement cost" is an estimate for insurance purposes of the current cost of rebuilding the Property in its present form unless otherwise stated. This includes the cost of rebuilding the garage and permanent outbuildings, site clearance and professional fees, but excludes VAT (except on the fees).

Sellers or prospective Purchasers may consider it prudent to instruct a reinspection and revaluation after a period of 12 weeks (or sooner if appropriate) to reflect changing circumstances in the market and/or in the physical condition of the Property.

1. Information and scope of inspection

This section tells you about the type, accommodation, neighbourhood, age and construction of the property. It also tells you about the extent of the inspection and highlights anything that the surveyor could not inspect.

All references to visual inspection refer to an inspection from within the property without moving any obstructions and externally from ground level within the site and adjoining public areas. Any references to left or right in a description of the exterior of the property refer to the view of someone standing facing that part of the property from the outside.

The inspection is carried out without causing damage to the building or its contents and without endangering the occupiers or the surveyor. Heavy furniture, stored items and insulation are not moved. Unless identified in the report the surveyor will assume that no harmful or hazardous materials or techniques have been used in the construction. The presence or possible consequences of any site contamination will not be researched.

Services such as TV/cable connection, internet connection, swimming pools and other leisure facilities etc. will not be inspected or reported on.

Description	The subjects comprise a detached two storey dwelling house with detached double garage.
Accommodation	GROUND FLOOR - Entrance Vestibule, Hall, Living Room, Sitting Room, Kitchen/Dining Area, Bedroom, Utility Room and Shower Room with WC. FIRST FLOOR - Landing, Master Bedroom with en-suite Shower Room, 2 Further Bedrooms and Bathroom with WC.
Gross internal floor area (m²)	The gross internal floor area extends to 267 m ² or thereby.
Neighbourhood and location	The subjects form part of an established residential development of similar style properties situated within the Drummond area of Inverness. The situation is convenient for local shopping, education and transport facilities.
Age	Built circa 1861 and extended 2023.
Weather	The property was inspected during a spell of mixed wet weather.
Chimney stacks	Visually inspected with the aid of binoculars where appropriate. There are two stone built chimney stacks with lead flashings.

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Roofing including roof space	<p>Sloping roofs were visually inspected with the aid of binoculars where appropriate.</p> <p>Roof spaces were visually inspected and were entered where there was safe and reasonable access, normally defined as being from a 3m ladder within the property.</p> <p>If this is not possible, then physical access to the roof space may be taken by other means if the Surveyor deems it safe and reasonable to do so.</p> <p>The roof is of a pitched, ridged design comprising timber rafters clad with slates over timber sarking boards.</p> <p>Access to the roof void was undertaken via a ceiling hatch within the bathroom.</p>
Rainwater fittings	<p>Visually inspected with the aid of binoculars where appropriate.</p> <p>Gutters and downpipes are of a mixed cast iron and uPVC manufacture.</p>
Main walls	<p>Visually inspected with the aid of binoculars where appropriate.</p> <p>Foundations and concealed parts were not exposed or inspected.</p> <p>The main walls are of a traditional stone, externally pointed with the rear extension appearing to be of a cavity timber frame and render block design with timber weatherboarding detail.</p>
Windows, external doors and joinery	<p>Internal and external doors were opened and closed where keys were available.</p> <p>Random windows were opened and closed where possible.</p> <p>Doors and windows were not forced open.</p> <p>The windows are of a single glazed, timber sash and casement pattern. There are uPVC double glazed units within the extension together with Velux window units.</p>
External decorations	<p>Visually inspected.</p> <p>The front door is of a solid timber design with aluminium/uPVC bi-fold doors at the rear.</p> <p>External woodwork is painted/stained.</p>

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Conservatories / porches	N/A
Communal areas	N/A
Garages and permanent outbuildings	<p>Visually inspected.</p> <p>There is a detached triple car garage of a rendered block design under a pitched corrugated asbestos roof covering. There is also an attached boiler house which is of a block and timber design, timber garden sheds, greenhouse and barbecue hut.</p>
Outside areas and boundaries	<p>Visually inspected.</p> <p>There are large areas of garden ground lying to the front, side and rear of the property. Boundaries are of stone walls and timber fencing.</p>
Ceilings	<p>Visually inspected from floor level.</p> <p>The ceiling linings are of a mixed lath and plasterboard design.</p>
Internal walls	<p>Visually inspected from floor level.</p> <p>Using a moisture meter, walls were randomly tested for dampness where considered appropriate.</p> <p>The internal wall linings are of a mixed plaster on the hard, lath and plaster and plasterboard design.</p>
Floors including sub floors	<p>Sub-floor areas were inspected only to the extent visible from a readily accessible and unfixed hatch by way of an inverted "head and shoulders" inspection at the access point.</p> <p>The flooring is of a mixed solid concrete and suspended timber design.</p>

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Internal joinery and kitchen fittings	<p>Built-in cupboards were looked into but no stored items were moved.</p> <p>Kitchen units were visually inspected excluding appliances.</p> <p>Internal joinery comprises timber skirtings and door surrounds with timber panel internal doors. There is a modern fitted kitchen which is both floor and wall mounted.</p>
Chimney breasts and fireplaces	<p>Visually inspected.</p> <p>No testing of the flues or fittings was carried out.</p> <p>There is an open fire set within the living room fireplace and a wood burning stove within the sitting room.</p>
Internal decorations	<p>Visually inspected.</p> <p>Painted and wall papered.</p>
Cellars	N/A
Electricity	<p>Accessible parts of the wiring were visually inspected without removing fittings. No tests whatsoever were carried out to the system or appliances. Visual inspection does not assess any services to make sure they work properly and efficiently and meet modern standards. If any services are turned off, the surveyor will state that in the report and will not turn them on.</p> <p>Mains electricity is connected. The electricity meter and consumer unit are located within a living room cupboard.</p>
Gas	<p>Accessible parts of the system were visually inspected without removing fittings. No tests whatsoever were carried out to the system or appliances. Visual inspection does not assess any services to make sure they work properly and efficiently and meet modern standards. If any services are turned off, the surveyor will state that in the report and will not turn them on.</p> <p>There is no mains gas, however, the subjects benefit from a bottled LPG supply.</p>

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Water, plumbing, bathroom fittings	<p>Visual inspection of the accessible pipework, water tanks, cylinders and fittings without removing any insulation.</p> <p>No tests whatsoever were carried out to the system or appliances.</p> <p>Water is from the public rising main. The plumbing installation, where seen, comprises copper distribution pipes together with uPVC waste pipes.</p> <p>There are white sanitary fittings within the bathroom, en-suite shower room and ground floor shower room.</p>
Heating and hot water	<p>Visual inspection of the accessible pipework, water tanks, cylinders and fittings without removing any insulation.</p> <p>No tests whatsoever were carried out to the system or appliances.</p> <p>There is a full oil fired wet central heating system supplying radiators throughout. There is also electric under floor heating within the rear extension.</p> <p>Domestic hot water is provided by the central heating boiler together with an electric immersion fitted to the hot water tank which is located within the en-suite cupboard.</p>
Drainage	<p>Drainage covers etc. were not lifted.</p> <p>Neither drains nor drainage systems were tested.</p> <p>Drainage is to the main public sewer.</p>
Fire, smoke and burglar alarms	<p>Visually inspected.</p> <p>No tests whatsoever were carried out to the system or appliances.</p> <p>All Scottish homes require a smoke alarm to be installed in the room most frequently used for living purposes and in every circulation space on each floor. A heat alarm also needs to be installed in each kitchen. The alarms need to be ceiling mounted and interlinked. Where there is a carbon-fuelled appliance such as a boiler, open fire or wood burner, a carbon monoxide detector is also required. We have not assessed or tested any existing equipment and it is the purchasers responsibility to confirm that the property will comply with these standards following a change of ownership.</p>

Any additional limits to inspection	<p>The property was fully furnished and had fitted floor coverings, therefore no detailed inspection was possible of the floors and accordingly, no comment can be made on their condition. Internal cupboards were generally filled with storage items. No access was available beneath sanitary or kitchen fittings.</p> <p>Windows and external doors were not all fully opened or tested.</p> <p>No access was available to any sub-floor areas.</p> <p>Full and safe access was not available to the roof void area due to the presence of a thick layer of insulation.</p> <p>The cold water rising main was not fully inspectable.</p> <p>An inspection for Japanese Knotweed was not carried out. This is a plant which is subject to control regulation, is considered to be invasive and one which can render a property unsuitable for some mortgage lenders. It is therefore assumed that there is no Japanese Knotweed within the boundaries of the property or its neighbouring property. Identification of Japanese Knotweed is best undertaken by a specialist contractor.</p>
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Sectional Diagram showing elements of a typical house




Reference may be made in this report to some or all of the above component parts of the property. This diagram may assist you in locating and understanding these items.


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2. Condition

This section identifies problems and tells you about the urgency of any repairs by using one of the following three categories:

Category 3	Category 2	Category 1
Urgent repairs or replacement are needed now. Failure to deal with them may cause problems to other parts of the property or cause a safety hazard. Estimates for repairs or replacement are needed now.	Repairs or replacement requiring future attention, but estimates are still advised.	No immediate action or repair is needed.

 Structural movement	
Repair category	1
Notes	Evidence of settlement/movement has affected the building. On the basis of a single inspection this appears longstanding with no evidence of recent movement apparent.

 Dampness, rot and infestation	
Repair category	2
Notes	Moderate dampness was noted to the exposed stone walls. A precautionary check of the entire property should be carried out by a reputable timber and damp specialist prior to purchase. Traces of wood bore infestation noted to timbers within the attic. We understand that a timber specialist has provided a quote for treatment (see appendix).

 Chimney stacks	
Repair category	1
Notes	Chimney stacks appear to be in a fair state of repair within the limitations of our inspection but can be vulnerable to defect and should be regularly maintained.

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Roofing including roof space

Repair category	2
Notes	<p>Since our original inspection it is understood repair works including slate repairs have been undertaken by Lewis Slater Ltd. Roof coverings are of an age and style where a degree of regular ongoing maintenance should be anticipated. More extensive overhaul work may be required in future.</p> <p>Weather ingress noted within the roof void with resultant staining to the timber sarking.</p>



Rainwater fittings

Repair category	1
Notes	<p>Within the limitations of our inspection rainwater goods were seen to be free from significant defect.</p> <p>We would highlight that it was not raining at the time of our inspection and we would recommend that all rainwater fittings be inspected during heavy rainfall in order to ensure they are free from defect.</p>



Main walls

Repair category	1
Notes	<p>Weathered/worn stone work/mortar joints were noted to external walls. Repairs to traditional stone materials can be expensive, particularly to ornate finishes.</p>



Windows, external doors and joinery

Repair category	1
Notes	<p>Windows were not all fully opened or tested, and it should be appreciated that some defects are only evident during certain weather conditions. Within the limitations of our inspection, no significant defects were noted.</p> <p>It is understood the single glazed, timber sash and casement windows have been recently overhauled.</p>



External decorations

Repair category	1
Notes	<p>Paint finished and decorated external surfaces will require redecoration on a regular basis.</p>

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Conservatories/porches

Repair category	N/A
Notes	N/A



Communal areas

Repair category	N/A
Notes	N/A



Garages and permanent outbuildings

Repair category	2
Notes	<p>Aspects of the garage/outbuilding construction may have a limited life span. Some patch repair and regular ongoing maintenance should be anticipated.</p> <p>The garage/outbuilding may contain materials with an asbestos content including the garage roof. These have not been tested and we have not carried out an asbestos survey on the property however these materials should be handled by a competent contractor only. Asbestos waste can be costly to dispose of.</p>



Outside areas and boundaries

Repair category	2
Notes	<p>Cracking and displaced stonework evident to boundary walls.</p> <p>Mature trees/vegetation within the grounds of the property will require future ongoing professional maintenance by an experienced contractor.</p>



Ceilings

Repair category	1
Notes	Within the limitations of our inspection no significant defects were noted.



