Mi BUILDING SURVEY
360° CONFIDENCE FOR HOME BUYERS

RICS TECH AFFILIATE

BUILDING SURVEY REPORT

CLIENT

PROPERTY

SURVEY DATE 19 Dec 2017

REF Alan Rance

The format of this MiBuilding Survey Report is consistent with the guidance note requirements for a Survey Level 3 as defined by RICS Surveys of Residential Property 3rd edition May 2016

Alan Rance Surveyors
BUILDING SURVEYS, DOMESTIC AND COMMERCIAL EPCs

RPSA
RESIDENTIAL PROPERTY SURVEYORS ASSOCIATION

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1.1 - About the survey and the report

Introduction

This report is for the private and confidential use of the client named in the report and for whom the survey is undertaken, and for the use of their professional advisors, and should not be reproduced in whole or in part or relied upon by Third Parties for any purpose without the express written authority of the Surveyor.

This report is produced by a properly qualified surveyor who will provide an objective opinion about the condition of the property which you, as the buyer, will be able to rely on and use. However, if you decide not to act on the advice in the report, you do so at your own risk.

What this report tells you;

- about the construction of the property and the history of its development as far as could be ascertained.
- about the condition of the property on the date it was inspected.
- any limitations that the surveyor experienced during the course of the inspection, and the nature of risks that may be present in those areas
- the nature of any significant defects that were found.
- how to approach rectification of defects identified.
- about elements of the property that will require more frequent or costly maintenance than would normally be expected
- whether more enquiries or investigations are needed.

What this report does not tell you;

- the market value of the property or matters that will be considered when a market valuation is provided.
- about the nature or condition of any part of the property that is/was
  - specifically excluded from the inspection by prior arrangement
  - not accessible or visible using normal and accepted surveying practices
  - not accessible or visible for health or safety reasons
- about any minor defects that would be anticipated in a property of the type and age being inspected - the nature of such minor defects will vary between property types
- details of defects that would normally be categorised as wear and tear or which would normally be dealt with as a matter of routine maintenance.
- the report is not an asbestos inspection under the Control of Asbestos Regulations 2012.
- any advice on subjects that are not covered by the report. If you need further advice you must arrange for it to be provided separately.
- the condition of services (heating, plumbing, electrics, drains etc.) other than can be determined from a visual inspection and when checking them by operating them in normal everyday circumstances.

1.2 - How the survey is carried out

General

The surveyor carefully and thoroughly carries out a visual and non-invasive inspection of the inside and outside of the main building and all permanent outbuildings, recording the construction and defects (both major and minor) that are evident. This inspection is intended to cover as much of the property as physically accessible. Where this is not possible an explanation is provided in the relevant sections of the report.

The surveyor does not force or open up the fabric, or take action where there is a risk of causing personal injury or damage. This includes taking up fitted carpets, fitted floor coverings or floorboards, moving heavy furniture, removing the contents of cupboards, wardrobes, and/or roof spaces, moving of personal possessions, removing secured panels and/or hatches or undoing electrical fittings. The under-floor areas are inspected only where there is safe and clear access.

If necessary, the surveyor carries out parts of the inspection when standing at ground level from adjoining public property where accessible. This means the extent of the inspection will depend on a range of individual circumstances at the time of inspection, and the surveyor judges each case on an individual basis.

The surveyor uses equipment such as a moisture meter, binoculars and a torch, and uses a ladder for flat roofs and for hatches no more than 3m above level ground (outside) or floor surfaces (inside) if it is safe to do so.
The surveyor may also carries out additional research about matters affecting the property.

Services

Services are generally hidden within the construction of the property. This means that only the visible parts of the available services can be inspected, and the surveyor does not carry out specialist tests other than through their normal operation in everyday use. The visual inspection cannot assess the efficiency or safety of electrical, gas or other energy sources; the plumbing, heating or drainage installations (or whether they meet current regulations); or the internal condition of any chimney, boiler or other flue. Intermittent faults of services may not be apparent on the day of inspection. If any services (such as the boiler or mains water) are turned off, they are not turned on for safety reasons and the report will state that to be the case.

Outside

The surveyor inspects the condition of boundary walls, fences, permanent outbuildings and areas in common (shared) use. To inspect these areas, the surveyor walks around the grounds and any neighbouring public property where access can reasonably be obtained. Where there are restrictions to access, these are reported and advice is given on any potential underlying risks that may require further investigation.

Outbuildings

Buildings with swimming pools and sports facilities are treated as permanent outbuildings and therefore are inspected, but the surveyor does not report on the leisure facilities, such as the pool itself and associated equipment internally and externally, landscaping or other facilities (for example, tennis courts and temporary outbuildings).

1.2 - How the survey is carried out

Flats

When inspecting flats, the surveyor assesses the general condition of outside surfaces of the building, as well as its access and communal areas (for example, shared hallways and staircases) and roof spaces, but only if they are accessible from within the property or communal areas. The surveyor also identifies drains, lifts, fire alarms and security systems, although the surveyor does not carry out any specialist tests other than through their normal operation in everyday use. For safety reasons, drainage inspection chambers in communal areas are not lifted.

Hazardous substances, contamination and environmental issues

Unless otherwise expressly stated in the report, the surveyor assumed that no deleterious or hazardous materials or techniques have been used in the construction of the property. However, the surveyor will advise in the Report if, in his view, there is a likelihood that deleterious material has been used in the construction and specific enquiries should be made or tests should be carried out by a specialist.

The surveyor makes enquiries about contamination or other environmental dangers. If the surveyor suspects a problem, he/she recommends further investigation. See also section 3.3.

The Surveyor does not comment upon the possible existence of noxious substances, landfill or mineral extraction, or other forms of contamination other than in a general sense if information is available.

Asbestos

The surveyor does not carry out an asbestos inspection and does not act as an asbestos inspector when inspecting properties that may fall within the Control of Asbestos Regulations 2012. With flats, the surveyor assumes that there is a ‘dutyholder’ (as defined in the regulations), and that in place are an asbestos register and an effective management plan which does not present a significant risk to health or need any immediate payment. The surveyor does not consult the dutyholder. See also section 3.2

Consents, approvals and searches

The surveyor is entitled to assume that the property is not subject to any unusual or onerous restrictions, obligations or covenants which apply to the property or affect the reasonable enjoyment of the Property.

The surveyor is entitled to assume that all planning, building regulations and other consents required in relation to the Property have been obtained. The surveyor did not verify whether such consents have been obtained. Any enquiries should be made by the client or the client’s legal advisers. Drawings and specifications were not inspected by the Surveyor unless otherwise previously agreed.

The surveyor is entitled to assume that the property is unaffected by any matters which would be revealed by a Local Search and replies to the usual enquiries, or by a Statutory Notice, and that neither the Property, nor its condition, its use or its intended use, is or will be unlawful.

Assumptions

Unless otherwise expressly agreed, the surveyor while preparing the report assumed that:

a. the property (if for sale) is offered with vacant possession;

b. the Property is connected to mains services with appropriate rights on a basis that is known and acceptable to the Client; and

c. access to the Property is as of right upon terms known and acceptable to the Client.

1.2 - How the survey is carried out (contd)

Legal matters

The surveyor does not act as 'the legal adviser' and does not comment on any legal documents. If, during the inspection, the surveyor identifies issues that your legal advisers may need to investigate further, the surveyor may refer to these in the report (for example, check whether there is a warranty covering replacement windows).

The report has been prepared by the Surveyor, who has the skills, knowledge and experience to survey and report on the property.

The statements and opinions expressed in the report are expressed on behalf of the Surveyor, who accepts full responsibility for these.

The report is provided for the use of the client(s) named on the front of the report and the Surveyor cannot accept responsibility if it is used, or relied upon, by anyone else.

Nothing in these terms removes your right of cancellation under the Consumer Contracts Regulations 2013.

If the property is leasehold, the Surveyor gives you general advice and details of questions you should ask your legal advisers. This general advice is given towards the back of the report.

