

Terms of Business

Trek Property Services

General

The subject property should ideally be in good clean order and any maintenance issues completed and have electricity and plumbing in working order prior to instructing Trek to carry out any service. Trek will not attend an inspection when decorators, cleaners or furniture removal staff are still attending to the property.

Inventories deal typically with the "living" area and not the structure of a property. Therefore Trek will not report on the condition of external brickwork, gutters, fascias and roofing unless there are obvious faults visible.

Terms of Payment

Terms of payment are strictly 14 days from date of invoice for letting agents. Tenants and landlords must pay for services in advance unless agreed otherwise. The instructing party will be responsible for payment. Only cash or bank transfer is accepted as payment.

Cancellation fee

It is the landlord, his agent or tenant's responsibility to ensure that the subject property is ready for inspection by the clerk. Should the clerk attend a property and in the opinion of the clerk the property cannot be inspected, for whatever reason, at the appointed time, then a cancellation fee of £30 will apply

Services offered

- Inventory
- Check In
- Check Out
- Periodic tenancy inspection
- Schedule of Condition – Only if no existing reports are available for Check Out purposes
- Floor Plan

Details to be Provided by the Instructing Party

- Type of services required
- Property address including post code
- Tenant contact details (if applicable)
- Type of property (including number of bedrooms & bathrooms)
- Key holder details
- Any existing reports (If applicable)
- Special instructions regarding keys, alarms etc
- Invoice details

Keys

Trek takes no responsibility for keys lost in the post or delivered to an agent through a mail flap. Keys that are returned via Royal Mail will be sent by First Class Recorded Delivery and will incur a cost of £5.

When keys returned by hand to agent or landlord, the recipient will be required to sign a receipt confirming that they have received the keys. Trek cannot be held responsible for keys retained by tenants.

Meter Readings

Trek will endeavour to include meter reading in its reports assuming they are easily accessible. Trek takes no responsibility for readings provided by a managing agent.

Exclusions

The clerk will not inspect or describe sheds, lofts, attics and cellars unless specifically requested and it is safe to do so. Boxes, crates and trunks will not be unpacked to ascertain the contents therein. Items such as books, CDs etc will not be itemised. Cleaning products will not be noted.

Doors & Windows

Trek will not be held responsible for doors and windows that do not close or lock after opening. It is the landlord's responsibility to ensure these are in good working order. If it is found that any door or window cannot be closed securely, then Trek will inform the landlord/agent/tenant accordingly. Trek is not obliged to wait at the property for landlord or locksmith etc.

Curtains and blinds

Curtains and blinds will be checked for function. Trek will not be held responsible should these items break or fall off their brackets/mountings. It is the landlord's responsibility to ensure these are in good working order

Electrical Appliances

Trek will only describe visual condition and not whether an appliance is fully functional. It is the landlord's responsibility to obtain relevant PAT certificates.

Gas Appliances

Trek will only describe visual condition and not whether an appliance is safe. It is the landlord's responsibility to obtain an annual gas safety certificate for the property in terms of current legislation.

Smoke and Carbon Monoxide Alarms

If such alarms are easily accessible, then Trek will test accordingly. However Trek takes no responsibility for such testing nor does it confirm that such alarms satisfy any legal requirements.

Bedding

Trek will inspect mattresses unless the beds are made up. Soiled linen etc will not be inspected.

Furniture and Furnishings (Fire Safety) Regulations

Trek will endeavour to locate and report on the presence of compliance labels on furniture and furnishings. However it remains the landlord's responsibility to ensure that any furniture supplied conforms to current regulations.

Antiques and Artworks

Trek is not an expert on identifying and describing valuable antiques and artworks. If such items exist in the property then Trek will only report on the presence of such items. It is recommended that the landlord keep a separate, detailed list as would typically be held for insurance purposes.

Gardens and Indoor Plants

Trek is not an expert in identifying trees and plants. Gardens and indoor plants will be described only in general terms.

Dispute Resolution

Trek will only attend court hearings or prepare court documents at an agreed fee.

Miscellaneous

Heavy furniture and fragile looking items will not be moved.