Internal walls

Repair category	1
Notes	Within the limitations of our inspection no significant defects were noted.

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Floors including sub-floors

Repair category	1
Notes	Due to fitted carpets and partial fitted floor coverings no detailed inspection of floors was possible and accordingly no comment can be made on their condition.



Internal joinery and kitchen fittings

Repair category	1
Notes	Within the limitations of our inspection no significant defects were noted.



Chimney breasts and fireplaces

Repair category	1
Notes	<p>All flue linings should be checked, repaired if necessary and swept prior to fires/appliances being reused.</p> <p>It is assumed that the stove has been installed in accordance with manufacturer's recommendations for fluing and ventilation and has always utilised the correct type of fuel. The appliance has not been tested by ourselves and is therefore presumed in full, safe working order. The flue should be regularly swept.</p>



Internal decorations

Repair category	1
Notes	The property is in good decorative order.



Cellars

Repair category	N/A
Notes	N/A



Electricity

Repair category	2
Notes	Aspects of the electrical installation are dated and the system should be checked as a precaution by a registered electrician and upgraded if necessary.

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Gas

Repair category	1
Notes	There is no mains gas, however, there is a bottled gas supply for the kitchen hob.



Water, plumbing and bathroom fittings

Repair category	1
Notes	Sanitary fittings appear serviceable however surround seals, tiling and finishes should be checked and maintained watertight. We were unable to view concealed areas below sanitary fittings and cannot confirm they are free from damp or other defects.



Heating and hot water

Repair category	2
Notes	<p>It is assumed that the central heating system has been properly installed, updated and maintained to meet with all current regulations and standards with particular regard to fluing and ventilation requirements. Service records should be obtained and checked. In the absence of service documentation further advice should be obtained from a qualified heating engineer to ascertain the condition, efficiency, and life expectancy of the system.</p> <p>The hot water tank is on dated lines. Further advice should be obtained from a gas safe registered contractor to fully ascertain the condition, life expectancy and efficiency of the system.</p>



Drainage

Repair category	1
Notes	All foul and surface water drainage is assumed to be to the main public sewer. The system was not tested.

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Set out below is a summary of the condition of the property which is provided for reference only. You should refer to the previous comments for detailed information.

Structural movement	1
Dampness, rot and infestation	2
Chimney stacks	1
Roofing including roof space	2
Rainwater fittings	1
Main walls	1
Windows, external doors and joinery	1
External decorations	1
Conservatories/porches	N/A
Communal areas	N/A
Garages and permanent outbuildings	2
Outside areas and boundaries	2
Ceilings	1
Internal walls	1
Floors including sub-floors	1
Internal joinery and kitchen fittings	1
Chimney breasts and fireplaces	1
Internal decorations	1
Cellars	N/A
Electricity	2
Gas	1
Water, plumbing and bathroom fittings	1
Heating and hot water	2
Drainage	1

Category 3

Urgent repairs or replacement are needed now. Failure to deal with them may cause problems to other parts of the property or cause a safety hazard. Estimates for repairs or replacement are needed now.

Category 2

Repairs or replacement requiring future attention, but estimates are still advised.

Category 1

No immediate action or repair is needed.

Remember

The cost of repairs may influence the amount someone is prepared to pay for the property. We recommend that relevant estimates and reports are obtained in your own name.

Warning

If left unattended, even for a relatively short period, Category 2 repairs can rapidly develop into more serious Category 3 repairs. The existence of Category 2 or Category 3 repairs may have an adverse effect on marketability, value and the sale price ultimately achieved for the property. This is particularly true during slow market conditions where the effect can be considerable.

3. Accessibility information

Guidance notes on accessibility information

Three steps or fewer to a main entrance door of the property:

In flatted developments the 'main entrance' would be the flat's own entrance door, not the external door to the communal stair. The 'three steps or fewer' are counted from external ground level to the flat's entrance door. Where a lift is present, the count is based on the number of steps climbed when using the lift.

Unrestricted parking within 25 metres:

For this purpose, 'Unrestricted parking' includes parking available by means of a parking permit. Restricted parking includes parking that is subject to parking restrictions, as indicated by the presence of solid yellow, red or white lines at the edge of the road or by a parking control sign, parking meters or other coin-operated machines.

1. Which floor(s) is the living accommodation on?	Ground and First Floor			
2. Are there three steps or fewer to a main entrance door of the property?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
3. Is there a lift to the main entrance door of the property?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
4. Are all door openings greater than 750mm?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
5. Is there a toilet on the same level as the living room and kitchen?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
6. Is there a toilet on the same level as a bedroom?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
7. Are all rooms on the same level with no internal steps or stairs?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
8. Is there unrestricted parking within 25 metres of an entrance door to the building?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>

4. Valuation and conveyancer issues

This section highlights information that should be checked with a solicitor or licensed conveyancer. It also gives an opinion of market value and an estimated reinstatement cost for insurance purposes.

Matters for a solicitor or licensed conveyancer

The property has been altered and extended in 2023.

The property is located in a conservation area and as such the cost of repair or reinstatement works are likely to be higher than normal. Any works considered necessary will require to be carried out in consultation with the Local Authority Planning Department and Historic Environment Scotland.

Moderate dampness was noted to the exposed stone walls. A precautionary check of the entire property should be carried out by a reputable timber and damp specialist prior to purchase.

Traces of wood bore infestation noted to timbers within the attic. We understand that a timber specialist has provided a quote for treatment (see appendix).

Where defects or repairs have been identified within this report it is recommended that, prior to entering into any legally binding sale or purchase contract, further specialist's or contractor's advice and estimates should be obtained, to establish the implications, if any, on a potential offer to purchase or the sale price likely to be achieved for the property.

Estimated reinstatement cost for insurance purposes

For Reinstatement Cost Assessment purposes, it is recommended that the subjects be insured for a sum of not less than £1,600,000 (ONE MILLION SIX HUNDRED THOUSAND POUNDS STERLING).

This figure is the estimate of the cost of rebuilding the premises and bears no direct relationship to current market value.

Valuation and market comments

Having considered matters, taking account of our general observations on site, we are of the opinion that the Market Value of the subjects in their present condition and with the benefit of vacant possession may be fairly stated in the sum of £950,000 (NINE HUNDRED AND FIFTY THOUSAND POUNDS STERLING).

Signed	<i>Gregor Simpson</i> Electronically signed :- 28/10/2024 09:28
Report author	Gregor Simpson
Company name	J & E Shepherd Chartered Surveyors

Single Survey

Address	1st Floor Mulberry house 39/41 Harbour Road Inverness IV1 1UA
Date of report	24/09/2024

Mortgage Valuation Report



Property Address

Address 19 Drummond Crescent, Inverness, IV2 4QR
Seller's Name Lisa & Jason Lugton
Date of Inspection 24/09/2024

Property Details

Property Type House Bungalow Purpose built maisonette Converted maisonette
 Purpose built flat Converted flat Tenement flat Flat over non-residential use
 Other (specify in General Remarks)

Property Style Detached Semi detached Mid terrace End terrace
 Back to back High rise block Low rise block Other (specify in General Remarks)

Does the surveyor believe that the property was built for the public sector, e. g. local authority, military, police? Yes No

Flats/Maisonettes only Floor(s) on which located No. of floors in block Lift provided? Yes No
No. of units in block

Approximate Year of Construction

Tenure

Absolute Ownership Other

Accommodation

Number of Rooms Living room(s) Bedroom(s) Kitchen(s)
 Bathroom(s) WC(s) Other (Specify in General remarks)

Gross Floor Area (excluding garages and outbuildings) m² (Internal) m² (External)
Residential Element (greater than 40%) Yes No

Garage / Parking / Outbuildings

Single garage Double garage Parking space No garage / garage space / parking space
Available on site? Yes No

Permanent outbuildings:

Timber garden sheds, summer house, greenhouse, covered barbecue area and boiler house.

Mortgage Valuation Report

Construction

Walls Brick Stone Concrete Timber frame Other (specify in General Remarks)
Roof Tile Slate Asphalt Felt Other (specify in General Remarks)

Special Risks

Has the property suffered structural movement? Yes No

If Yes, is this recent or progressive? Yes No

Is there evidence, history, or reason to anticipate subsidence, heave, landslip or flood in the immediate vicinity? Yes No

If Yes to any of the above, provide details in General Remarks.

Service Connections

Based on visual inspection only. If any services appear to be non-mains, please comment on the type and location of the supply in General Remarks

Drainage Mains Private None
Electricity Mains Private None
Central Heating Yes Partial None
Water Mains Private None
Gas Mains Private None

Brief description of Central Heating and any non mains services:

Full oil fired wet system and partial electric under floor heating.
Private LPG bottled gas.

Site

Apparent legal issues to be verified by the conveyancer. Please provide a brief description in General Remarks.

Rights of way Shared drives / access Garage or other amenities on separate site Shared service connections
 Ill-defined boundaries Agricultural land included with property Other (specify in General Remarks)

Location

Residential suburb Residential within town / city Mixed residential / commercial Shared service connections
 Commuter village Remote village Isolated rural property Other (specify in General Remarks)

Planning Issues

Has the property been extended / converted / altered? Yes No

If Yes provide details in General Remarks.

Roads

Made up road Unmade road Partly completed new road Pedestrian access only Adopted Unadopted

Mortgage Valuation Report

General Remarks

The subjects form part of an established residential development of similar style properties situated within the Drummond area of Inverness. The situation is convenient for local shopping, educational and transport facilities.

The property has been altered and extended in 2023.

The property is located in a conservation area and as such the cost of repair or reinstatement works are likely to be higher than normal. Any works considered necessary will require to be carried out in consultation with the Local Authority Planning Department and Historic Environment Scotland.

The general condition of the property appears consistent with its age and construction although some works of repair and maintenance are required.

Moderate dampness was noted to the exposed stone walls. A precautionary check of the entire property should be carried out by a reputable timber and damp specialist prior to purchase.

Traces of wood bore infestation noted to timbers within the attic. We understand that a timber specialist has provided a quote for treatment (see appendix).

Essential Repairs

None noted.

Estimated cost of essential repairs

Retention recommended? Yes No

Retention amount

Comment on Mortgageability

The property forms suitable security for mortgage purposes subject to the specific lending criteria of any mortgage provider.

