



home-approved®

your survey report



████████████████████ Gerrards Cross, Bucks, SL9 ██████████

<b>Client</b>	████████████████████
<b>Date of Inspection</b>	2 June 2015
<b>Inspection Completed by</b>	Matthew Brown AssocRICS

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## Introduction

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The following Report is based on a visual inspection of [REDACTED]. The Report is subject to the Terms and Conditions of Business of Home-Approved Building Surveyors Ltd.

The Report is for the sole use of the named Client and the Company accepts no responsibility whatsoever to any other third party, person or body.

The Report provides information on the visible condition of the property and the defects which are observed during the Survey. Areas are examined for defects that are accessible and visible at the time of the Survey. The Survey does not involve disturbing the fabric of the building, lifting or moving furniture, floor coverings etc. Parts or areas that are not visible are not examined, but may be reported if a problem is suspected (see main clauses 5 and 6 of the Terms and Conditions of Business).

The Company does not undertake any research as to the presence or possible consequences of contamination by any harmful substance or testing of services or compliance with current regulations.

The Report identifies areas in poor condition and details the defects and the associated estimated cost of repairs according to the home-approved® points of inspection listed below. We may also include comments on other matters which we believe may be useful although not considered a defect.

Estimated costs are presented in colour coded boxes and a full explanation can be found at the end of the report where the costs are totalled. Costs in **red** are considered 'critical', **amber** are 'important', **green** are 'cosmetic' and **grey** are 'advisory'.

## The home-approved® points of inspection

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### Internal

1. Loft space / insulation / ventilation
2. Roof construction
3. Electrical installation
4. Plumbing / heating installation
5. Decoration and finishing
6. Flooring
7. Joinery
8. Basements

### External

9. Roof coverings
10. Chimneys
11. Guttering and rainwater pipes
12. Joinery / windows / doors / decoration
13. Walls / subsidence / movement
14. Electrical supplies
15. Damp proof courses
16. Drainage

## Property information

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Type of Property:	Detached
Approximate year of construction:	1920's
Purchase price:	£1,595,000
The front of the property faces:	East
Weather conditions during inspection:	Showers
Condition of property when inspected:	Owner Occupied
N° of Floors:	2
Access to the property	By Vendor
Present during inspection:	████████████████████
What is the Tenure:	We assume the property is freehold
How many years if Leasehold:	N/A
The roads are:	Adopted
Access to site is:	████████████████████
Property Listed or in a Conservation Area:	No

Mains Services: Gas  Water  Electricity  Drainage  LPG

Outside Facilities: Garage:  Allocated Parking:  Off Street Parking:

Garden:  Access to Rear:

## Structural repairs and alterations

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**STRUCTURAL REPAIRS e.g. underpinning or strengthening** NO

**If YES Details:** N/A

We were not advised of, and there was no evidence of, structural repairs having been carried out to the property.

**STRUCTURAL ALTERATIONS, EXTENSIONS or OTHER WORKS** YES

**If YES Details:** The property has been extended to the rear and this work was completed prior to the current vendors' ownership. The current owners have constructed a sun room to the rear. You should ask your legal adviser to confirm whether these works received planning permission and building regulation approval (including the issuing of a final completion certificate) from the local council and advise on the implications.

## Guarantees and warranties

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Timber Treatment  Damp-proofing  Wall-ties  Double Glazing  NHBC

Other: N/A

**Details/Defects/Issues:** We were not advised of any guarantees or warranties affecting the property.

## Electrical installation

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The fuse-board is located in the hallway cupboard. The fuse-board is split capacity and fitted with RCD protection. The electric meter is located in the hallway cupboard.

The current provision for smoke/heat detection within the property falls below current standards set out in Approved Document B of The Building Regulations 2010. Provision should be made for heat detection to the kitchen and smoke detection to the hallway & landing. This should be mains powered and fully linked.

Certification of safety and compliance was not provided at the time of the inspection.

**Details/Defects/Issues:** There are a number of taped switches and sockets. A qualified electrician should attend and establish the reason for this and carry out repairs or upgrades as necessary so as to ensure electrical safety through the installation.

The system should be updated to include improvements to:

- Replacement fuse-board
- Mains powered smoke/heat detection system
- Replacement sockets and switch faces
- Improvement to the wiring installation

A qualified engineer should carry out a full inspection of the electrical installation and advise on any additional requirements in regard to Approved Document P of The Building Regulations 2010. We would also advise you to instruct the same engineer to attend and carry out a Periodic Inspection.

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It is recommended that Periodic Inspection and testing is carried out at least every:

- 10 years for a domestic installation
- When a property is being prepared to be let/change of occupancy
- Prior to selling a property or when buying a previously occupied property

A Periodic Inspection involves an inspection and tests on the condition of an existing electrical installation, to identify (in order of priority) any deficiencies against BS7671 IEE Wiring Regulations the national safety standard for electrical installations.

A Periodic Inspection will:

- reveal if any of the electrical circuits or equipment are overloaded
- find any potential electrical shock risks and fire hazards in the electrical installation
- identify defective DIY electrical work
- highlight any lack of earthing or bonding



Fuse-boards



Main fuse and meter



Battery powered smoke detection



Some of the wiring and switch/socket faces are dated

Estimated costs £600-700.00 (smoke & heat detection)

## Heating & hot water installation

The heating to the property is provided by a conventional boiler which is located in the utility room. The boiler vents through the side wall and is fan assisted. The boiler controls are in the utility room. The gas meter is located on the side wall and is not earth-bonded.

Certification of safety and compliance was not provided at the time of the inspection.

The rooms are heated by panel radiators some of which are fitted with thermostatic radiator valves (TRV's). The installation is fitted with a thermostatic control located in the hallway and a second control on the landing. This system falls below current standards set out in Approved Document L1B of The Building Regulations 2010 & The Domestic Heating Compliance Guide 2008.

The hot water is produced by the gas fired boiler and is stored in the foam lagged cylinder which is located in the airing cupboard in bedroom 3. The system is adequate and in line with Approved Document G of The Building Regulations 2010.

The system should be updated to include improvements to:

- ✓ The zoning and control of the heating system.       Replacement boiler
- Replacement radiators       Improvements to water storage

**At the time of the inspection, no certification of gas/oil safety or compliance was provided. Where this is not provided, our recommendation is to have the installation checked and certified by a qualified engineer as soon as practical after completion.**



Wall mounted boiler



Fan assisted flue



Boiler programmer



Gas meter



Not all radiators are fitted with TRV's



Estimated costs £700-800.00



**Only detailed specialist tests will confirm the adequacy, efficiency and/or safety of services' installations. Surveyors are not qualified to undertake these tests. Any comments on services in this report are made by way of general observation of the visible parts only. We recommend that you arrange for the services' installations to be inspected by a qualified engineer.**

## Water supply

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Mains water is connected to the property. An internal stopcock (isolation valve) was located behind the dishwasher.