1.3 - Condition Ratings

The report applies ‘condition ratings’ to the major parts of the main building, associated habitable structures, and other structures present. The property is broken down into separate elements, and each element has been given a condition rating 1, 2, 3, HS or NI – see more on definitions below.

To help describe the condition of the home, condition ratings are given to the main parts (the ‘elements’) of the building, garage, and some parts outside. Some elements can be made up of several different parts.
The condition ratings are described:-

Condition Rating 1

Only minor or cosmetic repairs, or no repairs at all are currently needed. Normal maintenance must be carried out.

Condition Rating 2

Repairs or replacements are needed but these are not considered to be serious or urgent

Condition Rating 3

These are defects which are either serious and/or require urgent repair or replacement or where it is felt that further investigation is required (for instance where there is reason to believe repair work is needed but an invasive investigation is required to confirm this). A serious defect is one which could lead to rapid deterioration in the property, or one where the building element has failed or where its imminent failure could lead to more serious structural damage. You should obtain quotes for additional work where a condition rating 3 is given, prior to exchange of contracts.

Condition Rating HS

These are actual, or potential, health and safety related matters that require your immediate attention. **Failure to attend to these issues could result in serious injury or death**. In many cases it will require specific testing of services such as electricity or gas to confirm that they are safe to use, but in other instances it may relate to actual, or perceived, risks of falls or other hazards.
It is recommended that that these matters are attended to prior to any exchange of contracts.

NI

Not inspected. Indicates an element of the property that could not be inspected due to some restriction of access or view.

NA

Not applicable – this element is not present at the property or is included within another section of the report.

	Section - 1.4/1.5 - Additional Information for this Survey
Conflicts of Interest	A conflict of interest is anything that impedes or might be perceived to impede an individual's or firm's ability to act impartially and in the best interest of a client.
	There no known relevant conflicts of interest
Specific Exclusions	Areas which are excluded from the inspection and report by prior arrangement
	There are no areas of the property excluded from the extent of the inspection

	Section 2 Property information **2.1 - About the property**
Persons Present	The property owners were not present for any part of the survey. The keys were collected from the agents.
General Construction Information	The property is a semi-detached residence arranged over two floors. It was probably built in the 1900's. It is of solid brick construction , the roof is of concrete interlocking tiles, the windows are all uPVC double glazed units to the rear and timber double glazed sash windows to the front. The ground floor is of timber suspended construction with the kitchen being of solid construction the first floor is of suspended timber construction. The property is presented in its original form with no extensions.The kitchen area has had velux windows installed to give more light to the dining area. There was no information available to view on the councils planning website to confirm any construction or conversion dates or details. The dining area was probably converted under permitted development rights but your Legal advisor should still check this matter during the conveyancing process. The British Geological Website indicates that the bedrock geology is of clay silt & sand. References in the report refer: The front of the property is deemed as road side. The left and right of the property are as standing outside facing the front door. Room names are referenced from the floorplan supplied. The surveyed property is referenced as 'the subject property' 

	Front side elevation
Council Information	No specific information for this property was available on the public areas of the council planning website section. Information was located as noted below:-
Listing	According to Historic England the property is not listed. [or add listing text]
State of the property when inspected	The property was occupied, habitable and fully furnished. All connected services were operational.
Summary of mains services	Gas – Connected to Mains Electricity – Connected to Mains Drainage – Connected to Mains Water – Connected to Mains
Weather Conditions	At the time of survey the weather was overcast and damp.
Local Authority	The property is within the area of St Albans District Council.
Conservation / AONB / National Parks	The property is in a conservation area.

	 Locally listed Buildings
Heating	A full central heating system is installed with a gas fired boiler supplying hot water to radiators throughout the property. Electric underfloor heating has been fitted in the kitchen/ dining area At the time of survey, the boiler was not activated and not seen to be operating, however it had been activated overnight for the provision of hot water. The boiler was not inspected in detail and should be examined by a suitably qualified engineer in accordance with the manufacturers' guidance.
Outside facilities	A garage wasn't noted within the boundary of the property. The gardens extend to the front and rear of the property. There are two concrete slab patio areas to the rear of the property. There is a timber shed in the rear garden. There are no permanent outbuildings to the property.
Renewable Energy Services	There are no renewable energy services installed at the property.

Broadband Service	I have not carried out an assessment of broadband speeds for this property. If this is important to you, it is essential you check with your preferred broadband provider or request a speed test at the property when you visit and certainly before you commit to the purchase.
Tenure	The property is understood to be of freehold tenure and with vacant possession but your conveyancer should confirm this to be the case.

2.2 Summary of Condition and Major Issues

This section is a summary of matters that are of particular interest but you should consider ALL information contained in this report.

General	The most serious issues present at the time of the survey is the dampness and cracking within the external side walls. There are a number of medium level issues that require attention together with some minor observations made in the following report sections. It should be noted that in any property of this age there will be general unevenness of the surfaces and structures of walls, floors, ceilings, doors, windows and other elements. These have occurred due to settlement of the structure and general usage over an extended period. It is not possible to highlight each individual example of such distortions and only those felt to be of an unusual nature have been highlighted.
Main Issues	-Issue 1 Dampness was found in the rear and right hand gable wall of the kitchen. In the dining room chimney breast at high level. To the covered alley way at low level up to the sitting room chimney breast.and in the sitting room from the bay window to the hall. - Issue 2 The render is cracked in the side wall of the kitchen dining area and has been repaired but is cracking again internally it is lined with plasterboard so is not seen inside. The side wall of bedroom 4 is cracked in the render and allowing water to penetrate the wall

Dampness Background Information	Dampness causes can be for a variety of possible reasons:- Rising dampness is where a damp proof course within the external and internal walls is either not present, has failed, or has been breached by high ground levels or external render. It is where ground based moisture rises up a wall to a maximum height of 1m. Penetrating dampness is where moisture penetrates from outside through a wall or roof element. This can include a roof tile failure, an open chimney, a gutter failure, driving rain through a solid wall, high ground levels, failed window seals, and poor external drainage. Cold bridging is generally where cold spots are created at the base of internal walls due to the proximity to another cold surface (such as a solid floor) - internal airborne moisture is then attracted to the cold spots which condenses. Condensation is moisture produced by washing, cooking and bathing etc., carried by the air as vapour, and which settles on colder surfaces, often around windows or on cold walls and ceilings, resulting in stains and mould growth. It is often present where there is a lack of good ventilation, heating and insulation. -------- o O o -------- Moisture meter readings were taken internally at regular intervals, about 40/50 per room, where access permitted, throughout the property. They were taken from areas such as the internal face of all external walls, party walls, ground floor, ceilings, chimney breasts, around windows, around all water using fittings, and in the loft space. (This is not an exhaustive list). T See also 5.3 for further information.
Structural	Evidence of movement was seen in the rear side wall.
Health & Safety related matters	There is no evidence of recent inspection of the heating systems, but there is a sticker on the consumer unit indicating a last inspection date of 1/12/2017 for the electrical installation and certification may be available. See also sections 6.1 and 6.2.

2.3 - External Photographs

Front elevation

Rear elevation

2.4 - Summary of Accommodation

	Reception Rooms	Bedrooms	Bath/ Shower	Sep WC	Kitchen	Utility	Conservatory	Other	Integral Garage
First Floor		4	2						
Ground Floor	2			1	1	1			

The approximate living area of the property, excluding outbuildings, is 137 m²

2.5 - Floorplan

Floor plan

Floorplan for illustrative purposes only. Not to scale. Not to be used for estimating or measuring purposes

2.6 - Energy Efficiency

The Energy Performance Certificate (EPC) is obtained from the publicly accessible national database where one has been lodged. There is no requirement for an EPC to be prepared for some property types, for example, listed buildings. The surveyor considers the contents of the EPC and provides information about energy efficiency measures that could be implemented.