Valuation

Market value in present condition £

Market value on completion of essential repairs £

Insurance reinstatement value £

(to include the cost of total rebuilding, site clearance, professional fees, ancillary charges plus VAT)

Is a reinspection necessary? Yes No

Mortgage Valuation Report

Declaration

Signed	<i>Gregor Simpson</i> Electronically signed :- 28/10/2024 09:28
Surveyor's name	Gregor Simpson
Professional qualifications	BLE, MRICS
Company name	J & E Shepherd Chartered Surveyors
Address	1st Floor, Mulberry house, 39/41 Harbour Road, Inverness, IV1 1UA
Telephone	01463 712239
Email Address	inverness@shepherd.co.uk
Date of Inspection	24/09/2024



**Energy
Performance
Certificate**



Energy Performance Certificate (EPC)

Scotland

Dwellings

GREENHILL, 19 DRUMMOND CRESCENT, INVERNESS, IV2 4QR

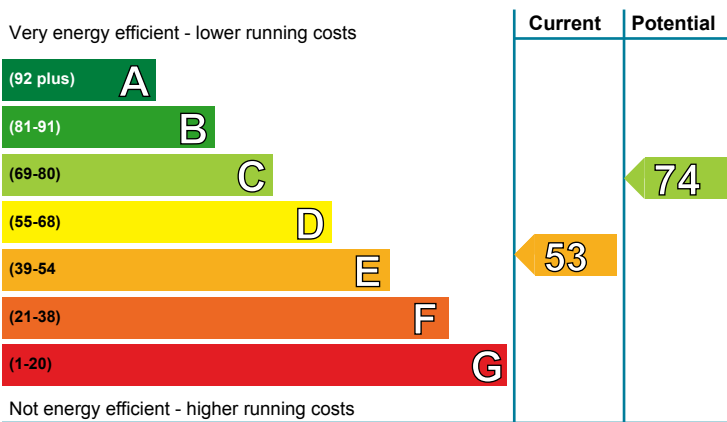
Dwelling type:	Detached house	Reference number:	8514-8921-1100-0913-1222
Date of assessment:	27 September 2024	Type of assessment:	RdSAP, existing dwelling
Date of certificate:	30 September 2024	Approved Organisation:	Elmhurst
Total floor area:	267 m ²	Main heating and fuel:	Boiler and radiators, oil
Primary Energy Indicator:	208 kWh/m ² /year		

You can use this document to:

- Compare current ratings of properties to see which are more energy efficient and environmentally friendly
- Find out how to save energy and money and also reduce CO₂ emissions by improving your home

Estimated energy costs for your home for 3 years*	£11,262	See your recommendations report for more information
Over 3 years you could save*	£3,993	

* based upon the cost of energy for heating, hot water, lighting and ventilation, calculated using standard assumptions

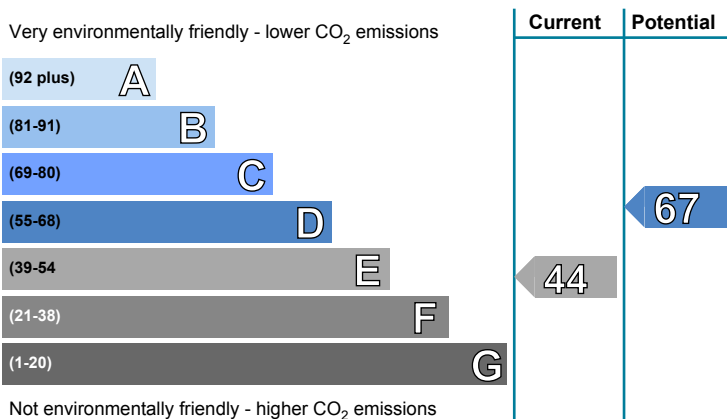


Energy Efficiency Rating

This graph shows the current efficiency of your home, taking into account both energy efficiency and fuel costs. The higher this rating, the lower your fuel bills are likely to be.

Your current rating is **band E (53)**. The average rating for EPCs in Scotland is **band D (61)**.

The potential rating shows the effect of undertaking all of the improvement measures listed within your recommendations report.



Environmental Impact (CO₂) Rating

This graph shows the effect of your home on the environment in terms of carbon dioxide (CO₂) emissions. The higher the rating, the less impact it has on the environment.

Your current rating is **band E (44)**. The average rating for EPCs in Scotland is **band D (59)**.

The potential rating shows the effect of undertaking all of the improvement measures listed within your recommendations report.

Top actions you can take to save money and make your home more efficient

Recommended measures	Indicative cost	Typical savings over 3 years
1 Internal or external wall insulation	£4,000 - £14,000	£2931.00
2 Floor insulation (suspended floor)	£800 - £1,200	£759.00
3 Solar water heating	£4,000 - £6,000	£300.00

A full list of recommended improvement measures for your home, together with more information on potential cost and savings and advice to help you carry out improvements can be found in your recommendations report.

To find out more about the recommended measures and other actions you could take today to stop wasting energy and money, visit greenerscotland.org or contact Home Energy Scotland on 0808 808 2282.

THIS PAGE IS THE ENERGY PERFORMANCE CERTIFICATE WHICH MUST BE AFFIXED TO THE DWELLING AND NOT BE REMOVED UNLESS IT IS REPLACED WITH AN UPDATED CERTIFICATE

Summary of the energy performance related features of this home

This table sets out the results of the survey which lists the current energy-related features of this home. Each element is assessed by the national calculation methodology; 1 star = very poor (least efficient), 2 stars = poor, 3 stars = average, 4 stars = good and 5 stars = very good (most efficient). The assessment does not take into consideration the condition of an element and how well it is working. 'Assumed' means that the insulation could not be inspected and an assumption has been made in the methodology, based on age and type of construction.

Element	Description	Energy Efficiency	Environmental
Walls	Sandstone or limestone, as built, no insulation (assumed)	★★☆☆☆	★★☆☆☆
	Timber frame, as built, insulated (assumed)	★★★★★	★★★★★
Roof	Pitched, 200 mm loft insulation	★★★★☆	★★★★☆
	Pitched, insulated	★★★★☆	★★★★☆
	Pitched, insulated (assumed)	★★★★☆	★★★★☆
Floor	Suspended, no insulation (assumed)	—	—
	Solid, no insulation (assumed)	—	—
	Solid, insulated (assumed)	—	—
Windows	Fully double glazed	★★★★☆	★★★★☆
Main heating	Boiler and radiators, oil	★★★★☆	★★★★☆
Main heating controls	Programmer, room thermostat and TRVs	★★★★☆	★★★★☆
Secondary heating	Room heaters, dual fuel (mineral and wood)	—	—
Hot water	From main system	★★★★☆	★★★★☆
Lighting	Low energy lighting in all fixed outlets	★★★★★	★★★★★

The energy efficiency rating of your home

Your Energy Efficiency Rating is calculated using the standard UK methodology, RdSAP. This calculates energy used for heating, hot water, lighting and ventilation and then applies fuel costs to that energy use to give an overall rating for your home. The rating is given on a scale of 1 to 100. Other than the cost of fuel for electrical appliances and for cooking, a building with a rating of 100 would cost almost nothing to run.

As we all use our homes in different ways, the energy rating is calculated using standard occupancy assumptions which may be different from the way you use it. The rating also uses national weather information to allow comparison between buildings in different parts of Scotland. However, to make information more relevant to your home, local weather data is used to calculate your energy use, CO₂ emissions, running costs and the savings possible from making improvements.


The impact of your home on the environment

One of the biggest contributors to global warming is carbon dioxide. The energy we use for heating, lighting and power in our homes produces over a quarter of the UK's carbon dioxide emissions. Different fuels produce different amounts of carbon dioxide for every kilowatt hour (kWh) of energy used. The Environmental Impact Rating of your home is calculated by applying these 'carbon factors' for the fuels you use to your overall energy use.

The calculated emissions for your home are 54 kg CO₂/m²/yr.

The average Scottish household produces about 6 tonnes of carbon dioxide every year. Based on this assessment, heating and lighting this home currently produces approximately 14 tonnes of carbon dioxide every year. Adopting recommendations in this report can reduce emissions and protect the environment. If you were to install all of these recommendations this could reduce emissions by 5.8 tonnes per year. You could reduce emissions even more by switching to renewable energy sources.


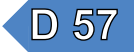

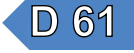

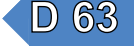


Estimated energy costs for this home

	Current energy costs	Potential energy costs	Potential future savings
Heating	£9,801 over 3 years	£6,192 over 3 years	
Hot water	£843 over 3 years	£459 over 3 years	
Lighting	£618 over 3 years	£618 over 3 years	
Totals	£11,262	£7,269	

These figures show how much the average household would spend in this property for heating, lighting and hot water. This excludes energy use for running appliances such as TVs, computers and cookers, and the benefits of any electricity generated by this home (for example, from photovoltaic panels). The potential savings in energy costs show the effect of undertaking all of the recommended measures listed below.

Recommendations for improvement

The measures below will improve the energy and environmental performance of this dwelling. The performance ratings after improvements listed below are cumulative; that is, they assume the improvements have been installed in the order that they appear in the table. Further information about the recommended measures and other simple actions to take today to save money is available from the Home Energy Scotland hotline which can be contacted on 0808 808 2282. Before carrying out work, make sure that the appropriate permissions are obtained, where necessary. This may include permission from a landlord (if you are a tenant) or the need to get a Building Warrant for certain types of work.

Recommended measures	Indicative cost	Typical saving per year	Rating after improvement	
			Energy	Environment
1 Internal or external wall insulation	£4,000 - £14,000	£977		
2 Floor insulation (suspended floor)	£800 - £1,200	£253		
3 Solar water heating	£4,000 - £6,000	£100		
4 Solar photovoltaic panels, 2.5 kWp	£3,500 - £5,500	£455		

Choosing the right improvement package

For free and impartial advice on choosing suitable measures for your property, contact the Home Energy Scotland hotline on 0808 808 2282 or go to www.greenerscotland.org.



About the recommended measures to improve your home's performance rating

This section offers additional information and advice on the recommended improvement measures for your home

1 Internal or external wall insulation

Internal or external wall insulation involves adding a layer of insulation to either the inside or the outside surface of the external walls, which reduces heat loss and lowers fuel bills. As it is more expensive than cavity wall insulation it is only recommended for walls without a cavity, or where for technical reasons a cavity cannot be filled. Internal insulation, known as dry-lining, is where a layer of insulation is fixed to the inside surface of external walls; this type of insulation is best applied when rooms require redecorating. External solid wall insulation is the application of an insulant and a weather-protective finish to the outside of the wall. This may improve the look of the home, particularly where existing brickwork or rendering is poor, and will provide long-lasting weather protection. Further information can be obtained from the National Insulation Association (www.nationalinsulationassociation.org.uk). It should be noted that a building warrant is required for the installation of external wall insulation. Planning permission may also be required and that building regulations apply to external insulation so it is best to check with your local authority on both issues.

2 Floor insulation (suspended floor)

Insulation of a floor will significantly reduce heat loss; this will improve levels of comfort, reduce energy use and lower fuel bills. Suspended floors can often be insulated from below but must have adequate ventilation to prevent dampness; seek advice about this if unsure. Further information about floor insulation is available from many sources including www.energysavingtrust.org.uk/scotland/Insulation/Floor-insulation. Building regulations generally apply to this work so it is best to check with your local authority building standards department.

3 Solar water heating

A solar water heating panel, usually fixed to the roof, uses the sun to pre-heat the hot water supply. This can significantly reduce the demand on the heating system to provide hot water and hence save fuel and money. Planning permission might be required, building regulations generally apply to this work and a building warrant may be required, so it is best to check these with your local authority. You could be eligible for Renewable Heat Incentive payments which could appreciably increase the savings beyond those shown on your EPC, provided that both the product and the installer are certified by the Microgeneration Certification Scheme (or equivalent). Details of local MCS installers are available at www.microgenerationcertification.org.

4 Solar photovoltaic (PV) panels

A solar PV system is one which converts light directly into electricity via panels placed on the roof with no waste and no emissions. This electricity is used throughout the home in the same way as the electricity purchased from an energy supplier. Planning permission might be required, building regulations generally apply to this work and a building warrant may be required, so it is best to check with your local authority. The assessment does not include the effect of any Feed-in Tariff which could appreciably increase the savings that are shown on this EPC for solar photovoltaic panels, provided that both the product and the installer are certified by the Microgeneration Certification Scheme (or equivalent). Details of local MCS installers are available at www.microgenerationcertification.org.

Low and zero carbon energy sources

Low and zero carbon (LZC) energy sources are sources of energy that release either very little or no carbon dioxide into the atmosphere when they are used. Installing these sources may help reduce energy bills as well as cutting carbon.