The external stopcock, we believe, is in the road in front of the property. It is not clear if the water supply to the property is a shared connection and this point should be clarified by your legal adviser.

In property constructed prior to 1980 it is still possible that lead was used as part of the plumbing installation. Further information in regard to the risks associated with lead pipes is provided later in the Asbestos/Deleterious Materials section of this report.

## Floor construction

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The ground floors to the property are a combination of suspended and solid construction.

Ventilation is important to suspended timber floors and should be provided at both sides of the building so that ventilating air will have a free path between opposite sides and to all parts. The actual area of opening should be at least equivalent to 1500mm<sup>2</sup> for each meter run of wall and any ventilating pipe should have a diameter of at least 100mm.

225 x 225mm air bricks should be provided to the external walls in accordance with BS 5250. Air bricks should be provided with grills to prevent entry by rodents.

Where a suspended floor joins a solid floor and particularly to avoid any stagnant corners, ventilating pipes or ducts should be laid below the solid floor connecting to the air bricks and the solid floor.

**Where adequate cross ventilation is not achieved significant damage to floor timbers may occur. If alterations or additions have been carried out to the property and cross ventilation has been restricted then further investigation is advisable. This may involve lifting sections of flooring internally in order to thoroughly inspect all timbers. You should instruct a contractor accredited to the Property Care Association (PCA) who will be best placed to advise on the causes, consequences and likely cost implications.**

**Details/Defects/Issues:** There is a lack of ventilation to the suspended timber floor as the air bricks are too small and too few in number.

The existing air bricks should be increased in size to a minimum of 225mm square and additional air bricks should be installed to the front, side and rear elevations in accordance with BS 5250. Air bricks should be provided with grills to prevent entry by rodents.



Air bricks are too small and few in number

Estimated costs £600-700.00

## Interior defects, condition issues and cost estimates

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### Room Description: UTILITY ROOM

**Defect: Yes. Items of concern have been listed below**

**Details/Defects/Issues:** The ceiling and walls are finished smooth and painted with emulsion. There is cracking to the ceiling line and to the walls. None of the cracks suggest significant building movement or distortion and are more likely the result of general settlement and expansion. Prior to decoration the walls should be lined in Wallrock and the joint between the ceiling and walls should be raked out, prepared and sealed with flexible acrylic sealant. 'Wallrock' is a non-woven material which is suitable for covering up untidy and poorly plastered surfaces including cracks.

No form of mechanical extraction is fitted within the room. Use of domestic appliances can create steam and moisture. You are advised to install a mechanical means of ventilation, in line with Approved Documents F and L of The Building Regulations 2010. This should be in the form of an extractor fan with a 15 minute overrun timer facility. A 3-pole isolation switch should also be installed. You are advised to seek further advice from an electrician and undertake remedial work as recommended.



Cracks to the walls and the ceiling

Estimated costs £300-400.00 (decoration)

Estimated costs £400.00 (mechanical ventilation)

### Room Description: KITCHEN

**Defect: Yes. Items of concern have been listed below**

**Details/Defects/Issues:** The current provision for smoke/heat detection within the property falls below current standards set out in Approved Document F of The Building Regulations 2010. Provision should be made for heat detection to the kitchen. This should be mains powered and fully linked to the smoke detection system. These fittings should comply with BS 5839-6:2004. If one alarm detects fire, all alarms go off. Note that British Standards are subject to change and you should consult the latest version prior to upgrading.

There is a cooker hood fitted above the hob but this does not duct through an external wall. Use of domestic appliances can create steam and moisture and you are advised to either duct the extractor fan through the rear facing external wall or install a mechanical means of ventilation in line with Approved Documents F and L of the Building Regulations 2010. This should be in the form of an extractor fan with a 15 minute overrun timer facility. A three pole isolation switch should also be installed.

The silicone sealant to the edges and abutments of the worktops has been poorly applied and will need to be replaced. The existing silicone will need to be completely removed prior to applying the new sealant in one continuous application. It is important to ensure that these areas are correctly sealed as water escaping often goes unnoticed and serious damage can be caused to walls, flooring and floor timbers.

The joint between the worktops to the right side of the sink is swollen which is an indication that moisture has been able to penetrate the joints over time and cause swelling to the chipboard below the laminate. The only effective way to address the issue would be to remove and replace the worktops.



Extraction is not externally ducted

Sealant to the worktops is poor



Swollen joint to the worktop

Estimated costs £ see electrical section for costs (smoke/heat detection)

Estimated costs £300-400.00 (extraction)

Estimated costs £150.00 (sealant)

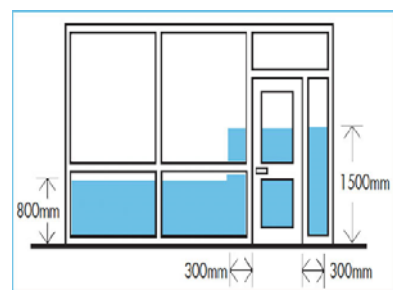
Estimated costs £1200-1500.00 (worktops)

## Room Description: SUNROOM

**Defect: Yes. Items of concern have been listed below**

**Details/Defects/Issues:** The glazing to the rear facing windows is not toughened. This is a safety issue and in accordance with Approved Document N of The Building Regulations 2010, glass within a critical location should be toughened with each pane carrying the British Standard reference to confirm compliance.

The ceiling and walls are finished smooth and painted with emulsion. There is water staining to the ceiling and blistering to the wall above the window and to the right side of the door. The vendor advised there had been an issue with a blocked gutter which had caused an overflow and saturation to the walls and this in turn had leaked through the ceiling. She advised that the water butt had been relocated and the areas were now drying. Moisture readings were taken in these areas and none of the readings were high or abnormal. Prior to decoration the affected areas should be fully prepared and sealed with an alkaline based sealer to prevent re-staining.



Glass to glazing panels is not correctly etched to confirm compliance

Critical location diagram



Water mark to the ceiling and blistering to the wall paint

Estimated costs £500-600.00 (glazing)

Estimated costs £300-400.00 (decoration)

### Room Description: LOUNGE

**Defect: Yes. Items of concern have been listed below**

**Details/Defects/Issues:** The ceiling and walls are finished smooth and painted with emulsion. There is cracking to the ceiling line between the ceiling and walls. None of the cracks suggest significant building movement or distortion and are more likely the result of general settlement and expansion. Prior to decoration the joint between the ceiling and walls should be raked out, prepared and sealed with flexible acrylic sealant.



Cracking to the ceiling line

Estimated costs £200-300.00 (decoration)

### Room Description: DINING ROOM

**Defect: At the time of the inspection no visible defects were observed**

**Details/Defects/Issues:** N/A



**Room Description: STUDY**

**Defect: At the time of the inspection no visible defects were observed**

**Details/Defects/Issues: N/A**



**Room Description: LOUNGE 2**

**Defect: At the time of the inspection no visible defects were observed**

**Details/Defects/Issues: N/A**



**Room Description: HALL, STAIRS & LANDING**

**Defect: Yes. Items of concern have been listed below**

**Details/Defects/Issues:** The glazing to the entrance door is not toughened. This is a safety issue and in accordance with Approved Document N of The Building Regulations 2010, glass within a critical location should be toughened with each pane carrying the British Standard reference to confirm compliance.