The Energy Performance Certificate (EPC) for the property, which was not prepared by me, shows a current efficiency rating of 50, band E. The potential rating is given as 80, band C. The rating as provided for this property is below the UK average. We have obtained the complete 4-page EPC document should you wish to see a copy.

The boiler is a number of years old and is less efficient than a new condensing boiler. A newer boiler could help to reduce heating bills by burning gas more efficiently. Upgrading the heating controls to include thermostatic valves on radiators could improve the efficiency of the system.

The property could benefit from increasing the depth of insulation to the roof space. Currently there is approximately 100mm of insulation installed. The recommended depth is 270mm. When installing loft insulation it is essential to ensure that good ventilation of the roof space is maintained.

The external walls could also benefit from cavity wall insulation; however some properties and south-west facing walls are not suitable for insulation. You should gain the view of a reputable installer before proceeding.

The property already benefits from cavity wall insulation, roof insulation, a modern boiler and efficient heating controls.

Further improvements can be gained employing renewable energy sources such as Solar and PV panels for hot water and electricity generation.

Before commencing any work you should ensure that all statutory permissions have been obtained for any changes you wish to make to your property.

It is understood that the property is not subject to a Green Deal financing loan for energy efficiency improvements.

Where the EPC is an E or below.....There are proposals set by the Department of Energy and Climate Change that, from 1st April 2018 (for new tenancies), or from 1st April 2020 (for existing tenancies) there will be a requirement for any domestic rented property to achieve a minimum of an EPC E rating. Exemptions from this restriction will be applicable where it can be shown that the property cannot, reasonably, be improved to an E rating, however, failure to comply with the regulations could incur a fine of up to £5000, as well as enforcement action. As this property does not currently achieve the minimum requirement you should consider any potential costs that may be incurred in the event that you wished to offer the property on the rental market

Energy Performance Certificate

HM Government

13, Upper Heath Road, ST. ALBANS, AL1 4DN

Dwelling type:	End-terrace house	**Reference number:**	8294-0413-2529-1007-6033
Date of assessment:	09 October 2017	**Type of assessment:**	RdSAP, existing dwelling
Date of certificate:	10 October 2017	**Total floor area:**	137 m²

Use this document to:

- Compare current ratings of properties to see which properties are more energy efficient
- Find out how you can save energy and money by installing improvement measures

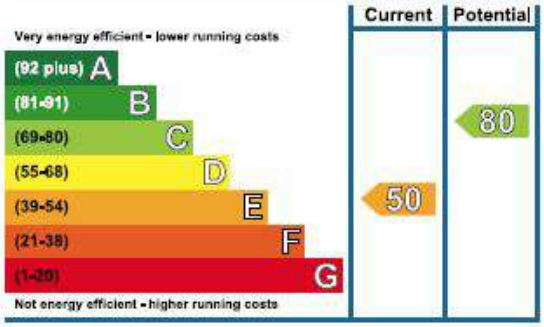
Estimated energy costs of dwelling for 3 years:	**£ 5,169**
Over 3 years you could save	**£ 2,484**

Estimated energy costs of this home

	Current costs	Potential costs	Potential future savings
Lighting	£ 354 over 3 years	£ 234 over 3 years	You could save £ 2,484 over 3 years
Heating	£ 4,320 over 3 years	£ 2,193 over 3 years	
Hot Water	£ 495 over 3 years	£ 258 over 3 years	
Totals	**£ 5,169**	**£ 2,685**	

These figures show how much the average household would spend in this property for heating, lighting and hot water and is not based on energy used by individual households. This excludes energy use for running appliances like TVs, computers and cookers, and electricity generated by microgeneration.

Energy Efficiency Rating



The graph shows the current energy efficiency of your home.

The higher the rating the lower your fuel bills are likely to be.

The potential rating shows the effect of undertaking the recommendations on page 3.

The average energy efficiency rating for a dwelling in England and Wales is band D (rating 60).

The EPC rating shown here is based on standard assumptions about occupancy and energy use and may not reflect how energy is consumed by individual occupants.

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

Recommended measures	Indicative cost	Typical savings over 3 years	Available with Green Deal
1 Increase loft insulation to 270 mm	£100 - £350	£ 198	✓
2 Internal or external wall insulation	£4,000 - £14,000	£ 1,752	✓
3 Floor insulation (suspended floor)	£800 - £1,200	£ 240	✓

See page 3 for a full list of recommendations for this property.

To find out more about the recommended measures and other actions you could take today to save money, visit www.gov.uk/energy-grants-calculator or call **0300 123 1234** (standard national rate). The Green Deal may enable you to make your home warmer and cheaper to run.

Section 3 - Conveyancing, Health & Safety and Environmental Matters

3.1 - Conveyancing Related Matters

This information should be highlighted to your conveyancer.

This may not include all relevant issues but is an indication of those matters that were apparent to the surveyor, who is not legally qualified. Legal documents will not have been examined during the course of preparation of this report.

Extensions & Alterations	Extensions: None noted Conservatory: None noted Loft Conversion: None noted New Boiler: A modern condensing boiler has been installed Chimney / Breast Removals: None noted Wall Removal: None noted Post 2002 Windows: None noted Log Burner Installation: None noted Electrical Circuits: None noted Renewables: None noted Drainage: None Noted
Access & Rights of way	There are shared access rights affecting the property
Easements & Wayleaves	No issue noted by surveyor
Property Let	No issue noted by surveyor
Tree Preservation Orders	No issue noted by surveyor
Party Wall Award	The neighbours have applied for a loft conversion which would necessitate the installation of steel lintels into the party wall. A Party Wall Agreement may have been in place.
Drainage	No issue noted by surveyor

Boundaries and Title Deeds	The Land Registry holds a map, called the Title Plan, which is the Government's official register of the location of a property. Although it shows the boundaries of the property, normally in a red line, they are only an indication of the location of the boundaries and are not specific or highly accurate. The line drawn on the plan may be 1 mm wide at a scale of 1:1250, giving an accuracy of significantly less than 1 metre on the ground. In most cases this is the only official recognition of the boundaries of a property. As such, it is impossible to determine whether a fence or wall is in the correct place. However, during the course of the survey an inspection was conducted to identify any obvious features which could suggest that the boundaries are not consistent with the general line identified on the title plan. No detailed measurements were taken to establish the precise location of any boundary, and, if concerned, you should seek further advice from a boundary dispute specialist, particularly if planning to make alterations that might be immediately adjacent to, or affect, the boundaries. Determining the precise location of a boundary can be a very lengthy and expensive process, and can result in disputes arising between neighbours. Similarly, the Land Registry title documents rarely indicate who is responsible for the maintenance, repair or replacement of a particular boundary fence or wall. And although existing neighbours may believe that an arrangement is officially recorded, it is usually the case that no such information is given within the title plan or register, and that most boundary fences and walls are of shared responsibility. Observations No issue noted by surveyor but I have not checked the title plan against the actual house layout. We have just checked the indicative HMLR Mapsearch facility which shows no obvious anomalies. You should check the title deed as supplied by your legal advisor against the actual property layout on the ground.
Common and Shared Areas	No common or shared areas noted by surveyor

3.2 - Health & Safety related matters

A full Health & Safety risk assessment of the property and grounds was not conducted, however any matters noted during the survey which could increase the risk of accidents or injury are reported here.

Fire Risk	Although smoke alarms are fitted at the property they have not been tested. You should ensure that there are sufficient devices fitted at the property and that they are all in good working order.
Safety Glass	The glass to the dining room and sitting room and bedroom two is not safety glass See also section 5.7.
Lead Pipes	A visual inspection was carried out, however pipes buried within walls or beneath the ground were not inspected.
Risk of Falls	. The lack of a suitable handrail on the staircase to the top section is a safety risk. Stairs Steepness: No Issue Noted Stairs Handrails: No Issue Noted Stairs Balustrades: No Issue Noted Window Cill heights: No Issue Noted Unprotected Balconies: No Issue Noted Trip Hazards: No Issue Noted
Unsafe Fittings	No issue noted by surveyor
Insect and Rodent Infestations	No issue noted by surveyor
Recent testing of services	There is no evidence of recent inspection of the electrical or heating systems, but certification may be available. See also 6.1 and 6.2.