LZC energy sources present: There are none provided for this home

Your home's heat demand

In this section, you can see how much energy you might need to heat your home and provide hot water. These are estimates showing how an average household uses energy. These estimates may not reflect your actual energy use, which could be higher or lower. You might spend more money on heating and hot water if your house is less energy efficient. The table below shows the potential benefit of having your loft and walls insulated. Visit <https://energysavingtrust.org.uk/energy-at-home> for more information.

Heat demand	Existing dwelling	Impact of loft insulation	Impact of cavity wall insulation	Impact of solid wall insulation
Space heating (kWh per year)	38,378	N/A	N/A	(11,717)
Water heating (kWh per year)	3,509			

Addendum

This dwelling has stone walls and so requires further investigation to establish whether these walls are of cavity construction and to determine which type of wall insulation is best suited.

About this document

This Recommendations Report and the accompanying Energy Performance Certificate are valid for a maximum of ten years. These documents cease to be valid where superseded by a more recent assessment of the same building carried out by a member of an Approved Organisation.

The Energy Performance Certificate and this Recommendations Report for this building were produced following an energy assessment undertaken by an assessor accredited by Elmhurst (www.elmhurstenergy.co.uk), an Approved Organisation Appointed by Scottish Ministers. The certificate has been produced under the Energy Performance of Buildings (Scotland) Regulations 2008 from data lodged to the Scottish EPC register. You can verify the validity of this document by visiting www.scottishepcregister.org.uk and entering the report reference number (RRN) printed at the top of this page.

Assessor's name:	Mr. Gregor Simpson
Assessor membership number:	EES/013855
Company name/trading name:	J & E Shepherd
Address:	13 Albert Square Dundee DD1 1XA
Phone number:	01382 200454
Email address:	dundee@shepherd.co.uk
Related party disclosure:	No related party

If you have any concerns regarding the content of this report or the service provided by your assessor you should in the first instance raise these matters with your assessor and with the Approved Organisation to which they belong. All Approved Organisations are required to publish their complaints and disciplinary procedures and details can be found online at the web address given above.

Use of this energy performance information

Once lodged by your EPC assessor, this Energy Performance Certificate and Recommendations Report are available to view online at www.scottishepcregister.org.uk, with the facility to search for any single record by entering the property address. This gives everyone access to any current, valid EPC except where a property has a Green Deal Plan, in which case the report reference number (RRN) must first be provided. The energy performance data in these documents, together with other building information gathered during the assessment is held on the Scottish EPC Register and is available to authorised recipients, including organisations delivering energy efficiency and carbon reduction initiatives on behalf of the Scottish and UK governments. A range of data from all assessments undertaken in Scotland is also published periodically by the Scottish Government. Further information on these matters and on Energy Performance Certificates in general, can be found at www.gov.scot/epc.

Advice and support to improve this property

There is support available, which could help you carry out some of the improvements recommended for this property on page 3 and stop wasting energy and money. For more information, visit [greener-scotland.org](https://www.greener-scotland.org) or contact Home Energy Scotland on 0808 808 2282.

Home Energy Scotland's independent and expert advisors can offer free and impartial advice on all aspects of energy efficiency, renewable energy and more.

HOMEENERGYSCOTLAND.ORG
0808 808 2282
FUNDED BY THE SCOTTISH GOVERNMENT





Property Questionnaire



property questionnaire

Property address	19 Drummond Crescent Inverness IV2 4QR
Seller(s)	Lisa & Jason Lugton
Completion date of property questionnaire	23/09/2024

property questionnaire

Note for sellers

- Please complete this form carefully. It is important that your answers are correct.
- The information in your answers will help ensure that the sale of your house goes smoothly. Please answer each question with as much detailed information as you can.
- If anything changes after you fill in this questionnaire but before the date of entry for the sale of your house, tell your solicitor or estate agent immediately.

Information to be given to prospective buyer(s)

1.	Length of ownership	
	How long have you owned the property?	3 years
2.	Council tax	
	Which Council Tax band is your property in?	E
3.	Parking	
	<p>What are the arrangements for parking at your property? (Please tick all that apply)</p> <ul style="list-style-type: none"> • Garage <input type="checkbox"/> Yes • Allocated parking space <input type="checkbox"/> No • Driveway <input type="checkbox"/> Yes • Shared parking <input type="checkbox"/> No • On street <input type="checkbox"/> No • Resident permit <input type="checkbox"/> No • Metered Parking <input type="checkbox"/> No • Other (please specify): <input style="width: 600px; height: 20px;" type="text"/> 	
4.	Conservation area	
	Is your property in a designated Conservation Area (that is an area of special architectural or historical interest, the character or appearance of which it is desirable to preserve or enhance)?	Yes

property questionnaire

5.	Listed buildings	
	Is your property a Listed Building, or contained within one (that is a building recognised and approved as being of special architectural or historical interest)?	No
6.	Alterations/additions/extensions	
a.	<p>(i) During your time in the property, have you carried out any structural alterations, additions or extensions (for example, provision of an extra bath/shower room, toilet, or bedroom)?</p> <p><u>If you have answered yes</u>, please describe below the changes which you have made:</p> <p>We have opened up the rear end of the dwelling. Although the blueprint of the property didn't change, the interior structure changed. We have a large kitchen, new shower room and utility.</p>	Yes
	<p>(ii) Did you obtain planning permission, building warrant, completion certificate and other consents for this work?</p> <p><u>If you have answered yes</u>, the relevant documents will be needed by the purchaser and you should give them to your solicitor as soon as possible for checking.</p> <p>If you do not have the documents yourself, please note below who has these documents and your solicitor or estate agent will arrange to obtain them:</p>	Yes
b.	<p>Have you had replacement windows, doors, patio doors or double glazing installed in your property?</p> <p><u>If you have answered yes</u>, please answer the three questions below:</p>	No
	(i) Were the replacements the same shape and type as the ones you replaced?	
	(ii) Did this work involve any changes to the window or door openings?	
	<p>(iii) Please describe the changes made to the windows doors, or patio doors (with approximate dates when the work was completed):</p> <p>Please give any guarantees which you received for this work to your solicitor or estate agent.</p>	
7.	Central heating	
a.	<p>Is there a central heating system in your property? (Note: a partial central heating system is one which does not heat all the main rooms of the property — the main living room, the bedroom(s), the hall and the bathroom).</p> <p><u>If you have answered yes or partial</u> – what kind of central heating is there?</p>	Yes

property questionnaire

	<p>(Examples: gas-fired, solid fuel, electric storage heating, gas warm air).</p> <p>Oil</p> <p><u>If you have answered yes</u>, please answer the three questions below:</p>		
	<p>i) When was your central heating system or partial central heating system installed?</p> <p>Don't know</p>		
	<p>(ii) Do you have a maintenance contract for the central heating system?</p> <p><u>If you have answered yes</u>, please give details of the company with which you have a maintenance contract:</p>	No	
	<p>(iii) When was your maintenance agreement last renewed? (Please provide the month and year).</p>		
8.	Energy Performance Certificate		
	<p>Does your property have an Energy Performance Certificate which is less than 10 years old?</p>	Yes	
9.	Issues that may have affected your property		
a.	<p>Has there been any storm, flood, fire or other structural damage to the property while you have owned it?</p> <p><u>If you have answered yes</u>, is the damage the subject of any outstanding insurance claim?</p>	No	
b.	<p>Are you aware of the existence of asbestos in your property?</p> <p><u>If you have answered yes</u>, please give details:</p>	No	
10.	Services		
a.	Please tick which services are connected to your property and give details of the supplier:		
	Services	Connected	Supplier
	Gas or liquid petroleum gas	No	
	Water mains or private water supply	Yes	Scottish Water
	Electricity	Yes	Scottish Power
	Mains drainage	Yes	Local Authority

property questionnaire

	Telephone	Yes	BT
	Cable TV or satellite	Yes	Sky
	Broadband	Yes	City Fibre
b.	Is there a septic tank system at your property?		No
	<u>If you have answered yes</u> , please answer the two questions below:		
	(i) Do you have appropriate consents for the discharge from your septic tank?		
	(ii) Do you have a maintenance contract for your septic tank?		
	<u>If have answered yes</u> , details of the company with which you have a maintenance contract:		
11.	Responsibilities for shared or common areas		
a.	Are you aware of any responsibility to contribute to the cost of anything used jointly, such as the repair of a shared drive, private road, boundary, or garden area?		No
	<u>If you have answered yes</u> , please give details:		
b.	Is there a responsibility to contribute to repair and maintenance of the roof, common stairwell or other common areas?		No
	<u>If you have answered yes</u> , please give details:		
c.	Has there been any major repair or replacement of any part of the roof during the time you have owned the property?		No
d.	Do you have the right to walk over any of your neighbours' property — for example to put out your rubbish bin or to maintain your boundaries?		No
	<u>If you have answered yes</u> , please give details:		
e.	As far as you are aware, do any of your neighbours have the right to walk over your property, for example to put out their rubbish bin or to maintain their boundaries?		No
	<u>If you have answered yes</u> , please give details:		
f.	As far as you are aware, is there a public right of way across any part of your property? (public right of way is a way over which the public has a right to pass, whether or not the land is privately-owned.)		No
	<u>If you have answered yes</u> , please give details:		

property questionnaire

12.	Charges associated with the property	
a.	<p>Is there a factor or property manager for your property?</p> <p><u>If you have answered yes</u>, please provide the name and address, and give details of any deposit held and approximate charges:</p>	No
b.	<p>Is there a common buildings insurance policy?</p> <p><u>If you have answered yes</u>, is the cost of the insurance included in monthly/annual factor's charges?</p>	No
c.	<p>Please give details of any other charges you have to pay on a regular basis for the upkeep of common areas or repair works, for example to a residents' association, or maintenance or stair fund.</p>	
13.	Specialist work	
a.	<p>As far as you are aware, has treatment of dry rot, wet rot, damp or any other specialist work ever been carried out to your property?</p> <p><u>If you have answered yes</u>, please say what the repairs were for, whether you carried out the repairs (and when) or if they were done before you bought the property.</p>	No
b.	<p>As far as you are aware, has any preventative work for dry rot, wet rot, or damp ever been carried out to your property?</p> <p><u>If you have answered yes</u>, please give details:</p>	No
c.	<p><u>If you have answered yes</u> to 13(a) or (b), do you have any guarantees relating to this work?</p> <p><u>If you have answered yes</u>, these guarantees will be needed by the purchaser and should be given to your solicitor as soon as possible for checking. If you do not have them yourself <u>please write below who has these documents</u> and your solicitor or estate agent will arrange for them to be obtained. You will also need to provide a description of the work carried out. This may be shown in the original estimate.</p> <p>Guarantees are held by:</p>	
14.	Guarantees	
a.	Are there any guarantees or warranties for any of the following?	
	(i) Electrical work	No

property questionnaire

	(ii) Roofing	No
	(iii) Central heating	No
	(iv) National House Building Council (NHBC)	No
	(v) Damp course	No
	(vi) Any other work installations? (for example, cavity wall installation, underpinning, indemnity policy)	Yes
b.	<p><u>If you have answered 'yes' or 'with title deeds', please give details of the work or installations to which the guarantee(s) relate(s):</u></p> <p>We spent 14k on our sash windows, getting 75% draft exclusion, wood repaired when appropriate, ropes and weights replaced and draft exclusion brushes fitted. This was done by a sash window specialist.</p>	
c.	<p>Are there any outstanding claims under any of the guarantees listed above?<u>If you have answered yes, please give details:</u></p>	No
15.	Boundaries	
	<p>So far as you are aware, has any boundary of your property been moved in the last 10 years?</p> <p><u>If you have answered yes, please give details:</u></p>	No
16.	Notices that affect your property	
	In the past three years have you ever received a notice:	
a.	advising that the owner of a neighbouring property has made a planning application?	No
b.	that affects your property in some other way?	No
c.	that requires you to do any maintenance, repairs or improvements to your property?	No
	<p><u>If you have answered yes to any of a–c above, please give the notices to your solicitor or estate agent, including any notices which arrive at any time before the date of entry of the purchaser of your property.</u></p>	

Declaration by the seller(s)/or other authorised body or person(s)

I/We confirm that the information in this form is true and correct to the best of my/our knowledge and belief

Name(s): Lisa Lugton

Date: 23/09/2024



Appendices



A large, stylized graphic of the letter 'W' is positioned on the left side of the page. The left vertical stroke of the 'W' is black, while the right vertical stroke is yellow. The two diagonal strokes are black. The background of the entire page is a solid yellow color.