The current provision for smoke/heat detection within the property is battery powered only which falls below current standards set out in Approved Document F of The Building Regulations 2010. Provision should be made for the installation of a mains powered, fully linked smoke/heat detection system to the property. These fittings should comply with BS 5839-6:2004. If one alarm detects fire, all alarms go off.

In 2006 there was a higher standard set out in BS 5839 which calls for detectors to be located within kitchens and lounges, in addition to one on each floor of the property. If you are upgrading the property you may wish to consider fitting a heat detector within the kitchen and an optical detector in the living room (s) where there may be an open fire or a stove. Note that British Standards are subject to change and you should consult the latest version prior to upgrading.



The ceiling and walls are finished smooth and painted with emulsion. There is cracking to the ceiling line between the ceiling and walls. None of the cracks suggest significant building movement or distortion and are more likely the result of general settlement and expansion. Prior to decoration the joint between the ceiling and walls should be raked out, prepared and sealed with flexible acrylic sealant.

The skeliling inside the cupboard was cracked. None of the cracking suggests significant building movement or distortion and prior to decoration the ceiling should be lined in Wallrock.



Battery powered smoke detection

Cracks to the ceiling line

Crack to ceiling inside cupboard



Glass in a critical location

Estimated costs £200-300.00 (glazing)

Estimated costs £ see electrical section for costs (smoke/heat detection)

Estimated costs £300-400.00 (decoration)

## Room Description: BEDROOM 1

**Defect: Yes. Items of concern have been listed below**

**Details/Defects/Issues:** The ceiling and walls are finished smooth and painted with emulsion. There is cracking to the ceiling line between the ceiling and walls. None of the cracks suggest significant building movement or distortion and are more likely the result of general settlement and expansion. Prior to decoration the joint between the ceiling and walls should be raked out, prepared and sealed with flexible acrylic sealant.



Cracks to the ceiling line

Estimated costs £200-300.00 (decoration)

## Room Description: BEDROOM 2

**Defect: Yes. Items of concern have been listed below**

**Details/Defects/Issues:** The ceiling and walls are finished smooth and painted with emulsion. There is cracking to the ceiling line between the ceiling and walls. None of the cracks suggest significant building movement or distortion and are more likely the result of general settlement and expansion. Prior to decoration the joint between the ceiling and walls should be raked out, prepared and sealed with flexible acrylic sealant.



Cracks to the ceiling line

Estimated costs £200-300.00 (decoration)

### Room Description: BEDROOM 3

**Defect: Yes. Items of concern have been listed below**

**Details/Defects/Issues:** The woodwork is finished in an oil based paint and the architrave surrounding the airing cupboard is stained with soot. This type of staining is consistent with the burning of candles within the room although there was no evidence of this at the time of the inspection. The woodwork will need to be washed down and then prepared and redecorated.



Staining to the door surround

Estimated costs £100-200.00 (decoration)

### Room Description: DRESSING ROOM

**Defect: Yes. Items of concern have been listed below**

**Details/Defects/Issues:** The walls are finished smooth and painted with emulsion. There is cracking to the wall on the right side of the window and to the left side of the door. None of the cracks suggest significant building movement or distortion and are more likely the result of general settlement and expansion. Prior to decoration the wall should be lined in Wallrock.



Cracks to the wall

Estimated costs £200-300.00 (decoration)

## Room Description: SHOWER ROOM

**Defect: Yes. Items of concern have been listed below**

**Details/Defects/Issues:** The silicone sealant to the edges and abutments of the tiling has been poorly applied and will need to be replaced. The existing silicone will need to be completely removed prior to applying the new sealant in one continuous application. It is important to ensure that these areas are correctly sealed as water escaping often goes unnoticed and serious damage can be caused to walls, flooring and floor timbers.

There is a ceiling mounted extractor fan which ducts through the roof. The fan is not fitted with an overrun. Approved Document F of the Building Regulations 2010 advises that the extractor fan should be fitted with a 15 minute overrun timer facility and a three pole isolation switch. You are advised to seek further advice from an electrician and undertake remedial work as recommended.



Sealant to the abutments is poorly finished



Ceiling mounted extractor

Estimated costs £150-200.00 (sealant)

## Room Description: BATHROOM

**Defect: Yes. Items of concern have been listed below**

**Details/Defects/Issues:** The floor is covered with ceramic tiles. A number of the joints are loose and cracked. This is an indication that the tiles have been fixed with a non-flexible material. The tiles will need to be lifted and replaced and any new ceramic tiles should be fixed in place with flexible adhesive and the joints grouted with flexible grout.

No form of mechanical extraction is fitted within the room. Use of the shower or bath can create steam and moisture. You are advised to install a mechanical means of ventilation, in line with Approved Documents F and L of The Building Regulations 2010. This should be in the form of an extractor fan with a 15 minute overrun timer facility. A 3-pole isolation switch should also be installed. You are advised to seek further advice from an electrician and undertake remedial work as recommended.



Floor tiles are loose and the joints are cracked

Estimated costs £800-1000.00 (floor)

Estimated costs £400.00 (mechanical ventilation)

**Room Description: MASTER BEDROOM**

**Defect: At the time of the inspection no visible defects were observed**

**Details/Defects/Issues: N/A**



**Room Description: EN-SUITE**

**Defect: Yes. Items of concern have been listed below**

**Details/Defects/Issues:** The floor is covered with ceramic tiles. A number of the joints are loose and cracked. This is an indication that the tiles have been fixed with a non-flexible material. The tiles will need to be lifted and replaced and any new ceramic tiles should be fixed in place with flexible adhesive and the joints grouted with flexible grout.

No form of mechanical extraction is fitted within the room. Use of the shower or bath can create steam and moisture. You are advised to install a mechanical means of ventilation, in line with Approved Documents F and L of The Building Regulations 2010. This should be in the form of an extractor fan with a 15 minute overrun timer facility. A 3-pole isolation switch should also be installed. You are advised to seek further advice from an electrician and undertake remedial work as recommended.



Floor tiles are loose and the joints are cracked

Estimated costs £800-1000.00 (floor)

Estimated costs £400.00 (mechanical ventilation)

#### Room Description: BEDROOM 6

**Defect: Yes. Items of concern have been listed below**

**Details/Defects/Issues:** The ceiling is finished in emulsion painted embossed paper. There is a crack to the skirting to the right side of the side facing window. None of the cracks suggest significant building movement or distortion and are more likely the result of general settlement and expansion. Prior to decoration the ceiling will need to be stripped and then lined in Wallrock and painted in emulsion paint.