Asbestos	This report is not an asbestos inspection under the Control of Asbestos Regulations 2006 and no specific testing to detect the presence of asbestos has been conducted. Based on a visual inspection only, the Surveyor didn't note or suspect that any construction materials and products used at the property contained asbestos. However this does not preclude that their presence may be hidden behind other surface materials. The following should be noted:- No specific tests have been carried out to confirm the presence or absence of asbestos in any materials, and so any references are an assumption based on of the type and age of material seen. None of the materials seen were in a condition that would give any cause for concern, even were they to contain any asbestos. Asbestos only poses a risk where airborne fibres are present and none of the materials seen were seen to be damaged in a way that would release fibres. Asbestos containing materials were commonly used in the construction, conversion and refurbishment of houses in the 1950's-70's, though the use of asbestos was not completely prohibited until the late 1990's. Many houses therefore include materials that contain asbestos and are lived in safely and without risk to health. However you should be aware that there are health risks when asbestos containing materials are drilled or sanded and you should consider this when carrying out any alterations, repairs or renovations. Any such materials should not be drilled or disturbed without prior advice from a licensed specialist. You can obtain further information from the Health & Safety Executive asbestos site http://www.hse.gov.uk/asbestos/index.htm

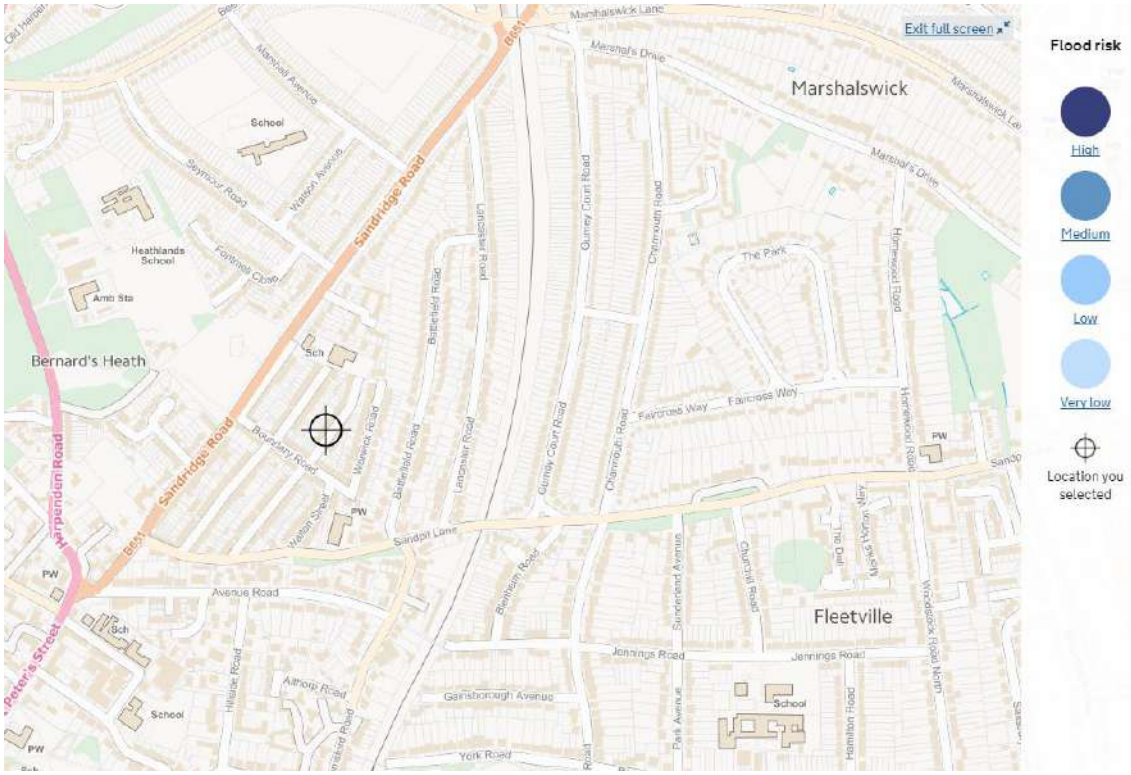
3.3 - Environmental Matters

A full environmental assessment of the property and grounds was not undertaken. Publicly available information is reproduced herewith, and may be supplemented by a more detailed search which can be commissioned by your conveyancer.

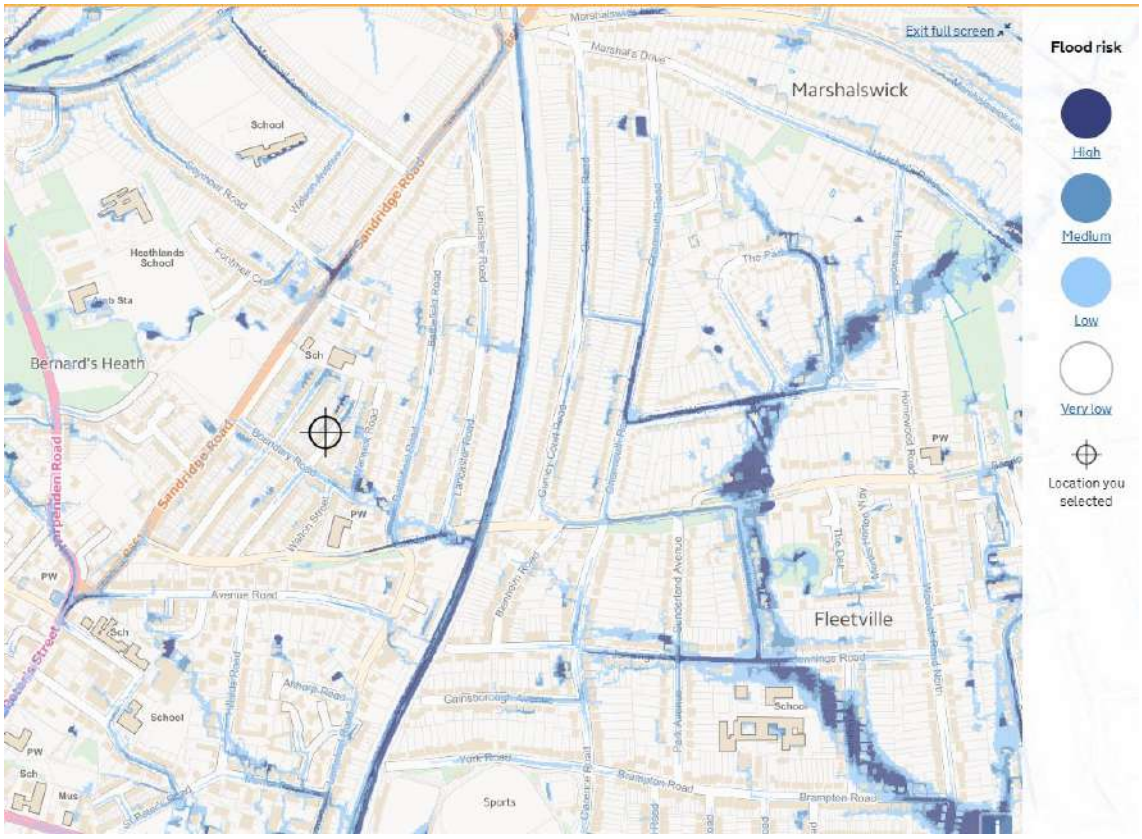
Flood

No issue noted by surveyor at the time of the survey, no flooding was noted in or around the subject property but see flood maps c/o the environment agency below.

Please note that flooding can occur outside designated flood prone areas. The Environment Agency are constantly updating their data to reflect any new incidents of flooding or any increased risks of flooding. This publicly available information should be used to indicate a level of risk to the property. You should consult your legal advisor with regards to the options for carrying out a full environment search.