Building
value
into your **home**

Survey Report



Client Name	Mrs Lugton
Company Name	
Client Property Address	19 Drummond Crescent INVERNESS Inverness Shire IV2 4QR
Email	lise9@btinternet.com
Telephone Number	07856116706
Surveyed by:	Angus Milne
Survey date:	08/10/2024
Survey reference:	ENQ783830

Dear Mrs Lugton

Following my survey of the above property on 08/10/2024, I am pleased to enclose our Survey Report.

In accordance with your instructions, we have confined our inspection to the areas as indicated by you. If there are any omissions or if you believe that we have misinterpreted your survey instructions we apologise and if so we would be obliged if you could inform us as soon as possible so we can rectify any problems.

This Survey Report has been sub-divided into convenient sections so that you may easily find details of the survey, our recommendations and any quotations as applicable as well as other useful information.

In the meantime, if there are any points that you wish to discuss, you can contact me using the details below.

Yours sincerely

PROPERTY DESCRIPTION

The property is a stone built detached house with slate roof coverings.

WEATHER CONDITIONS

At the time of our visit to inspect the above property it was overcast, dry (12°C).



OCCUPIED STATUS

At the time of our inspection the property was occupied.

LOCATION

Situations are described facing the front elevation of the property from the driveway.

EXTERNAL OBSERVATIONS

A brief external inspection of the property was completed from the ground level only during our visit and the following defects noted:

- **Other defects**

From our external observations carried out from Ground Level, the property would appear to be in generally good condition, however we would recommend that a competent roofer / builder of your own appointment carries out periodic annual inspections to ensure that the water tight integrity of the property is maintained.

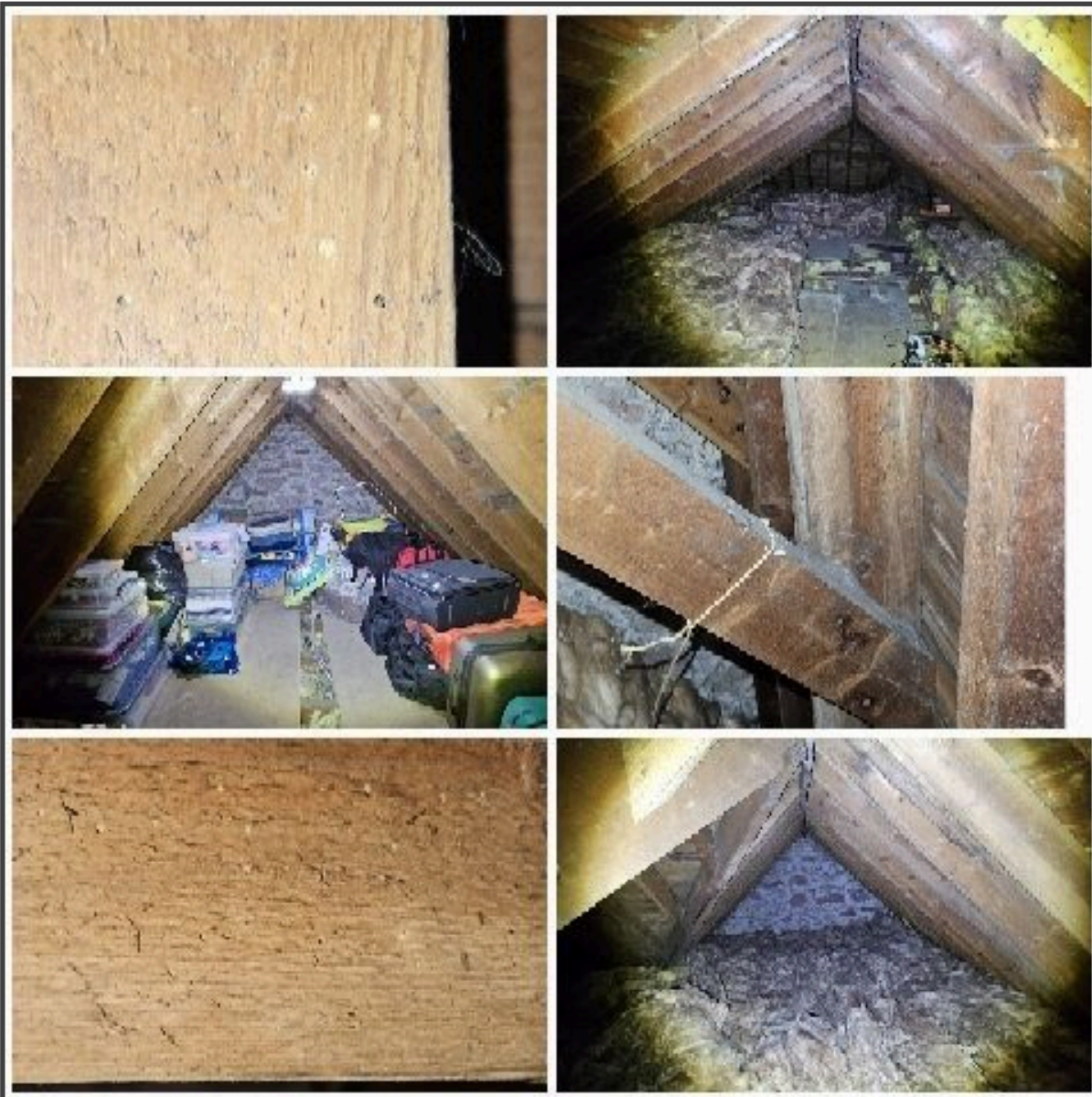
OBSERVATIONS

- Roof Void
- Main Roof Void

RESTRICTIONS

- Inspection of the roof void was limited due to stored items, insulation material and the type of construction.

- **General observations**



Thank you for instructing Wise Property Care Ltd. to report on this property. We have confined our inspection to the main roof void for evidence of woodworm to the roof void timbers in accordance with your instructions.

Where inspection was possible a slight to moderate concentrated infestation by common furniture beetle (*anobium punctatum*) was noted to the joinery timbers throughout the main roof void. At the time of inspection fresh frass indicated the infestation was active and requires treatment.

TREATMENT RECOMMENDED

- Put in place polythene sheeting to the access areas.
- Place in a prominent position a warning notice and fire extinguisher as laid out in health and safety guidelines.
- Prior to applying any insecticide, our operatives are to protect open water tanks with visqueen. The client may remove this protective covering 28 days following our treatments.
- Protect electrical junction boxes with polythene and seal with tape where possible.
- 1A - WOODWORM - ROOF VOID TREATMENT: Clean down as deemed necessary all exposed roof timbers. Apply insecticide to all exposed surfaces of all the timbers.

- Where required lift glass wool insulation and lay back in place to allow treatment (this will only be where possible and necessary) (no allowance has been made to remove insulation or floorboards).
- Leave areas clean and tidy of all our debris.

CLIENT RESPONSIBILITIES

The client is to arrange for the following work (WHICH IS NOT INCLUDED FOR IN OUR QUOTATION):

- Removal of all fixtures and fitting from the treatment area(s) prior to our commencement of works on site
- Removal of all floor coverings including underlays from the treatment area(s) prior to our commencement of works on site
- Employment of reputable roofing contractors to inspect, report and repair any faults with the roof coverings, gutters and downpipes
- Cleaning of work area(s) and areas leading up to the work area(s). Our operatives will take steps to minimise dust invasion out with the areas of work(s)
- Supply water, power and light
- Exterior drainage to be maintained in order to allow water to flow freely

Any defects as noted within 'External Observations' will need to be rectified by the client under a separate contract.

Upon completion of the contract and the account being paid in full our guarantee (if applicable) will be issued, offering you peace of mind by protecting your property for the future.

Where a guarantee is issued by Wise Property Care Ltd it will be conditional upon any building defects being corrected and the building being maintained in a weather tight and waterproof condition.

Completion of the contract to your satisfaction will be identified by either a signature on our operative's worksheet when works have been completed, or by means of a telephone call from our Sales Ledger Department.

In order to comply with Health & Safety Regulations regarding the use of our chemicals it is essential that the areas of treatment remain vacant and well ventilated during and for a minimum of 1 hour after treatment.

CLIENT NOTE

- Our specialist survey was restricted to those rooms or areas indicated to us (woodworm survey to the main roof void timbers) and we therefore cannot comment on the conditions which may prevail elsewhere in the property and any contract arising from or deemed to have been entered into by reason of the survey is limited accordingly.

- **IMPORTANT DEPOSIT INFORMATION**

Prior to our works commencing and where applicable we require a deposit payment to be made, our Contracts Team will advise on the amount required at the time of booking. The final balance will be due immediately upon completion of the work.

- Where the cost of the proposed works exceeds £1,500, our acceptance of your instruction to proceed with these works is subject to appropriate credit checks being obtained first.
- Where applicable, our Technicians will make use of a dust extraction unit.

The unit will be placed centrally within the work area and will extract airborne dust particles from the atmosphere that will be created from our works, meaning less clean up and a reduction in the dust particles moving throughout your home.

The presence of airborne dust particles is an inhalation risk so the use of the unit will minimise exposure to our technicians and customers.

Please note that the unit will not remove all dust from the work area and the client should still take precautions within the property to prevent dust travelling to remote areas and we shall be pleased to provide assistance as required.

The health and welfare of our site teams and customers is of paramount importance to us, together with protecting our customers' properties, and the use of a dust extraction unit further confirms our commitment to the highest levels of customer service.

- **GUARANTEE**

Upon completion of the contract our 20 Year Guarantee will be issued in respect of the specified specialist timber treatments undertaken, offering you peace of mind for your property in the future. A specimen guarantee is available on request or can be viewed at <https://www.wisepropertycare.com/services/property-repair/guarantee/>.

Whilst any general building and ancillary works undertaken by Wise Property Care are excluded from any treatment guarantees issued, you will of course be protected by your statutory rights under The Consumer Rights Act 2015.

If we receive your instructions to inspect the concealed structural timbers our surveyor will provide a quotation for the required exposure works based on the owner/others removing or setting aside floor coverings/furniture. No allowance is normally made for making good or decorating areas exposed for access. This work should be carried out by the owner/purchaser of the property at their own cost. Wise Property Care Ltd accept no responsibility for the condition of the concealed structural timbers should you decide to proceed without this recommended inspection.

Our inspection was not and should not be relied upon as a substitute for a structural survey. We have not investigated, considered or reported upon any other matter including, without limitations, timbers exposed to the outside or timbers not visible at the time of inspection. However, should you proceed on the present basis; we shall advise you of any other infestation or fungal infection we discover during execution of the works (if any) and advise/quote accordingly.