Crack to the skirting

Estimated costs £300-400.00 (decoration)

**Room Description: WC**

**Defect: Yes. Items of concern have been listed below**

**Details/Defects/Issues:** No form of mechanical extraction is fitted within the room. You are advised to install a mechanical means of ventilation, in line with Approved Documents F and L of The Building Regulations 2010. This should be in the form of an extractor fan with a 15 minute overrun timer facility. A 3-pole isolation switch should also be installed. You are advised to seek further advice from an electrician and undertake remedial work as recommended.



No mechanical extraction

Estimated costs £400.00 (mechanical ventilation)

## Loft access & insulation

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**Fitted Ladder:** YES

**Boarded:** PART

**Lighting:** YES

**Insulation:** YES                      **Type:** Glass Fibre                      **Thickness:** 270mm

**Details/Defects/Issues:** The front section of the roof has recently been insulated and upgraded however the rear section remains fully boarded and the insulation in this area is inadequate. A small area behind the water storage tank provided access to the floor void where there was no evidence of insulation. Insulation should be upgraded in line with Approved Document L1B of The Building Regulations 2010 advises an insulation thickness of a minimum 270mm over the entire roof area with an allowance at the eaves for continuous airflow. This should also include insulation to the loft hatch in the form of compressed foam or similar.



Front loft fully insulated



Rear loft is fully boarded and not adequately insulated



Estimated costs £600-700.00

Further information on all aspects of insulation, including advice on choosing a reputable contractor, is available from the National Insulation Association and can be found via the link below:

<http://www.nationalinsulationassociation.org.uk>

Further information can be obtained with regard to energy saving via the links below:

[www.est.org.uk](http://www.est.org.uk) - [www.cat.org.uk](http://www.cat.org.uk) - [www.ecocentre.org.uk](http://www.ecocentre.org.uk)



## Water storage

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**Water Storage:** YES

**Material:** Plastic

**Suitable:** NO

**Bye-Law 30 Kit Fitted:** NO

The requirements of Bye-Law 30 are:

(1) Every pipe supplying water connected to a storage cistern shall be fitted with an effective adjustable valve capable of shutting off the inflow of water at a suitable level below the overflowing level of the cistern.

(2) Every inlet to a storage cistern, combined feed and expansion cistern, WC flushing cistern or urinal flushing cistern shall be fitted with a servicing valve on the inlet pipe adjacent to the cistern.

(3) Every storage cistern, except one supplying water to the primary circuit of a heating system, shall be fitted with a servicing valve on the outlet pipe.

(4) Every storage cistern shall be fitted with-

(a) an overflow pipe, with a suitable means of warning of an impending overflow, which excludes insects;

(b) a cover positioned so as to exclude light and insects; and

(c) thermal insulation to minimize freezing or undue warming.

(5) Every storage cistern shall be so installed as to minimize the risk of contamination of stored water. The cistern shall be of an appropriate size, and the pipe connections to the cistern shall be so positioned, as to allow free circulation and to prevent areas of stagnant water from developing.

Generally, a Byelaw 30(2) kit covers the bits in paragraph (4) above, in other words, a close fitting lid, an insulation jacket, an insect screen on the warning / overflow pipe(s) (on domestic installations warning pipe and overflow are usually combined), a screened air inlet and a close fitting connection for any expansion pipe that enters through the lid. The warning pipe screen ought to be within 1 metre of the cistern - on new domestic installations it is usually where the pipe leaves the cistern and is combined with the tank connector / dip pipe. It must be possible to gain access to the screen for servicing and the area of the screen must be at least 2.5 times the cross-sectional area of the pipe so it should be fairly obvious. The current recommendation is also for the warning pipe to be at least 1" plastic (or steel) or 28mm copper.

**Tank Support/Stand:** The cold water storage tanks are housed on a wooden stand. The stand is located above the ceiling to bedroom 3. Given the size of the water storage tanks it is not clear if the method or location of the support is adequate. You should seek advice from a structural engineer who would be best placed to advise further in regard to the best method of support.

**Details/Defects/Issues:** The current cold water storage is not fitted with a Bye-law 30 kit and as a result the water is contaminated with dust and loft particles. A plumbing contractor should attend and drain down and sanitise the cold water tank and then re-fill. A Bye-law 30 kit should then be fitted to the cold water storage tank.

The pipes within the loft area are poorly insulated. All pipes should be lagged with foam insulation or similar and joints should be sealed with tape.



Cold water storage tanks are poorly sealed and the water is contaminated



Expansion tanks covered in plastic    Pipes are not fully insulated

Estimated costs £700-800.00

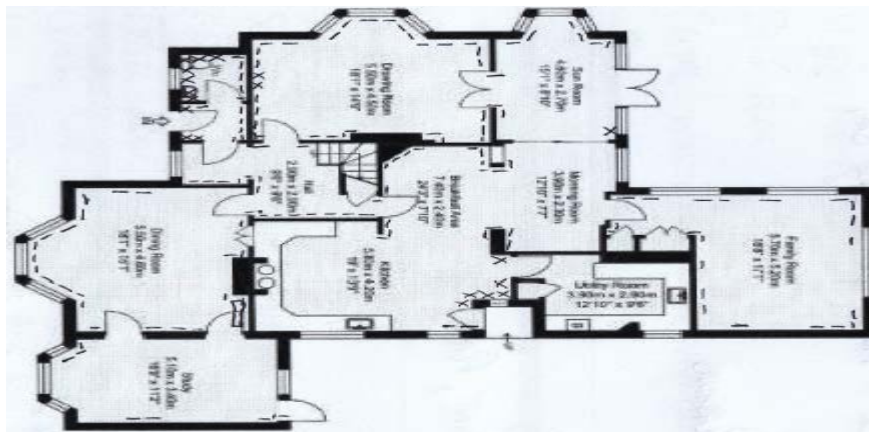
## Moisture readings

Moisture readings are measured, where accessible, throughout the ground floor of the property with the use of a Protimeter Surveymaster. This meter will detect where moisture is present but this is only an indication that a problem may exist. Where our report advises high moisture levels have been detected we strongly advise that any issue is further investigated by a contractor accredited to the Property Care Association (PCA) who will be best placed to advise further on the causes, consequences and likely cost implications.

The damp proof course to a property is a material such as; felt, plastic, bitumen, slate or rubber which is built into the walls of a building at low level to offer protection against moisture rising from the ground. In older buildings this material may have broken down or in some cases not ever have been installed.

Where issues arise with a failure in the DPC it may be that the property has been installed with a chemically injected damp proof course. If this is found to be the case then we strongly advise you to ask your legal adviser to confirm; why and when the work was carried out, the presence of any guarantees for the work and that any guarantee is insurance backed and transferable on completion.

Issues can arise where ground levels breach the minimum distance of 150mm below the level of the DPC. External ground levels must be maintained to this distance to reduce the chance of a breach in the DPC which can lead to internal issues with rising or penetrating dampness. Where it is not possible to create this distance, alternative solutions such as a 'French Drain' may be possible to reduce the risk of a breach of the DPC.