Flood

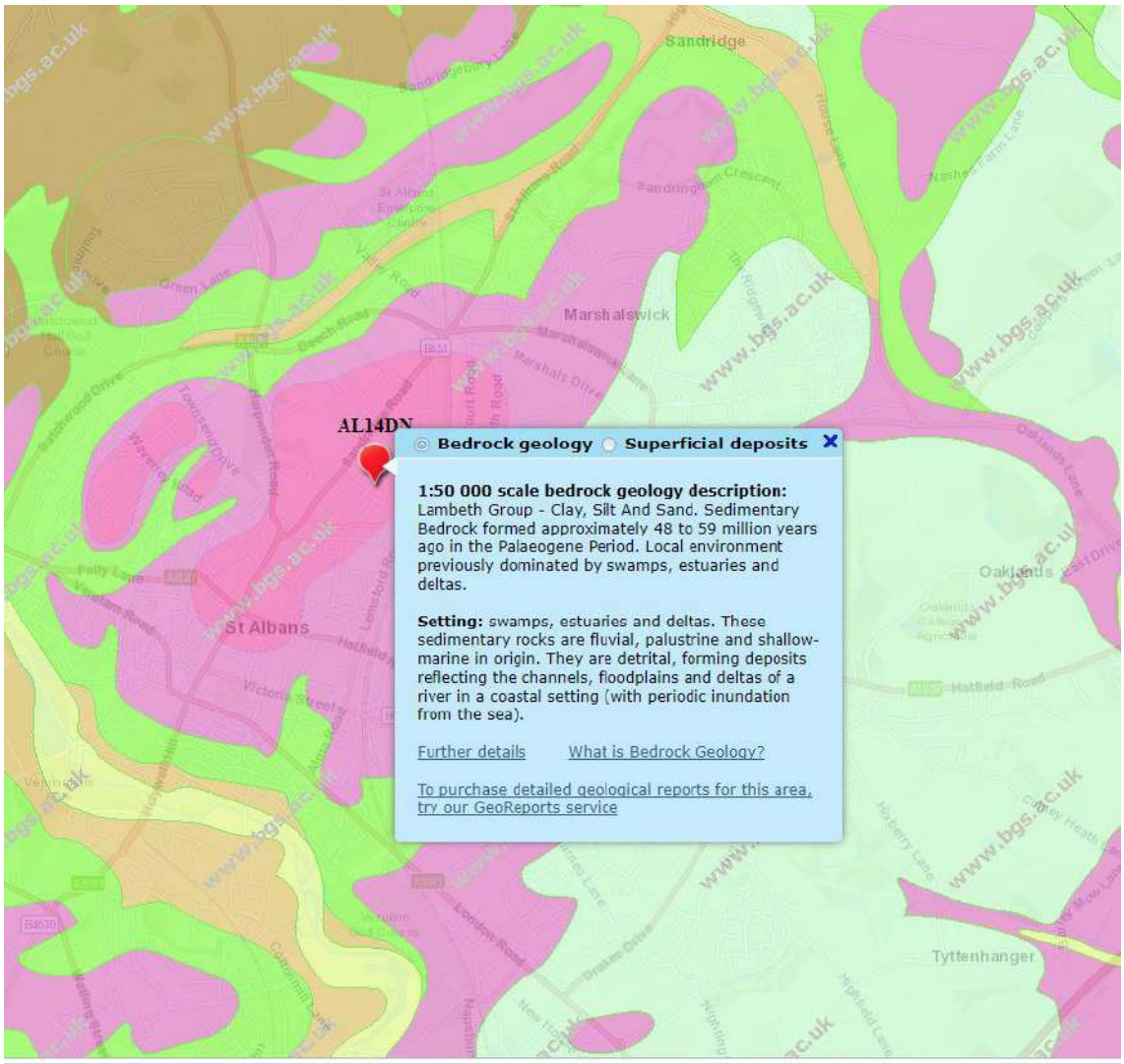


Surface Flood

3.3 - Environmental Matters

Geology

The British Geological website indicates the ground is of Clay silt and sand formation which is a flexible base and some slight seasonal movement is to be expected. See further comment in section 4.4