It may be seen from our specification that we may have included for the removal of the existing plaster. In removing plaster it is not unusual for dust to find its way to the remotest parts of the property. We

will take the precaution to minimise this nuisance wherever practical within the immediate area of our work but we respectfully suggest that you should also take some precautions to protect furniture and the like elsewhere in the property. We regret we can take no responsibility for cleaning or for any damage that may be caused by dust, however if you wish us to include for industrial cleaners to visit the property on completion of our works, we can do so.

During our inspection, we carried out an assessment of potential hazards and health risks, which might arise during the course of our works. These were done under the COSHH (Control of Substances Hazardous to Health) regulations 1989. We noted that the property was occupied at the time of our inspection and have assumed that it will be occupied when we carry out our works. When you ask us to carry out these works, please let us know if there are any changes in this assumption, or if there are any other material changes when we start work, we can forward a copy of our assessment to you.

The nature of remedial construction works is such that, occasionally, the problem outlined is more extensive than anticipated. Therefore any timescales discussed for the project are indicative only, as extra works may be required. Whilst we make every effort to minimise inconvenience to our customers, we may not, because of other commitments, be able to continue with the extra works immediately. If this is the case, we will schedule the extra works as soon as we possibly can, but cannot be held responsible for difficulties this may cause.

As a company we carry out the following:

- Dry Rot Eradication
- Wet Rot Eradication
- Woodworm Eradication
- Rising Damp control
- Penetrating Damp Control
- Condensation Control
- Basement Tanking (Water management systems)
- Invasive Weed Control (Japanese Knotweed, etc)
- Structural Repairs (Crack stitching, wall stabilisation)

QUOTATION

The cost of our recommended treatment and associated works (if applicable) is shown within the quotation below. on the attached form and is based on the assumption that the work can be carried out in one continuous operation.

Our quotation covers only those items specifically stated in the report to be under taken by Wise Property Care Ltd. All other repairs and/or ancillary works are to be the responsibility of others under separate contract.

Our quotation is issued subject to it being accepted in writing within a period of 28 days, with the work proceeding within three months of acceptance.

Please complete the enclosed acceptance of quotation and return it to this office where our contracts coordinator Lauren Selfridge will contact you to arrange a mutually convenient commencement date to carry out the works as detailed in our report.

Alternatively you can contact us at our Fife office during office hours on 01383 808 372 or by e-mail at kinrosscontracts@wisepropertycare.com

This report is copyright and is for the above addressee only; we can accept no responsibility for our survey, or this report towards any other person or persons. On no account must it be duplicated or copied in whole or part without the authority of a company director of Wise Property Care Ltd.

YOUR SURVEYOR AND HOW TO CONTACT US

The surveyor who has been dealing with this property is Angus Milne and can be contacted on mobile number 07970971551. Alternatively, you can also reach Angus Milne using the branch details at the front of the report or contact him by email at angus.milne@wisepropertycare.com.

Yours faithfully,

Angus Milne

Surveyor

t: 07970971551

Fife

Aquarius Court

Viking Way

Rosyth

Dunfermline

KY11 2DW

t: 0808 256 5547

e: central@wisepropertycare.com

01383 808 372

Quotation



Client Name Mrs Lugton
Company Name
Client Property Address 19 Drummond Crescent
INVERNESS
Inverness Shire
IV2 4QR
Date 08/10/2024
ID ENQ783830

Description	Total Excl VAT	VAT Amount	Total Incl VAT
Carry out Woodworm Treatments to main roof void	£1,128.80	£225.76	£1,354.56

Are you going to be the end user of the services on this agreement? [NO / YES]
Are you VAT registered? [NO / YES]
Are you CIS registered? [NO / YES]
VAT Number :

Terms and Conditions apply.

I understand the observations and recommendations contained in this report and confirm that they correspond with my instructions to request an estimate for remedial work required in relation to the property. I fully understand and accept the terms of the transferable guarantee, where applicable, which only applies in relation to the areas of the property where remediation work has been identified as being required in the report. I accept that the proposed remediation work does not include carpeting, the moving of furniture, removal of fixtures and fittings, painting, electrical or plumbing work unless this has been specifically provided for in the quotation. I confirm that neither a full exploratory examination nor disruptive exposure has been carried out.

Surveyor Signature:

Customer Signature:

Print Name.....Position.....

Invoice Address (If different from above).....

Date.....Preferred Contact Telephone No.....

Please return this completed form to the above Branch Office address.

COSHH - 08/10/2024

Customer Name	Mrs Lugton	Enquiry Number	ENQ783830
Property Address	19 Drummond Crescent INVERNESS Inverness Shire IV2 4QR	Customer Email	lise9@btinternet.com
		Customer Contact Number	07856116706
		Surveyor	Angus Milne
		Branch	Fife

(A) SITE DETAILS

Types of work

(B) GENERIC METHOD STATEMENTS

Types of work

Not set.

(C) GENERIC RISKS IDENTIFIED

Types of work

(D) REQUIREMENT TO USE

Item	Yes/No
Insecticide	Yes
Fungicide	Yes
Dual Purpose	Yes
DPC Fluid	Yes
Hard Hat	Yes
Ear Defenders	Yes
Goggles	Yes
Respirator	Yes
Hi-Viz Vest	Yes
Dust Mark	Yes
Gauntlets	Yes
Gloves	Yes
Footwear	Yes
Harness	Yes
Overalls	Yes

Additional PPE Necessary

Not set.

WISE PROPERTY CARE STANDARD TERMS AND CONDITIONS

1. THESE TERMS

1.1 These are the terms and conditions on which we undertake any works identified in our survey report which you ask us to carry out.

1.2 In particular your attention is drawn to paragraph 5 which relates to the price payable, paragraphs 8 and 9 which set out your rights to cancel this contract, paragraph 12 which sets out the limit of our liability to you and paragraph 13 which sets out how we may use your personal information.

2. INFORMATION ABOUT US AND HOW TO CONTACT US

2.1 We are Wise Property Care Limited, a company registered in Scotland. Our company registration number is SC168153 and our registered office is at 8 Muriel Street, Barrhead, Glasgow G78 1QB. Our registered VAT number is 671742426.

2.2 You can contact us by telephoning our customer service team on the number set out on our quotation or by writing to us at the address on the same form.

2.3 "Writing" includes emails. When we use the words "writing" or "written" in these terms, this includes emails.

2.4 "Works" includes any works or treatments we provide to you as set out in our survey report and could include some materials and or goods needed to complete those Works.

3. OUR CONTRACT WITH YOU

3.1 Following your enquiry to us, we may decide to send a surveyor to your property to evaluate and assess your requirements. If it is critical that the Works are completed by a particular date you must advise us of this at the time of the survey. The surveyor may give you a quotation on the day as to the likely costs of the Works.

3.2 You may be required to pay a fee for the survey report. If this is required, you will be told at the time of your enquiry. This fee will be refunded in full should you cancel the survey or if you proceed with all the Works recommended in the survey report. However we will not refund the fee if the survey report is for a condensation control system for your property.

3.3 After the visit by our surveyor, we will send to you the survey report confirming our recommendations, our Works and our price.

3.4 The survey report will contain important information describing our Works, the information we may need from you in preparation for the Works and the actions you may need to take to help us. It will also tell you what we are not doing.

3.5 If at the time of receiving the survey report you have not already signed the order giving us permission to proceed with the Works, then if you would like us to perform the Works, you must confirm this in writing. Our acceptance of your order will take place when we contact you whether by email, telephone or letter to accept it, at which point a contract will come into existence. That contract will incorporate these terms and conditions.

4. CHANGES

4.1 If you wish to make a change to the Works, please contact us. If the change is possible, we will let you know about any changes to the price, the timing of supply or anything else which may alter as a result of your request and ask you to confirm whether you wish to go ahead with the change.

4.2 We may change the Works to implement minor technical adjustments and improvements. If we do this then we shall notify you of the changes and any impact on the Works, timing of supply or anything else.

4.3 We will not notify you if we are only substituting materials or equipment of similar quality and performance to those specified in the survey report or any other document issued to you.

5. PRICE AND PAYMENT

5.1 The price of the Works identified in our survey report (which includes VAT) will be the price set out in our quotation or as set out in our survey report to you.

5.2 Sometimes it is not possible to calculate the full price of the Works. Our survey report will clearly set out the price for the Works and materials set out in it. If additional materials or Works are required we will provide you with a new quotation setting out the price for such additional materials/Works in writing and will not proceed with any such additional work without your written acceptance.

5.3 If the rate of VAT changes between your order date and the date we supply the Works, we will adjust the rate of VAT that you pay, unless you have already paid for the order in full before the change in the rate of VAT takes effect.

5.4 We shall require payment in full before we commence the Works or, where appropriate, a deposit. The balance shall be due to us immediately on completion of the Works and on receipt of such payment we shall issue to you an invoice for the whole value of the Works.

5.5 If you do not make payment to us on completion of the Works we may charge you interest on the overdue amount at the rate of 4% a year above the base lending rate of HSBC PLC from time to time. This interest shall accrue on a daily basis from the due date until the date of actual payment of the overdue amount, whether before or after judgment. You must pay us interest together with any overdue amount.

5.6 If you have any queries regarding the payment then please contact us promptly explaining why you think it is wrong and we will not charge you interest until we have resolved the issue

6. PROVIDING THE WORKS

6.1 We will begin the Works on the date agreed with you at the time of the survey or following your acceptance of the Works set out in the survey report. We will let you know before the start of the Works the estimated completion date.

6.2 We may need certain information from you or we may require you to carry out certain actions so that we can carry out the Works, for example, clearing rooms or emptying cupboards. If we require your assistance, this will be stated in the survey report.

6.3 We will contact you to ask for this information or for you to confirm that you have carried out the actions. If you do not give us this information, or if you give us incomplete or incorrect information or if you have not carried out your actions, we may either end the contract or make an additional charge of a reasonable sum to compensate us for any extra work that is required as a result. We will not be responsible for completing Works late or not supplying any part of them if this is caused by you not giving us the information or failing to carry out the actions within a reasonable time of us asking.

6.4 As our access to all parts of your property may have been limited or restricted during our survey, if when we start providing the Works, we discover that the problem is more extensive than we originally thought then we reserve the right to provide a quote to you for this additional work.

6.5 If our completion of the Works is delayed by an event outside our control (including for example unavailability of service staff due to illness) then we will let you know as soon as possible and we will take steps to minimise the effect of the delay. Provided we do this we will not be liable for delays caused by the event, but if there is a risk of substantial delay you may contact us to end the contract and receive a refund for any Works you have paid for but not received.

6.6 If you do not allow us access to your property to perform the works as arranged (and you do not have a good reason for this) we may charge you additional costs incurred by us as a result. If, despite our reasonable efforts, we are unable to contact you or re-arrange access to your property we may end the contract and paragraph 10.2 will apply.

6.7 If we are unable to complete the Works on the date we originally advised to you, unless this is due to circumstances outside our control, then you may end the contract but only if you have told us in writing before we accepted your order that the Works had to be completed by that date.

6.8 If you do not wish to end the contract, you can give us a new deadline to complete the Works, which must be reasonable, and if we do not meet this new deadline you can also end the contract.

6.9 If you do choose to end the contract under paragraphs 6.7 or 6.8 you can cancel your order for any Works only partially completed but we will invoice you for those partially completed Works at the date you have ended the contract.

7. GUARANTEES

7.1 Where the survey report states that our Works come with a guarantee, we shall issue to you the guarantee upon receipt of payment in full. The terms of the Guarantee are shown on the relevant certificate of Guarantee.