XXX High moisture      - - - Normal moisture

The walls to the WC, lounge 2, sunroom and kitchen provided high moisture readings. This is an indication of either rising damp or possibly an escape of water from the plumbing installation. Without further investigatory work, it is not possible to be certain of the cause of the problem but in my view, it is likely to be a failure in the DPC and the high ground levels externally.

It is recommended you seek advice from a contractor accredited to the Property Care Association (PCA) who can determine the cause of any issue, most effective method of treatment and the associated costs.

### Floor Plan Disclaimer

While every attempt has been made to ensure the accuracy of our floor plans, measurements/locations of doors, windows, rooms and any other items are approximate and no responsibility is taken for any error omission, or mis-statement. Our plans are for illustrative purposes only.

## Roof construction

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**Roof Timbers:** Hand Cut

**Treated Timber:** NO

**Lateral Restraint:** NO

Lateral Restraint is provided in modern buildings by strapping floors and roofs to the walls, using light weight steel straps.

Older properties often do not benefit from any form of strapping to the external brickwork in this way. Where movement occurs then this can be fitted retrospectively to improve lateral stability.

Further information can be found at - <http://insofast.co.uk/insofast-products/remedial-product/lateral-restraint-tie.html>

**Type of Ventilation:** Close Boarded

**Adequate:** YES

It is essential for insulated roof voids with an underlay to be ventilated to reduce the risk of condensation and consequential rot damage to roof timbers

There are several ways to ventilate the roof space but it is important to ensure that the ventilation is continuous, even and at high and low levels of the roof. Tiled ventilators provide a good solution and are relatively easy to install retrospectively.

Further information is available in Approved Document F of The Building Regulations 2010.

**Details/Defects/Issues:** The loft is accessible from the landing. An inspection revealed a traditional timber frame design typical for this type of building with no evidence of significant distortion. Some general splitting and staining of the timbers was observed but this is merely consistent with the building's age.

Whilst there was no evidence of wood boring insects at the time of the inspection, given the age and overall condition of the property, we would strongly advise that an appropriate timber treatment is carried out by a contractor accredited to the Property Care Association (PCA). The same contractor would also be best placed to advise further in regard to implications and costs.

It is essential for insulated roof voids with an underlay to be ventilated to reduce the risk of condensation and consequential rot damage to roof timbers. Due to the absence of an underlay in this case no alterations are yet required but when the covering is eventually renewed ventilation should be provided at the same time.



Roof is well constructed braced and supported

## Infestations

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**Infestation:** YES

**Type:** Bumble Bees

**Details/Defects/Issues:** A bumble bee nest was observed to the right side dormer window at first floor level. A specialist contractor should attend and establish if this can be moved. It is also important to check that this type of infestation is not protected in any way prior to attempting to remove or eradicate the issue.



Bumble bee nest in the side dormer window

Estimated costs £200-300.00

## Exterior defects, condition issues and cost estimates

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Point of Inspection: **ROOF COVERINGS**

**Defects Found: Yes. Items of concern have been listed below**

**Details/Defects/Issues:** The main roof is dual pitched with a gable to the front, side and rear. There are dormer windows to the front and sides, a mono pitch lean-to roof to the right side and a flat roof balcony to the rear. The pitch roofs are covered with clay plain tiles. The ridge lines are sealed with segmental tiles bedded onto mortar. The flat roofs are covered with felt and the bay windows to the left side and rear and the valley are lined with lead. Edges and abutments are sealed with a combination of lead and cement/tiled fillets.

Some tiles to the roof slopes are missing/slipped/defective. These should be replaced with materials to match or re-fitted.

The mortar to the ridge tiles is loose and defective. The tiles need to be stripped, cleaned and then re-bedded on to new sand and cement mortar finished smooth. It is the practice of unscrupulous contractors to point over the existing mortar joints. This is not an acceptable form of repair.

The felt coverings to the front dormer window and the right side bay roof are worn and you will need to consider replacement within a 2-3 year period. Costs have been provided below on an advisory basis as currently the roofs have not failed.

The edges and abutments which are currently sealed with cement/tiled fillets should be replaced with a more flexible material such as lead. The lead should be cut, wedged and pointed into the building.

The lead lining to the rear valley is worn and will need to be replaced.

The abutment flashing to the rear balcony roof is lead and the pointing is loose and some sections of the lead have fallen away. The lead needs to be fully secured and the joint raked out and repointed.

All lead work should be completed in accordance with The Lead Sheet Association: "Rolled Lead Sheet, The Complete Manual".

**Access Requirements:** The estimated costs do not include scaffold access which may be required. You will need to obtain a specialist quotation.



Missing/slipped/broken roof tiles



Spalled roof tiles



Loose and defective ridge mortar



Front bay roof is worn



Side bay roof is worn



Abutments are poorly sealed



Lead valley is worn



Loose and defective pointing to the rear flat roof flashings



Estimated costs £3000-3500.00 (main roof repairs)

Estimated costs £800-1000.00 (flat roof replacements)

Point of Inspection: **CHIMNEYS**

**Defects Found: Yes. Items of concern have been listed below**

**Details/Defects/Issues:** There are two brick built chimneys to the property; one which protrudes the centre of the front roof slope and one which protrudes the centre of the rear side roof slope. The chimneys provide a total of eight flues to the property.

The pointing to the brickwork of the chimneys is loose and defective in several places. The joints will need to be raked out, prepared and re-pointed.

The cement bedding (flaunching) around the base of the chimney pots to both chimneys is defective. This should be removed and replaced with new mortar.



The chimney flues to both chimneys have been capped with ridge tiles which are likely to restrict ventilation to the chimney flues and may result in internal issues due to condensation forming within the flues. The ridge tiles should be replaced with pots fitted with weather directional cowls to aid and promote cross ventilation to the chimney flues.

**Access Requirements:** The estimated costs do not include scaffold access which may be required. You will need to obtain a specialist quotation.



Rear chimney



Front chimney



Loose and defective pointing



Loose and defective flaunching



Poorly capped flues

Estimated costs £2500-3000.00

Point of Inspection: **GUTTERING AND RAINWATER PIPES**

**Defects Found: Yes. Items of concern have been listed below**

**Details/Defects/Issues:** The gutters and rainwater pipes are plastic.

Some of the gutters contained moss and debris and these should be cleared and left free flowing.

The rainwater pipe to the side bay window currently discharges directly onto the ground surface and not to a soakaway. This can cause serious damage to the building foundations and should be addressed by the installation of a soakaway which should comply with Approved Document H of The Building Regulations 2010.

A soakaway system comprises of an underground pit of at least 1m<sup>3</sup> which is filled with rubble. Individual pipes are then routed underground to the rainwater pipes. In some instances Local Authority approval may be required. Your legal representative should advise you further.

There is no guttering fitted to the front bay window which means that water is able to drip down against the building which can cause significant damage to the fabric and foundations. Gutters should be fitted and a rainwater pipe fitted and connected to the existing soak away system or a water butt.