Geology

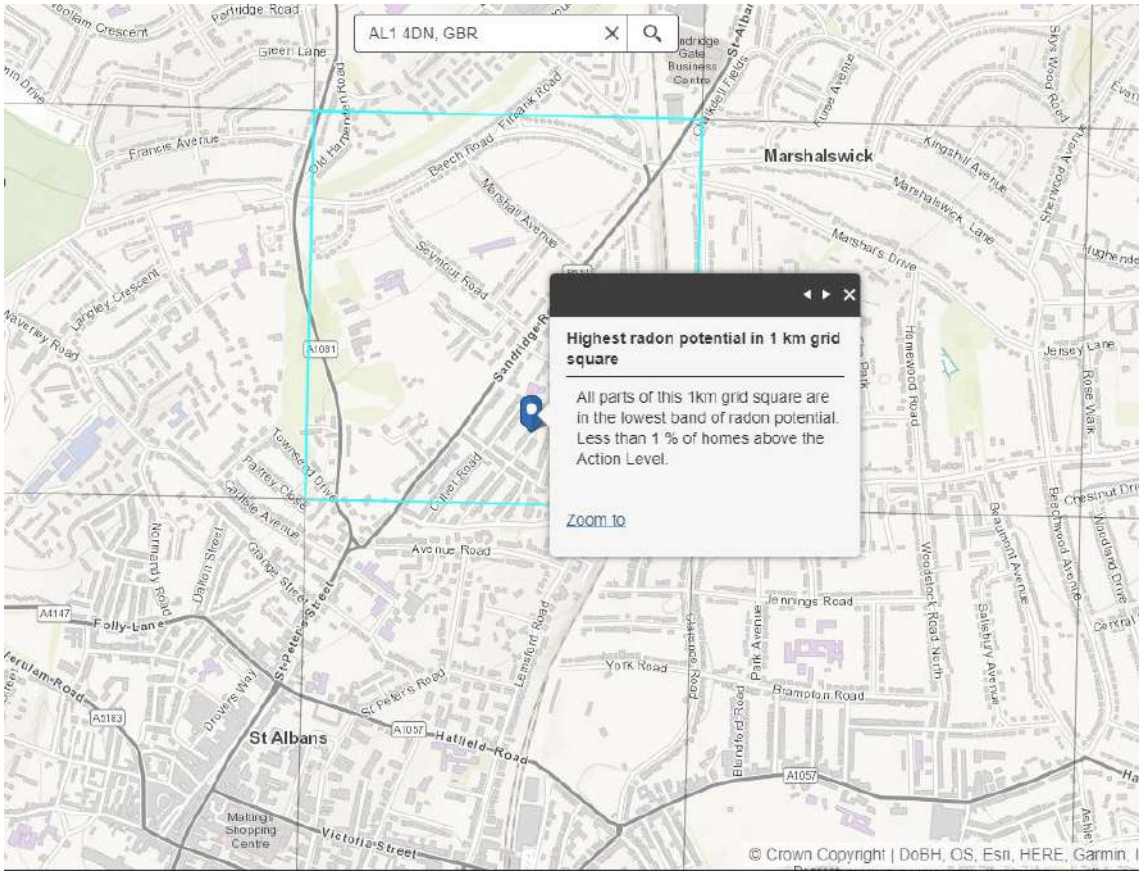
3.3 - Environmental Matters

Radon

Radon Map – C/o http://www.ukradon.org/information/

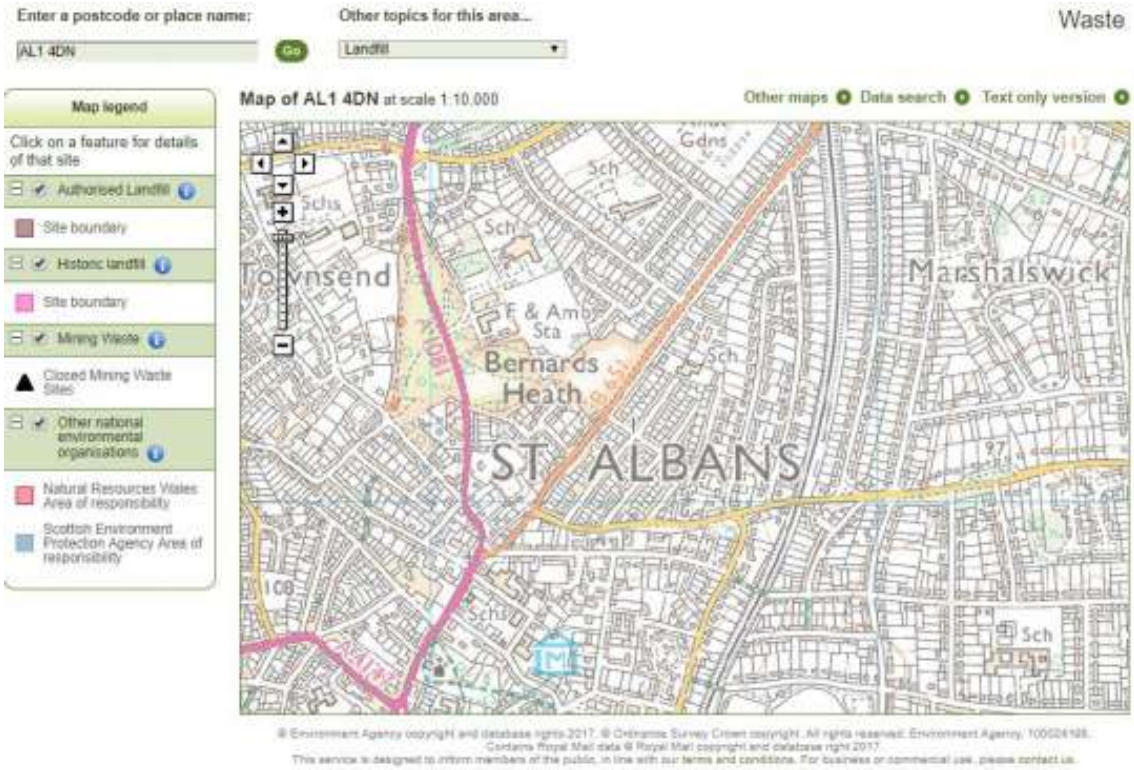
As the property is in a white area, it means that there is less than a 0 - 1% risk and no further action needs to be taken. However, if there is a property higher than 0-1% risk, this probability level will be allocated to the whole square even though many of the neighbouring properties may be much less. In these cases, UKradon recommends an on-line 'UKradon search'. This is easily arranged and only costs a few pounds.

see http://www.ukradon.org/information/ for further information



Radon

3.3 - Environmental Matters

Fracking	The Oil & Gas Authority (OGA) operates a website that provides information about the location of oil and gas deposits, wells, and areas where licenses have been granted or offered for exploration purposes. This may include drilling for oil or gas, or the extraction of shale gas, commonly known as fracking. Further information is available from the website www.ogauthority.co.uk
Landfill	No issue noted by surveyor  Landfill

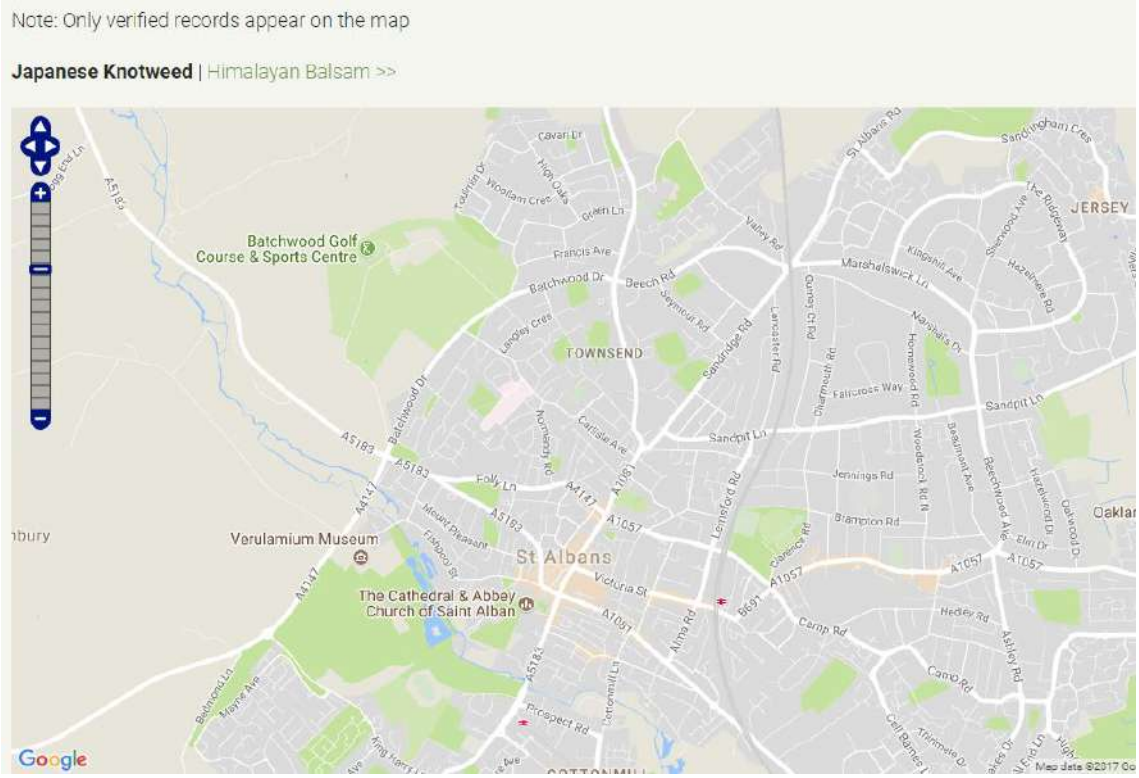
3.3 - Environmental Matters

Invasive Species

The grounds around the house were inspected for any indications of Japanese Knotweed.

It should be noted that a full and detailed inspection for the presence of Japanese Knotweed cannot be carried out especially where the gardens are well stocked or have been recently cut and maintained. No evidence of the presence of Japanese Knotweed was seen during my inspection but you are advised to seek further advice if you believe it may be present or are aware that it is present in premises nearby.

No evidence of any Japanese Knotweed was located.



Japanese Knotweed

	3.3 - Environmental Matters
Mining	No issue noted by surveyor

Section 4 - Outside of the Property

Scope of survey

The following was carried out:-

• A visual, non-invasive inspection of the outside of the main building and permanent outbuildings from various points within the boundaries of the property and from public areas such as footpaths and open spaces, without entering neighbouring private property unless permission had been expressly granted.
• High level features were inspected either from points within the property using binoculars, a ladder or other equipment, where safe to do so. A ladder was used to view areas not visible from the ground, or other safe and accessible vantage points, where those areas were no more than 3 metres from ground level.
• Because of the risk of falls or of causing damage, flat roofs were not walked upon.