8. CANCELLATION RIGHTS

8.1 If you end the contract for a reason set out at (a) to (e) below the contract will end immediately. The reasons are:

- (a) we have told you about an upcoming change to the Works or these terms which you do not accept;
- (b) we have told you about an error in the price or description of the Works you have ordered and you do not wish to proceed;

WISE PROPERTY CARE STANDARD TERMS AND CONDITIONS

- (c) there is a risk that the supply of the Works may be significantly delayed because of events outside our control;
 - (d) we have or we wish to suspend the supply of the Works for technical reasons (for example due to the presence of asbestos or bats), in each case for a period of more than twenty-eight days or until we get the appropriate statutory consent, whichever is the later; or
 - (e) you have a legal right to end the contract because of something we have done wrong including because we will be unable to complete the Works by the date you specified when you confirmed your acceptance under paragraph 3.5.
- 8.2 To end the contract, please contact the local service office on the telephone number or e-mail address set out in the quotation. Please provide your name, home address, details of the order and, where available, your phone number and email address.
- 8.3 We will refund to you the price you paid for the Works not yet provided, by the method you used for payment. However, we may make deductions from the price (or, if you have not made an advance payment, charge you) the reasonable costs we will incur as a result of you ending the contract.
- 9. STATUTORY RIGHTS TO CANCEL**
THIS PARAGRAPH 9 ONLY APPLIES IF YOU ARE A CONSUMER AND YOU HAVE ENTERED INTO A DISTANCE OR OFF-PREMISES CONTRACT.
- 9.1 **If this applies**, then under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 you have a legal right to change your mind within 14 days.
- 9.2 Because you have this legal right to change your mind, we will not provide the Works to you until after the 14 day period has expired (the "Cooling off period").
- 9.3 If you believe the Works are urgent and you would like us to commence the Works during the Cooling off period then you must sign a waiver giving us permission to start early.
- 9.4 You must realise that by giving us permission during the Cooling off period you may lose your right to cancel and this will mean that:
- (a) if we have completed the Works in full you cannot change your mind, even if the 14 day Cooling off period is still running; or
 - (b) if you cancel after we have started the Works but before the Works are completed during the Cooling off period, you must pay us for the Works to the extent completed at the time you tell us that you have changed your mind.
- 9.5 If you are ending within 14 days of signing the contract under paragraph 9.2, please complete the cancellation form at the end of the order form or contact us on the number set out in the quotation
- 10. OUR RIGHTS TO END THE CONTRACT**
- 10.1 We may end the contract for works at any time by writing to you if:
- (a) you do not make any payment to us when it is due and you still do not make payment within seven days of us reminding you;
 - (b) you do not, within a reasonable time of us asking, provide information we require or carry the actions that are necessary for us to provide the Works; or
 - (c) you do not, within a reasonable time, allow us access to your premises.
- 10.2 If we end the contract in the situations set out in paragraph 10.1 we will refund any money you have paid in advance for the Works we have not provided but we may deduct or charge you reasonable compensation for the net costs we will incur as a result of your breaking the contract.
- 11. IF THERE IS A PROBLEM WITH THE WORKS**
- 11.1 If you have any concerns or complaints about the Works, you can contact us in accordance with our complaints procedure which can be requested by telephoning our customer service team on the number set out on our quotation or by writing to us at the address on the same form.
- 11.2 If you believe there is a fault or problem with the Works we have provided, then you must contact us promptly so that we have an opportunity to fix the problem. If you fail to give this opportunity and instead use another company then any additional charges or losses you have suffered will not be recoverable from us.
- 11.3 If you have not contacted us with any complaint within 6 months of completion of the Works we will be entitled to assume that the Works were performed satisfactorily.

- 12. OUR LIABILITY FOR LOSS OR DAMAGE SUFFERED BY YOU**
- 12.1 If we fail to comply with these terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breaking this contract or our failing to use reasonable care and skill, but we are not responsible for any loss or damage that is not foreseeable.
- 12.2 If we are undertaking Works in your property, we will make good any damage to your property caused by us but our total liability to you arising from the damage will be limited to twenty thousand pounds (£20,000). We shall not in any circumstances be liable for any (a) costs of repairing any pre-existing faults or damage to your property that we discover while providing the Works; (b) loss of profits, economic or financial loss, loss of sale or business, loss of use or business interruption, loss of goodwill; or (c) indirect or consequential loss.
- 12.3 Nothing in this paragraph 12 or elsewhere in this contract excludes or limits our liability for death or personal injury caused by our negligence; for fraud or fraudulent misrepresentation; or to the extent such liability may not be excluded or limited at law.
- 13. HOW WE MAY USE YOUR PERSONAL INFORMATION**
- 13.1 We shall process your personal data, including sending you marketing information, in accordance with applicable data protection legislation and our privacy notice which is located at: <https://www.rentokil-initial.com/site-services/cookie-and-privacy-policy/privacy-policy.aspx>.
- 13.2 If you do not wish to receive marketing information from us you can opt out here: opt-out@wisepropertycare.com. We will continue to send you communications as necessary for the performance of the contract and/or the services we are providing to you.
- 14. OTHER IMPORTANT TERMS**
- 14.1 We may transfer our rights and obligations under these terms to another organisation.
- 14.2 You may only transfer your rights or your obligations under these terms to another person if we agree to this in writing. However, you may transfer our guarantee at paragraph 7.1 to a person who has acquired your property. We may require the person to whom the guarantee is transferred to provide reasonable evidence that they are now the owner of the property.
- 14.3 This contract is between you and us. No other person shall have rights to enforce the terms.
- 14.4 Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.
- 14.5 If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaking this contract, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date.
- 14.6 The parties shall comply with laws relating to this agreement and the Works. Each party shall promptly report to the other party any request or demand for any undue financial or other advantage in connection with this agreement.
- 14.7 Other than payment for the Works, neither party shall be liable for any failure or delay which is caused by circumstances beyond its reasonable control. If the circumstances continue for more than 30 days, either party may terminate this agreement by giving notice.
- 14.8 These terms are governed by Scottish law and legal proceedings will be in the Scottish courts.

EXPRESS REQUEST TO COMMENCE THE DELIVERY OF WORKS EARLY

I hereby request the immediate performance of the works and acknowledge that I will lose my right of withdrawal from the contract once the works are fully performed. I also understand that if I cancel and the works are part complete I will be liable to pay for any works up to the date I cancelled.

Please commence the works within the Cooling off Period

Signed.....

Date.....

What makes us great?



Recognised by Which?

1st Scottish Preservation Company to be endorsed and recognised by Which? Visit trustedtraders.which.co.uk to see what makes a trader with this status so special.

Average Rating



Rated and Recommended

Average 4.5 star rating online. In addition, our customer questionnaires show that 96% of customers would recommend us



Award Winning Contractors

Property Care Association Award Winners in 2014 and commended in 2011. Also awarded 'Best Business Turnaround' and recent finalist in both 'The Entrepreneur of the Year' and 'Chamber of Commerce Business Awards'



40 Years Experience - Scottish Based

40 years experience in building preservation serving Scotland with local branches Scotland wide. Scottish company...local service.

Our Professional Memberships and Accreditations



For more information about our professional memberships, watch our video at:

wisepropertycare.com/approvedcontractor

Specifications

The company reserves the right to change these specifications at any time without notice, subject to changes in technique, improvement in materials or in particular cases where a change might be found necessary, during the course of the work.

1. Woodworm

The purpose is to treat as many available surfaces of the infested timber as possible. The treatment in this section covers infestation by Common Furniture Beetle *Anobium punctatum*, Death Watch Beetle *Xestobium rufovillosum* and Powder Post Beetle *Lyctus* Sps. In cases of infestation by House Longhorn Beetle *Hylotrupes bajulus*, these treatments are supplemented as follows: After cleaning, cut away heavily decayed sapwood, reinforce or renew any timbers whose structural strength is seriously impaired.

A Roof Void Treatment

Clean down as deemed necessary all exposed roof timbers. Apply insecticide to all exposed surfaces of all the timbers

B Floor Treatment

Lift sufficient floor boards. Apply insecticide to all exposed surfaces. Re-lay existing floor boards renewing where specified in our report.

C Joinery and Timber Treatment

Form holes to 2/3 of the depth of the infested timber in the least conspicuous position, to supplement existing flight holes. Apply insecticide to all accessible unpainted surfaces of the timber. This treatment may be supplemented by recommendations in our report.

D Staircase Treatment

Apply insecticide to all exposed timber surfaces. Joinery timber treatment may also be specified for wall strings and other timbers whose reverse sides are not accessible.

2. Wet Rot

- A Remove any timber that our surveyor has deemed seriously weakened or unsightly. Remove from the area, debris resulting from our work.
- B Replace with sound timber, any timbers removed in paragraph (a). All such timber to be pretreated or treated on site.

3. Dry Rot

The true dry rot fungus *Serpula lacrymans* attacks the timber under conditions of damp and inadequate ventilation. It forms special water conducting strands, which enable it to travel rapidly, penetrating most building material and attacking timber from the original source of decay. Small portions of the fungus left untreated in timber or wall areas are capable of developing independently, and it is therefore essential that the fullest extent of any attack be determined and subsequently treated. Our report will, as far as possible, outline the extent of the attack and specify the appropriate sections of the following treatments. See also section 4.

- A Cut away all timbers as specified in our report, and remove from the premises.
- B Remove plaster and rendering coats as specified above.
- C Clean all exposed walls and other surfaces to remove surface mycelium of the fungus. Drill holes at staggered centres in a band around the perimeter of the exposed area to a depth of 1/3 to 2/3 of the wall thickness.

Irrigate each hole and apply fungicide to all surfaces specified in our report.

- D Apply fungicide liberally to all timber surfaces as specified.
- E Replace any timbers that have been removed with sound timber, either pre-treated or treated with fungicide on site. Joist ends to be treated with fungicidal paste and in very damp conditions to be capped with damp proof material.
- F Re-render all previously rendered surfaces according to our plastering specification.
- G Provide and fix new air bricks, as specified in our report.
- H Drill and irrigate around perimeter of door and window openings within the dry rot area.

4. Fungal Decay (Special Note)

In respect of attacks by both wet and dry rot fungi, our report will, where possible, determine the source of the dampness and specify any other repairs that may be necessary to remedy it. One of the most important measures in the remedy of fungal decay is the reinstatement and maintenance of dry conditions which, in some instances, would be adequate to ensure its eventual eradication. Treatment is required to hasten this process, to replace decayed timber, and to protect elements of the building at risk. However, it is vital that the measure taken to ensure dry conditions be perpetrated thereafter and this is an essential condition of our guarantee.

5. Chemical Damp-proof Course

The insertion of a chemical damp-proof course is recommended for most types of walling, and involves the injection of chemical under pressure into holes drilled at intervals into the wall, at levels decided where practicable, by our surveyor at the time of his inspection.

- A Drill 9mm to 16mm holes 75mm to 225mm apart into the masonry at the level to be damp proofed as directed by our surveyor.
- B Irrigate each hole under pressure with chemical solution ensuring even distribution.
- C Make good external holes with sand cement mortar or mastic.
- D Cavity walls may be drilled and injected either from one side only or from both sides, depending upon the circumstances surrounding the operation.
- E All skirtings and fittings will either be renewed by our operators or by our client's builder, as specified in our surveyor's report.

NOTE: In certain circumstances we recommend the transfusion process for chemical dampproofing. This specification is available when required.

6. Injection Creams

- A 12mm diameter holes drilled horizontally into the mortar joint at 120mm centres and to a depth of 10-20mm from the opposite face.
- B Fill boreholes with injection cream using a low pressure sprayer or cartridge gun.