The guttering/water butt to the left side of the study window is poorly installed and the rainwater pipe does not connect directly to the water butt which means water is able to escape during rainfall. Evidence of this can be seen by saturation and staining to the brickwork on both sides of the water butt. The gutter pipe needs to be extended so as to connect directly into the water butt which should also be fitted with a secure lid.

**Access Requirements: N/A**



Gutters contain moss and debris



Rainwater pipe not connect to soakaway



No gutter to study bay window



Pipe cut short of water butt

Estimated costs £700-800.00

**Point of Inspection: JOINERY / WINDOWS / DOORS / DECORATION**

Since April 2002 the replacement of windows and doors has required building regulation approval. The alternative is that the contractor you use is registered with the government's competent person scheme. It is our opinion that some of the windows/doors may have been replaced after this date. Your legal adviser should confirm the presence of building regulation or competent person scheme approval including the existence of a final completion certificate.

FENSA, BM TRADA , Benchmark, BSI, CERTASS, NAPIT, Network VEKA and Sroma are all competent person schemes. Please see the link below for further information.

<https://www.gov.uk/competent-person-scheme-current-schemes-and-how-schemes-are-authorised#current-schemes>

Window repairs do not require approval but we would always recommend that the repairs meet current standards.

Replacement external doors and frames are considered as 'controlled fitting' but replacement doors are not so are not covered by the regulations.

Approved Document L1B of The Building Regulations 2010, 4.17, page 14 provides additional information.

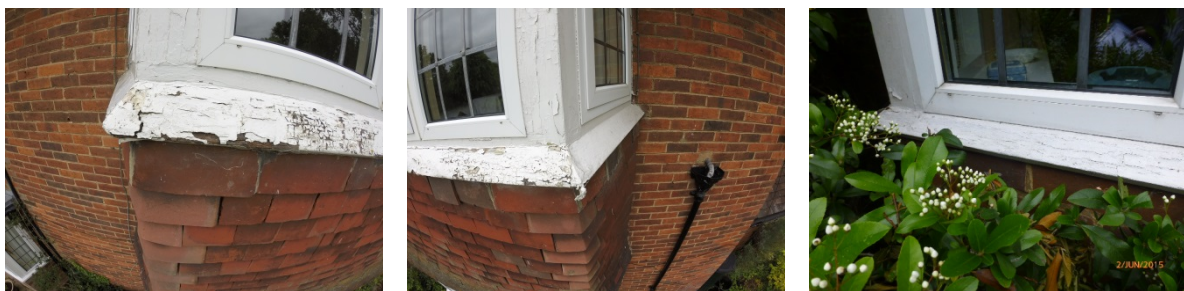
**Defects Found: Yes. Items of concern have been listed below**

**Details/Defects/Issues:** The windows and doors are a combination of aluminium fitted into painted timber frames and uPVC. Both are fitted with double glazed sealed units. Four of the original windows remain which are painted timber fitted with single glazed units. The entrance doors to the front and rear are painted timber. The soffits and fascia boards are painted timber.

The aluminium windows and original timber windows are dated and you should consider replacement in new uPVC casements with double glazed sealed units. This is a controlled item and you should ensure that the contractor you instruct is part of the Competent Persons Scheme or that a building regulation application is submitted in line with Approved Document L1B of The Building Regulations 2010.

The external joinery including soffits, fascia boards, windows and doors is in a state of disrepair and will require complete overhaul including full burning off loose and defective paintwork, application of bare wood primer to all exposed timber and finishing in undercoat and gloss paint.

**Access Requirements:** The estimated costs do not include scaffold access which may be required. You will need to obtain a specialist quotation.



Wooden window frames are in a poor state of repair



Decoration to the soffit and fascia boards is in a poor state of repair



Loft door to balcony is worn

Estimated costs £12,000-15,000.00 (replacement windows)

Estimated costs £2000-2500.00 (external joinery)

Point of Inspection: **WALLS / SUBSIDENCE / MOVEMENT**

**Wall Construction:** Solid Construction

**Defects Found:** Yes. Items of concern have been listed below

**Details/Defects/Issues:** The main walls to the property are a solid construction and do not benefit from any type of insulated cavity.

There are a number of bricks which have deteriorated (spalled). Where this occurs repairs are not possible and defective bricks should be cut out and replaced.

The joints to the brickwork are loose and crumbling. The joints will need to be raked out to a depth of at least 20mm and re-pointed with new mortar.

There are a number of missing and defective hanging tiles to the front and rear which need to be replaced/refitted.

The brickwork above the rear facing window is showing signs of deflection which is likely due to poor or inadequate support by the lintel. Whilst the cracking was not severe and not suggesting serious building movement, this is something which will need to be monitored over a 3-6 month period to establish if the movement is ongoing or historical. As a worst case scenario you will need to consider the cost of replacing the lintel support. Costs for which have been provided below on an advisory basis.

There is a crack to the parapet wall brickwork to the right side rear. The crack does not suggest significant building movement or distortion and is more likely the result of general settlement and expansion. The joints need to be raked out, prepared and then repointed in new sand and cement mortar.

The balcony to the rear is protected by the parapet walls which are finished approximately 400-500mm from the level of the roof. This does not provide adequate guarding and there is a significant risk of falling. In line with Approved Document K of The Building Regulations 2010 the parapet wall guarding should be improved.

**Access Requirements:** The estimated costs do not include scaffold access which may be required. You will need to obtain a specialist quotation.



Loose pointing and spalled brickwork to the front and left side



Missing hanging tiles to the various elevations



Deflection to the brickwork above the rear facing window

Crack to the side rear parapet wall



Parapet walls are too low

Estimated costs £1800-2000.00 (main walls)

Estimated costs £3000-3500.00 (balcony guarding)

Estimated costs £1800-2000.00 (replacement lintel)

Point of Inspection: **ELECTRICAL SUPPLIES**

Approved Document P of The Building Regulations 2010 controls external electrical installations/alterations. This includes electrical installations in sheds, garages and greenhouses. If you intend to carry out alterations or repairs we would advise you check first in relation to compliance with current regulations.

**Defects Found: At the time of the inspection no visible defects were observed**

**Details/Defects/Issues:** N/A

**Access Requirements:** N/A

Point of Inspection: **DAMP PROOF COURSES**

The damp proof course (DPC) to a property is a material such as; felt, plastic, bitumen, slate or rubber which is built into the walls of a building at low level to offer protection against moisture rising from the ground. In older buildings this material may have broken down or in some cases not ever have been installed.

If this report highlights issues with the DPC we strongly advise that you seek advice from a contractor accredited to the Property Care Association (PCA) who will be best placed to advise on the causes, consequences and likely cost implications. It should also be noted that more serious issues may be present as a result of this type of defect.

Where a replacement DPC has been installed your legal adviser should confirm the presence of an insurance backed guarantee and ensure that this is transferable on completion.