4.1	**Chimney Stacks**
4.2	**Roof Coverings**
4.3	**Rainwater and Above Ground Drainage Fittings**
4.4	**Walls**
4.5	**Windows and External Doors**
4.6	**External Joinery and Finishes**
4.7	**Conservatories and Porches**

	4.1 Chimney Stacks	Condition rating	1
Construction & Type	The chimney stack is brick built. It has two pot which provides a flue to the sitting room and a flue to the dining room. The flashing at the base of the stacks at the junction with the roof slopes is of cement and tiles. The chimney stack is brick built and is rendered with a sand-cement finish and pebble dash. It has four pots and is shared with the neighbouring property. There are two pots to the subject property providing flues to the gas fire in the dining room and to a real log fire in the sitting room. The flashing at the base of the stacks at the junction with the roof slopes is of lead. The stack has a horizontal damp proof course preventing rain penetrating the brickwork below. There are no chimney stack located at the property.The design of the property does not include a chimney stack there being no means for the combustion of solid fuel internally.		
Nature of inspection and Limitations	The chimney was examined from ground level with the aid of binoculars for possible defects including undue movement, distortion, chemical or weather related damage, brickwork, render and pointing damage and other evidence of failure. Due to limited viewing angles it is not possible to see all faces of the chimney stack from ground level, and it is assumed that the condition of those faces not visible is similar to that of the visible faces.		
Condition	All flashing's should be replaced in lead ,There is a crack between the two chimneys between the properties this should be sealed to prevent water getting down the back.brickwork and pointing seen were in a fair condition.		
Action Required	The pots to the main stack do not have a rain cowl correctly fitted to allow flue gases to escape but prevent vertical rain entering the flue line both flues should be ventilated at the base of the flues to clear damp in the flue . Bedroom 3 fireplace has been capped over. The tiled flashing has cracked and is allowing water to penetrate. The bottom rows of tiles will need to be removed and the flashing replaced in lead and sarking felt checked and replaced where necessary and the back gutter		

Front bedroom chimney capped stack Change position

Front bedroom chimney stack

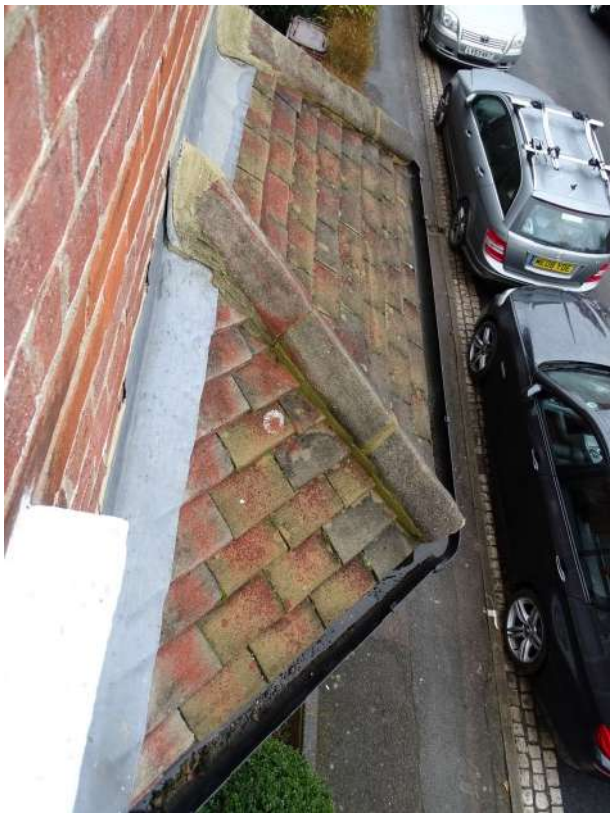
Main chimney stack

Rear main stack

Tiled flashing to chimney stack

Chimney stack from small front bedroom showing dropped sarking felt

	4.2 Roof Coverings	Condition rating	1
Construction & Type	The main roof slopes are pitched and covered with interlocking concrete tiles. All ridge tiles are concrete, the valley gutters are swept and lined with lead. The dining area has velux windows fitted in a low pitched grey concrete tiled roof. The front sitting room bay window is tiled with plain concrete tiles.		
Nature of inspection and Limitations	The roof pitches were examined from ground level with the aid of binoculars and using a pole camera, where necessary for possible defects including sagging, collapse, broken/missing/damaged tiles, holes, and other evidence of failure.		
Condition	Pitched Sections All tiles seen were in a fair condition with no evidence of any major failures or defects. The mortar at the verges (side most run of tiles) and beneath the hip tiles is complete and intact with no evidence of any major weathering. The top line of ridge tiles is even with no evidence of any undue levels of flexing or bowing.		
Action Required	Pitched Sections: Carry out normal maintenance including removal of moss build-up. Any slipped, missing or broken tiles on the roof pitches should be repaired and replaced. You should carry out a thorough visual inspection at least once a year, ideally in the Spring to identify and repair any damage that could have been caused by winter weather. Any missing mortar at the verges and beneath any hip or ridge tiles should be replaced. Any moss or other accumulated plant matter should be cleared		
			

	Rear roof of main house and rear over family bathroom
	 Rear roof over Bedroom 4
	 Roof to sitting room porch roof

View of rear roof slopes using pole camera

	4.3 Rainwater and Above Ground Drainage Fittings	Condition rating	2
Construction & Type	The rainwater gutters and downpipes are uPVC throughout. The integral soil stacks will be PVC, there is a gully to the rear providing drainage from the kitchen. Additional gulleys for rainwater are provided around the property and these probably drain to the main sewer.		
Nature of inspection and Limitations	An inspection was carried out from ground level with the aid of binoculars where necessary to look for possible areas of leakage, misalignment, overflow and other defects. The soil stacks and gulleys were examined for any signs of damage, leakage, correct supports, cracking and evidence of significant wear. As it was dry at the time of survey only a limited assessment could be made as to the effectiveness of the rainwater fittings. No tests have been carried out to either trace or establish the structure or condition of any underground soakaways.		
Condition	The gutters are currently in fair condition and alignment. There were no significant leaks noted but all gutters require examining periodically and clearing of moss, leaves and silt which will inevitably accumulate. All gulleys were clear at the time of the survey with no evidence of any flooding or other drainage problems. However all gulleys require regular clearing of any debris that will accumulate over relatively short periods of time. The soil stack and associated plumbing is in a fair condition with no leakages noted.		
Action Required	Gutters and downpipes should be cleaned and inspected regularly to ensure that they are free from blockages and leaks. The rear gutters to the main house are fitted with old metal brackets these should be replaced. The gutters to the rear right hand side look very wavy and should be realigned with additional brackets and cleaned out.		

Rear gutter to main house

	4.4 Walls	Condition rating	3
Construction & Type	The outside walls are brick-faced and of cavity construction. The damp proof course at ground level [waterproofing to prevent rising damp] is bitumen. Sub floor ventilation points (airbricks) around the property, are terracotta /plastic/cast-iron		
Nature of inspection and Limitations	The outside walls were examined from ground level with the aid of binoculars from vantage points within the grounds of the property and suitable public areas around. The walls were examined for signs of bowing or leaning, damaged brickwork and pointing, cracking, indications of subsidence and land failure and other defects.		

Condition	Foundations I have not undertaken exposure of the foundation structures during the course of my inspection, as this generally proves impractical in a building survey of this type. Whilst I am unable to confirm the depth to which these foundations bear, taking into account the age of the property it is likely that these remain of shallow formation, and as such are unlikely to be considered consistent with current standards. However, this is applicable to a large proportion of the housing stock and the property should not therefore be considered unusual in this respect. Movement Stability and vertical alignment is generally satisfactory. Condition and alignment of the brickwork is fair. There is no evidence of any significant bulges or major structural cracks. There is no evidence of foundation cracking at ground level. Most properties are subject to slight settling down over the years as sub-soil consolidates and adjusts to changes in ground condition. This will frequently result in limited differential movement, which is often expressed as minor cracking or distortion of window and door openings and is rarely of structural significance. Externally the brick window lintels and vertical mortar junctions are all complete with no evidence of any movement. These areas are mentioned specifically as any movement to the property would be noted at these points. The British Geological website indicates the ground is of sandstone which is a solid base and hence not liable to move adversely. The British Geological website indicates the ground is of Clay silt and sand formation which is a flexible base and some slight seasonal movement is to be expected. Evidence of movement was seen the render is cracked in the side wall of the kitchen dining area and has been repaired but is cracking again, internally it is lined with plasterboard so is not seen inside. The side wall of bedroom 4 is cracked in the render and allowing water to penetrate the wall Other Aspects In all external walls there should be a damp proof course (DPC) just above ground level. This is an impervious layer present to prevent dampness rising up the walls from the ground. In modern properties this is often a plastic membrane but in older properties other materials such as bitumen felt or slate are often found. Houses built before 1880, or so, usually have no provision to prevent dampness rising up, or penetrating through, the walls. In this case the drilled chemical DPC can be seen at the base of the walls. Ensure that the air bricks, visible at the base of the external walls, are kept clear to maintain adequate ventilation in the underfloor void. External paving and soil levels should not be allowed to rise above the level of the air bricks. A lack of ventilation can allow moisture levels beneath the floor to become elevated, increasing the risk of the development of moisture related defects such as rot and infestations by wood boring insects (commonly known as woodworm).