7. Electro Osmotic Damp-proof Course

- A Drill 14mm holes to a depth of approximately 100mm, 925mm apart into a mortar joint at a level determined by our surveyor.
- B Insert anodes, fill with cement and clip titanium wire into mortar joint.
- C Fix power unit and connect to 13 amp unswitched socket.
- D Drive standard earth rod into ground at least 2 metres from the nearest anode so that the top is lower than any of the wall anodes.
- E Fix one end of the earth wire to the earth rod and make waterproof. Fix the other end to the power box. Switch on mains power and the light emitting diode will illuminate. The system is then working.
- F Skirtings and architraves will either be fitted or renewed by our operators or the client's builder, as specified in our surveyor's report.

8. Plastering

- A Whenever dampness arises in a wall, certain contaminants, either acidic or alkaline are introduced into the wall.

This contamination will migrate to this surface as the wall dries, leaving a crystalline efflorescence. These deposits can absorb and retain moisture from the air and the walls thus tend to become damp, particularly during humid conditions. This dampness usually occurs where the wall has been replastered after the installation of a damp proof course and is often confused with rising damp. It is because of this that correct replastering is of paramount importance to ensure a dry wall.

- B Wherever rising damp has contaminated plaster, that plaster must be removed to an area 300mm beyond the damp staining. This need not be done when the damp course is inserted.
- C The wall should be replastered using Limelite Renovating Plaster to manufacturers specification as stated in British Board of Agrément Certificate.

UNDER NO CIRCUMSTANCES SHOULD ANY OTHER PREMIX PLASTER BE USED

- D The bottom edge should be stopped 25mm from the floor. Great care should be taken to ensure that all plaster droppings are removed and are not left behind the skirtings.
- E All skirtings and fixings should be treated with fungicide prior to fixing.
- F The floor to wall joint should be sealed with a waterproof compound to prevent the upward movement of water vapour between the wall and the floor slab or damp proof membrane in the floor slab. This waterproof coating should extend 100mm up the wall and 50mm across the floor slab (applies only to solid floors).

Client Information

THE FOLLOWING HELPFUL INFORMATION SHOULD BE READ IN CONJUNCTION WITH OUR REPORT AND QUOTATION. IT IS AN INTEGRAL PART OF OUR REPORT AND QUOTATION. WHERE ADVICE IS GIVEN TO CLIENTS, IT SHOULD BE ACTED UPON IN THE TIME SCALE SHOWN. IF THIS IS NOT POSSIBLE WISE PROPERTY CARE SHOULD BE NOTIFIED IN WRITING IMMEDIATELY.

GENERAL TO ALL SERVICES CARRIED OUT BY WISE PROPERTY CARE.

- 1 The client should ensure that mains water and electricity are available at all times whilst Wise Property Care are on site.
- 2 The Wise Property Care Quotation is based on, unless reported differently, the client being responsible for ensuring that all furniture, floor coverings and other household possessions, including plants, are removed from the treatment area prior to the commencement of the work and subsequently replaced. It is not recommended that floor coverings of any type be replaced for at least five days, or as recommended by the manufacturer, whichever is the longest.
- 3 Wise Property Care cannot accept any responsibility for any damage to hidden services not previously brought to their attention by the client.
- 4 Where Wise Property Care have included for the removal and replacement of any electrical, gas or water service to facilitate their work, they do so on the basis that the respective services are without defect. At the time of replacing a service any apparent defect which prevents Wise Property Care from effectively doing so will be brought to the clients attention. If additional work is necessary, a supplementary report and Quotation will be submitted.
- 5 Party walls are the joint responsibility of adjoining owners. Where work on a party wall is necessary the client must advise the owner of the adjoining property beforehand.
- 6 Where work to an external wall is to be carried out from the neighbours property, it is the responsibility of the client to obtain written permission beforehand and to ensure free working access at all times.
- 7 When working on the outside of the property Wise Property Care will take every care of plants and shrubs adjacent to the external working area but cannot accept any responsibility for damage.
- 8 Wise Property Care reserves the right to change or vary its recommendations from time to time, without notice, in order that the customer may obtain the benefits of either improved techniques, better materials or improved working methods.
- 9 With regards to the area specified for treatment, care should be taken by the client to ensure that the building is maintained in a waterproof and weatherproof condition, prior to, during and after treatment by our Operatives. Roof coverings should not be removed until such time as treated timbers are touch dry. Treated timbers and masonry should not be exposed to weather penetration which will negate the effectiveness of any treatment and invalidate the guarantee.

Certificate of Guarantee

Client _____ **Contract No.** _____
Assignee _____ **Report Date** _____
Property _____ **Date Treatment** _____
Completed _____

- ✓ A** This Guarantee is issued to the above named client in respect of work carried out by Wise Property Care Ltd. Henceforth referred to as WPC at the above named property in accordance with the above mentioned report, estimate and contract.
- ✓ B** WPC guarantee for a period of 20 years from the date that the contract was complete that any continuation or recurrence of infestation by wood boring insect or attack by a wood rotting fungus in any of the timbers treated against such decay will be treated free of charge to include such re-instatement as may be necessary, excluding redecoration.
- ✓ C** Should the damp course installed as detailed in the report fail to prevent the rise of dampness from the earth into the walls within a period of 20 years from the date that the contract was completed, WPC guarantees to repair the failure free of charge, excluding redecoration.
- ✓ D** In the event of a claim under the terms of this guarantee, it is essential that this guarantee certificate and all of the original reports (and sketches where applicable) are provided by the claimant, to the company, together with the then appropriate investigation charge (this charge will be refunded in full if any treatment covered by clause B and C above has failed, subject to the conditions in clause E below). Failure to provide the aforementioned documents and/or fee will invalidate this guarantee.
- ✓ E** This Guarantee will become invalid in any one or more of the following circumstances
- (i) Where the property has not been kept in a good and proper state of maintenance including rainwater goods and disposal systems, domestic plumbing, internal and external ground levels relative to the damp proof course, adequate sub-floor ventilation and general structure of the property.
 - (ii) Where recommendations given by WPC have not been complied with.
 - (iii) Where, subsequent to the completion of treatment, there has been any disturbance of the works carried out by way of structural alterations, repairs, settlement or subsidence of the building or otherwise.
- ✓ F** This Guarantee does not extend to furniture and doors.
- ✓ G** The rights conferred upon the client by this document shall be in addition to any rights the client may have at Common Law.
- ✓ H** In the event of disposal of the property, the subject of this Guarantee and the benefits of this Guarantee shall be assigned by the client named above to the new owner provided that within three months of the change of ownership of the property, the new owner shall have
- (i) Given written notice of the change to WPC
 - (ii) Permitted WPC's representative to inspect the property to ensure that all conditions have been complied with.
 - (iii) Paid WPC's then current transfer and inspection fee
 - (iv) This Guarantee is conditional upon WPC receiving payment in full for the work carried out at the above named property in accordance with the above mentioned report, estimate and contract.

For and on behalf of Wise Property Care

Date: _____

wisepropertycare.com

For all guarantee enquires, contact our Head Office at:

8 Muriel Street, Barrhead, Glasgow G78 1QB

T: 0141 876 9200

F: 0141 876 9900

E: headoffice@wisepropertycare.com

Alternatively, find your local branch details at

wisepropertycare.com/branches



Ensure your guarantee is safe
Be Sure - Insure



- ✓ PCA Approved
- ✓ Provides cover where contractor ceases to trade
- ✓ Provides access to Financial Ombudsman Service
- ✓ Individual insurance certificates for multiple properties
- ✓ GPI is a member of the Financial Services Compensation Scheme
- ✓ Automatic free assignment on sale of property
- ✓ GPI is a UK authorised and regulated insurance company

wisepropertycare.com/gpi
0800 65 22 678



WET ROT | DRY ROT | WOODWORM | RISING DAMP | CONDENSATION | BASEMENT SYSTEMS | GUARANTEES

The Wise Choice?

Scotland's Leading Provider of Property Care Services

Wise Property Care has grown dynamically over the last decade by providing high quality and technologically advanced services. Wise Property Care has become the professional's first choice for in-depth low disturbance investigations and sympathetic remediation regimes.

Privately Owned and Local

While Wise Property Care is a national company, it continues to be owned and operated by Scottish experts for Scottish property owners. Wise Property Care operates on the principle of providing services that the owners would themselves expect to experience and is proud of its local coverage and quality of service.

True Value for Money

"It is unwise to pay too much, but it is unwise to pay too little. The common law of business balance prohibits paying a little and getting a lot. It cannot be done. If you deal with the lowest bidder, it is well to add something for the risk you run."

John Ruskin (1819 – 1900)

We offer Value for money without compromising quality of work or materials.

Local Coverage

Wise Property Care realise the importance of employing local people who have the benefit of local knowledge and the ability to serve an area promptly. Regional offices in Glasgow, Edinburgh, Falkirk, Kinross, Dunfermline, Aberdeen, Hawick and Ayrshire support our countrywide surveying staff.

Minimum Disruption to Your Life

In recent years there have been substantial advances in the products used to treat preservation problems. So much so, that in the majority of cases, it is possible to re-enter a treated area after 1 hour. Today, all products are water rather than solvent based meaning there are now no offensive odours. These innovations translate into reduced disruption to the lives of our customers and clients can be assured that it is safe to have preservation work carried out. Wise Property Care wish to reduce inconvenience as much as possible and can discuss any special requirements with individual home owners.

Award Winners

Wise Property Care's performance is reflected in awards bestowed upon the company by independent organisations. In recent years, the company has been awarded 'Best Business Turnaround' at the National Business Awards of Scotland 2001; been 'Commended for Innovation'



by the 'Property Care Association' and has been named as a finalist in the 'Entrepreneur of the Year' awards, 'Chamber of Commerce Business Awards' and the 'IOD Scotland Director of the Year Awards'

Guaranteed Peace of Mind

Wise Property Care is a member of the Property Care Association (PCA), helping to build best practice within the industry. The company is also a member of 'Guarantee Protection Insurance', an independent organisation which offers insurance-backed guarantees in addition to the Wise Property Care 20 year company guarantee. Wise Property Care is actively involved in ensuring the highest industry standards to the extent that since 1997, Les Meikle (MD) has been chairman of the Scottish Region of the PCA and is currently the Deputy Chairman of the PCA in the UK.

Assured Quality

Wise Property Care is an approved ISO 9001: 2000 and ISO 14001 registered firm demonstrating our commitment to quality in company administration systems.





- Home Report
- Valuation Report
- Executory Valuation
- Tax Valuations
- Separation Valuation
- Private Sale Valuation
- New Build & Plot Valuation
- Insurance Reinstatement Valuation
- Portfolio Valuation
- Rental Valuation
- Drive By & Desktop Valuation
- Energy Performance Certificate (EPC)
- Level Two Survey & Valuation Report
- Level Two Condition Report
- Expert Witness Report

- Commercial Valuation
- Commercial Agency
- Acquisitions Consultancy
- Commercial Lease Advisory
- Rent Reviews
- Asset Management
- Development Appraisals & Consultancy
- Auctions
- Property Management
- Professional Services
- Licensed Trade & Leisure
- Expert Witness Report
- Rating
- Property Investment
- Public Sector

- Quantity Surveying
- Building Surveying
- Project Management
- Dispute Resolution Support Services
- Principal Designer
- Clerk of Works
- Commercial EPC
- Health & Safety Management
- Employer's Agent
- Energy Consultancy
- Housing Partnerships
- Housing Consultancy
- Development Monitoring
- Mediation Services

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△△ 01292 267987

Bearsden
△△ 0141 611 1500

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△ 02890 912975

Birmingham
△ 0121 270 2266

Coatbridge
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Cumbernauld
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Dalkeith
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Dumbarton
△△ 01389 731682

Dumfries
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Dundee
△△ 01382 200454
△ 01382 220699

Dunfermline
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△ 01383 731841

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△ 0131 557 9300

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△ 01334 476469

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