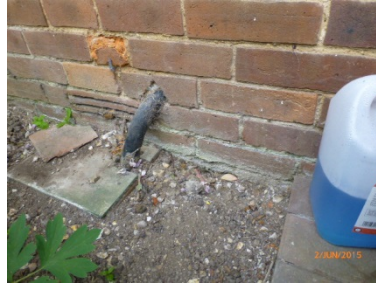
**Defects Found: Yes. Items of concern have been listed below**

**Details/Defects/Issues:** A bitumen DPC was visible to the original building and a plastic DPC to the extended section.

Ground levels should finish at a level 150mm below the level of the damp proof course which is usually to the underside of the door sills or to the top of air bricks in the case of suspended timber floors. In the case of the front, sides and rear the ground levels finish above this minimum requirement and should be reduced accordingly. Where it is not possible to reduce the ground level then a French drain should be installed which consists of a channel being cut between the ground surface and the main building to a depth and width of 150mm, a perforated land drain should then be installed discharging to a water course or soak away and the channel filled with shingle.



Bitumen DPC to the front and sides



Plastic DPC to the rear and side



Ground levels to the front side and rear are finished too high compared to the DPC

Estimated costs £2500-3000.00

Point of Inspection: **DRAINAGE**

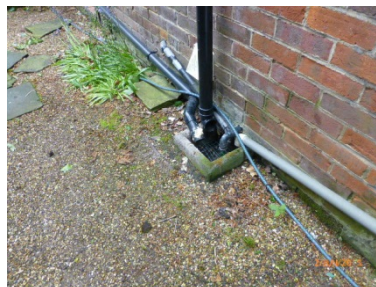
**Defects Found: Yes. Items of concern have been listed below**

**Details/Defects/Issues:** There are a number of open hoppers to all sides which are exposed to blockage by leaves and debris. All hoppers should be fitted with concrete shrouds and removable covers.

**Access Requirements:** N/A

We believe the property is connected to the main drainage system although your legal adviser should confirm this prior to exchange. They should also check and confirm proper necessary easements exist and establish liability for maintenance and upkeep of any section of private sewer that runs through land outside your boundaries before connecting with the mains.

If the water supply is found to be shared, check that proper legal arrangements are in hand.



Open hoppers to the front, sides and rear

Estimated costs £100.00

Point of Inspection: **OUTBUILDINGS**

**Defects Found: Yes. Items of concern have been listed below**

**Details/Defects/Issues:** There is a detached timber built garage to the right side. The roof to this is finished flat and covered with felt. The felt is showing signs of deterioration and you will need to consider the cost of replacement within a 2-3 year period. Costs have been provided below on an advisory basis.



Felt roof to the garage is worn

Estimated costs £2000-2500.00

Point of Inspection: **TREES & SHRUBS**

**Defects Found: Yes. Items of concern have been listed below**

**Details/Defects/Issues:** There are a number of large trees and shrubs in close proximity to all sides of the property. Trees and shrubs can cause damage to foundations and underground services such as drainage. Where there are trees or large shrubs in close proximity to the property it would be appropriate to draw up a programme of management to restrict future growth to prevent possible damage.

Point of Inspection: **BOUNDARY WALLS & FENCING**

**Defects Found: At the time of the inspection no visible defects were observed**

**Details/Defects/Issues:** The boundaries are divided with hedges and fencing.

Your legal adviser should confirm ownership and responsibility for maintenance to the boundaries.



## Security issues

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**Defects Found: At the time of the inspection no visible defects were observed**

**Details/Defects/Issues:** Your insurance provider will have requirements in terms of locks and security to doors and windows. We strongly advise you to confirm these requirements and carry out the necessary upgrades in line with these requirements to ensure that your insurance cover remains effective.

## Fire & safety issues

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**Defects Found: Yes. Items of concern have been listed below**

**Details/Defects/Issues:** Advice in regard to smoke and heat detection, balcony guarding and safety glass has been provided earlier in the report.

## Asbestos/deleterious materials

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The ceiling in the study is finished in a textured coating (more commonly known as Artex). Textured coatings are known to be potential asbestos containing materials. It is not possible to establish from our visual inspection whether or not these coatings contain asbestos. To establish whether or not asbestos is present, a small sample would need to be sent away for specialist analysis.

Some of the sheet materials used externally are known to be potential asbestos containing materials (eg. Roof sheets, soffit boards and cladding etc.). It is not possible to establish from our visual inspection whether or not these materials contain asbestos. To establish whether or not asbestos is present, a small sample would need to be sent away for specialist analysis.

Asbestos has been widely used in the building industry over the last 100 years and particularly in the last 50 years up until it was finally banned in the late 1990s. Many homes contain asbestos without the owners even being aware of its presence.

Most people know what an asbestos roof looks like but very few home owners realise that asbestos can also be found in quite a diverse range of relatively common building products. Some of these are as follows:

Asbestos roofing material.	Asbestos wall panels.
Asbestos ceiling panels.	Asbestos fire blankets.
Some acoustic ceiling tiles.	Some sound proofing wall panels.
Some soffit panels (located under the eaves).	Some felt roof lining materials.
Some insulation materials	Some insulation materials used in ceilings.
Some hessian covered cork notice boards.	Some vinyl floor tiles.
Some artex type wall and ceiling coverings.	Some bricks used in night storage heaters.
Some pipe and tank lagging	Some bricks and products used in fireplaces.

It is quite possible that you will have asbestos in your home but while you should be wary of this there might not be any great cause for alarm. Asbestos can cause lung cancer if inhaled as a fine dust and as such it should never be sawed, sanded, drilled, brushed or disturbed in any way whereby the production of dust might result. Provided asbestos is not disturbed, the likelihood of major problems developing is very much reduced.

Recent legislation (Asbestos at Work Regulations 2002) has meant that owners of commercial and communal premises must make up a plan to manage asbestos in their property. They must ensure that any asbestos present is not disturbed in a way that may result in a hazard to health.

It should be noted that at this point in time (2013) there is no UK legislation covering requirements for home owners to manage the asbestos in their homes. However, some industry sources believe that legislation to address this will eventually be introduced. In any event it would be prudent for any purchaser to consider the possible presence of asbestos before agreeing to buy a property

Please see <http://www.hse.gov.uk/asbestos/hiddenkiller/index.htm> for further information.

Lead pipes were observed in the property in the loft and the ground floor WC.

According to the [Drinking Water Inspectorate](#), about 60% of properties are supplied through service pipes that do not contain lead, leaving more than 7 million properties in England and Wales with lead supply pipes.

Until the 1950s lead pipe was used as the supply line from the water main to the house. Lead was also a component in the solder used on copper pipes. Lead-based solder has been banned since the 1980s for domestic hot and cold supplies and other installations where the water may be consumed. Lead-based solder is not as significant an issue as lead piping because, with age, sulphates, minerals and various oxides build up and coat the interior surface of the pipe forming a barrier between the lead solder joints and the water passing through it.

Lead from pipework or plumbing fittings can be ingested via water supplies. The degree of contamination of water will depend upon the plumb solvency of the local water supply - which varies from region to region. The amount of lead dissolved from the service pipe or internal plumbing depends on several factors, such as:

- pH;
- temperature;
- water softness; and
- standing time of the water.

The remedy to replace lead pipes requires a measured approach. Lead pipes are potentially hazardous and, where practical, exposed sections should be removed. Limescale can build up and provide a protective lining, but if other metals are present in the system a bi-metallic reaction could break the limescale down. There are still areas of original Victorian infrastructure where mains supplies are in lead, so there is potentially always a risk from lead pipes.

Lead contamination of domestic water supplies can occur as a result of dissolution from natural sources, but it is most likely to originate from the metal dissolving in either a lead water main (service pipe) or from within plumbing systems within a building. The service pipe connects the water supplier's water main to individual property or properties.

The water supplier owns the part of the service pipe from the water main in the street up to the stopcock (usually at the boundary of the property), and is responsible for any work needed on pipes up to this point. Beyond this point, the pipework belongs to the owner of the property, **who is responsible for its condition and maintenance.**

The UK [Drinking Water Inspectorate](#) put in place regulatory programmes of work under [Regulation 41](#) of the 2000/2001 Regulations. These programmes required water companies to:

- install additional treatment at water treatment works to reduce the plumb solvency of water supplied at the tap;
- optimise the treatment measures installed;
- carry out opportunistic lead pipe replacement in the distribution system;
- carry out strategic lead pipe replacement in the distribution system to meet 25µg/l; and
- carry out strategic lead pipe replacement in the distribution system to meet 10µg/l.

Under the 2000/2001 Regulations, water companies are required to replace their part of a lead service pipe if a consumer replaces his or her lead pipe. Water companies are also required to replace their part of a lead service pipe if the 25µg/l standard is contravened or if the water company has reason to believe that the 10µg/l standard is likely to be contravened.

## Points for your legal adviser

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1. The road is believed to be made up and adopted by the Highways Authority. Your legal adviser should carry out the necessary checks and advise you further in this respect.
2. No enquiries have been made of the Local Authority in connection with planning or building regulation matters. Your legal adviser should carry out the necessary checks and advise you further in this respect.
3. The survey does not provide a detailed environmental report. You may wish to obtain a full environmental report or make further enquires through your legal adviser.
4. No enquiries have been made of the Local Authority in connection with rights of way. Your legal adviser should carry out the necessary checks and advise you further in this respect.
5. Your legal adviser should confirm ownership and responsibility for maintenance to the boundaries.
6. Your legal adviser should confirm that the property is connected to the mains drainage before purchase.
7. Your legal adviser should check and confirm proper necessary easements exist and establish liability for maintenance and upkeep of any section of private sewer that runs through land outside your boundaries before connecting with the mains.
8. We do not believe the property to be adversely affected by highway or development proposals but your legal adviser should check in the normal pre-contract enquiries.
9. Your legal adviser should confirm the presence of building regulation or competent person scheme approval including the existence of a final completion certificate in relation to any replacement doors and windows.
10. Where a replacement DPC has been installed your legal adviser should confirm the presence of an insurance backed guarantee and ensure that this is transferable on completion.
11. The property has been extended to the rear and this work was completed prior to the current vendors' ownership. The current owners have constructed a sun room to the rear. You should ask your legal adviser to confirm whether these works received planning permission and building regulation approval (including the issuing of a final completion certificate) from the local council and advise on the implications.

## Declaration

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I declare that I have personally inspected the above property and have prepared this report.

**Signed:**



**Dated:** 4 June 2015

**Name:** Matthew Brown AssocRICS (**Membership No:** 1214825)

**Title:** Building Surveyor

**Company:** Home-Approved Building Surveyors Ltd

**Address:** The Old Mission Hall, 53a Woking Road, Guildford, Surrey, GU1 1QD

**Telephone:** 0800 980 3113

**Email:** [m.brown@home-approved.com](mailto:m.brown@home-approved.com)

**Web:** [www.home-approved.com](http://www.home-approved.com)



## Summary of estimated costs

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The costs below are an indication of what home-approved believe to be a fair and reasonable cost for the repair of any defects listed within the report. The costs are based on repairs being carried out on a 'like-for-like' basis unless otherwise stated in the report.

Estimated Costs are calculated based on the going rate for tradesmen, all necessary materials, sundries and an allowance for a contractor margin. The costs provided within this report are estimated and may differ from those suggested by individual contractors. When quotes are obtained we are happy to discuss with you issues of cost.

*Please note that all estimated costs are net of any VAT.*

<b>Critical</b> £30,300-36,750.00	<b>Important</b> £6,400-7,400.00	<b>Cosmetic</b> £2,100-3,000.00	<b>Advisory</b> £4,600-5,500.00
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### **Critical**

These are repairs that we believe are necessary as soon as your purchase is complete. These repairs may also relate to safety or structural issues.

### **Important**

These repairs will generally be required within 1-2 years. However, items should still be reviewed individually and perhaps addressed within a shorter timeframe.

### **Cosmetic**

These are not essential repairs, but may need to be considered as an additional expense.

### **Grey**

These are advisory costs that may be dependent on specification or final finishes i.e. kitchen/bathroom installation.

## Additional advice

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### Obtaining estimates

When dealing with contractors we would offer the following advice:

- Ask for a written quotation.
- Ask for the contractor's payment terms to be included in the quotation.
- Request and check references from previous or existing clients.
- Ask for photographs of any defects a contractor suggests they might have found in areas that you cannot view or access.
- Advise contractors that you intend to have any work they carry out checked before you make the full and final payment. Any objection to this will suggest they are not confident in their own workmanship.
- Make payment in a form that can be traced such as cheque or credit card.

### Finding a reputable contractor

We would suggest contacting your local Trading Standards and using the TrustMark scheme.

TrustMark is a Government-backed initiative to help consumers find reliable and trustworthy local tradesmen. If a contractor is on this list then it means that:

- Their technical skills have been independently checked through on-site inspections.
- They work to Government endorsed standards.
- The quality of their work, trading practices and customer satisfaction is monitored.
- Checks have been made on their trading records and financial status.
- They are able to offer an insurance-backed warranty.
- They have a clear and user-friendly complaints procedure should you need it.

For more information please visit <http://www.tradingstandards.gov.uk/advice/trustmark.cfm>

Another useful source of reputable and local contractors can be found from 'Which Local' <http://www.which.co.uk/home-and-garden/home-improvements/guides/employing-a-builder/>



**home-approved**<sup>®</sup>

## your survey report

We hope you have found the Survey Report clear and easy to understand.

If you have any questions regarding any of the points in the Report please do not hesitate to contact us.

### contact us via...

- > Telephone 0800 980 3113
- > Email [info@home-approved.com](mailto:info@home-approved.com)

### happy with our service?

We'd be grateful for your feedback



0800 980 3113  
[info@home-approved.com](mailto:info@home-approved.com)  
[www.home-approved.com](http://www.home-approved.com)

**Thank you for asking home-approved<sup>®</sup> to carry out your property survey.**