Action Required	The rear gable wall to the right hand side needs repointing. This complete wall has been covered with bitumen and paint and rendered over in area's to prevent rain penetration previously as the kitchen is wet above the worktop areas this will need evaluating by a specialist and to see if there is a guarantee on the damp proofing that was done as the whole kitchen may need to be taken out. The crack in the render may need to be reinforced by the installation of Heli fix style reinforcing product to the side wall and above bedroom one window. This you will need to get a specialist report on. Repoint small area to side of bedroom 3 brickwork.
Additional Information	I can send you details of specialist company's that will give reports on products for repairing the cracks
	 Crack above main bedroom window head

Cracked render to bedroom 4

Cracked render to bedroom 412DUPLICATE Name - Change position

Cracked render to left hand side of kitchen

Render cracking above lead flashing onto roof of dining area

Right hand gable end rendered down to first floor

Re-pointing required to right hand side of bedroom 3 window

Rear gable wall right hand side rear of kitchen

First floor rear gable wall cracks in render

	4.5 Windows and External Doors	Condition rating	2
Construction & Type	The front door is of timber construction with glazing panels. The double doors from the dining room are side hung with side panel and are double glazed uPVCpanels. The front windows are timber double glazed sliding sashes All of the windows rear windows are double glazed with uPVC frames Sliding top sashes and hinged bottom sashes .		
Nature of inspection and Limitations	All external doors were checked for normal operation and signs of failure or damage. Windows were examined for general signs of degradation and failure including blown double glazing units and worn seals. Opening was attempted to all windows and all checked for normal operation. The condensation levels in certain weather conditions can disguise evidence of blown double glazed units.		
Condition	Doors No significant defects were noted. I was not given the key to the back door so could not check the lock on this. Windows WOOD FRAMES The sitting room side sashes have been painted shut these should be made to open. Blown vacuums - SOME There are blown vacuums to bedroom one and four windows. This occurs when the seal around the edge of the window unit fails, allowing moisture laden air to enter between the panes of glass. This is identified by misting of the glass on the inside faces of the sealed unit, and the formation of crystals around the inside of the seal of the unit. Once the seal on a unit has failed it cannot be repaired and the window unit (though not always the frame) needs to be replaced. Under normal circumstances sealed double glazed units can be expected to last around 20 years before the seals begin to fail. This can occur more quickly where windows are in exposed or vulnerable situations. It is estimated that most of the windows currently fitted are approximately 15 years old and there is no evidence of any imminent failures. The condensation levels in certain weather conditions can disguise evidence of blown double glazed units, but no issues were noted or suspected.		

Action Required	The top sash to bedroom one window is not sliding and locking properly and will need attention. There are blown vacuums to bedroom one and bedroom four windows. Any future blown double glazing units require replacement. It should also be considered that, where some sealed units within a window have failed, others may also fail in due course. Normal maintenance of frames, hinges and locks is required. Be aware that previous owners may have distributed multiple sets of keys for the windows and doors to individuals not known to you. When purchasing a property, you should consider the cost of replacing all of the door and window locks as soon as possible after you take up occupation. When doing this you should consult your insurers to ensure that you meet their requirements for security, and obtain any discounts that may be available by improving the security of the property.

	4.6 External Joinery and Finishes	Condition rating	2
Construction & Type	This includes such items as woodwork at the roof edges, fascias, and trim panels. Decorated areas include such items as windows, doors, walls, timbers at roof edges, porches. The soffits, fascias are of timber construction to the rear and black uPVC to the front..		
Nature of inspection and Limitations	Soffits are the horizontal timbers joining the fascia boards to the house walls. Fascia boards are the vertical timbers to which the gutters are normally fixed. All such materials were examined from ground level for indications of poor maintenance, rot and other damage. Decorations were examined from ground level with the aid of binoculars from vantage points within the grounds of the property and suitable public areas around. Decorations were examined for signs of wear and tear, peeling paint, lack of oiling where applicable and other defects.		
Condition	All of these timbers are reasonably sound, have been maintained and appear to be in a serviceable condition. There is no immediate requirement for any redecoration. There are areas where peeling paint is visible to most parts of the gutter boards and the edging boards. Some redecoration is now required or consideration given to replacing all boards noted and soffit boards with modern uPVC equivalents. The rendered sections to the external walls which have cracked after repair will need redecorating The soffits [panels that link the gutter boards to the walls] have the correct ventilation grilles installed to supply cross ventilation to the roof space. Care should be taken to keep these clear inside and outside to enable correct airflow to the roof space. Advice: The soffits boards [horizontal boards at roof edge) may contain asbestos. Asbestos should not be drilled, sanded or removed without protective equipment and/or specialist advice. See section 3.2. The timberwork to the windows has been discussed in section 4.5, the external doors in section 4.6.		
Action Required	Regular maintenance will be required especially to the elevation which faces south-west. This section of the property will receive most of any inclement weather and the heat of the sun.		

	4.7 Conservatories and Porches	Condition rating	1
Construction & Type	The porch to the front is set within the property and is open to the elements. The floor is tiled and runs to the front of the property. There is no conservatory to this property.		
Nature of inspection and Limitations	The porch structure was examined for indications of leaking, bowing, leaning, cracking and failure or damage of the floor, walls and roof and other defects.		
Condition	No significant defects are noted to the structure.		
Action Required	A none slip surface should be fitted to the external sloping tiles.		
	 Front step sloping and slippery in the wet		

Section 5 - Inside the Property

Scope of survey

The following was carried out:-

• A visual, non-invasive inspection of all the parts of the property that can be seen without causing damage to the fabric or any fixtures, fittings or furnishings present at the time of inspection.
• Checks for damp using a moisture-measuring meter where possible.
• Inspection of the roof structure from inside the roof space where it was safe to access and move around the roof space, but insulation material, stored goods and other contents were not moved or lifted.
• Floor surfaces were inspected where readily and safely accessible, but fitted floor coverings and heavy furniture were not moved.
• Sound insulation or noise is not commented on.
• Personal possessions, including those within cupboards and wardrobes, for example, pictures, mirrors, furniture, and other items were not moved.

5.1	**Roof Spaces**
5.2	**Ceilings**
5.3	**Walls**
5.4	**Floors**
5.5	**Chimney Breasts, Fireplaces and Flues**
5.6	**Built-In Fittings**
5.7	**Internal Joinery**
5.8	**Bathroom and Sanitary fittings**

	5.1 Roof Spaces	Condition rating	1
Construction & Type	The main roof is constructed using individual timbers in a traditional manner built in cut timber frame comprising rafters spanning from ridge to eaves supported by struts. The sarking felt [undercovering] is bitumen. The insulation is laid to a depth of about 100mm.		
Nature of inspection and Limitations	The roof space was accessed via a hatch from the landing. There is no loft ladder fitted. The roof space was examined for signs of bowing, twisting, cracking and failure of roof timbers, signs of failure or damage to the roof covering, infestation including birds, insects, animals and beetles (woodworm), and other defects. The roof space was further investigated for any indications of lack of adequate ventilation or suitable fire walls. A representative selection of timbers was examined more closely for infestations by wood boring insects (such as Common Furniture Beetle and Death Watch Beetle), though it must be noted that within a general survey it is not physically possible to inspect every timber in sufficient detail to provide conclusive proof of the presence or absence of such infestations. Wood Moisture Equivalent readings were taken from timbers in a selection of representative locations to determine whether moisture levels within the roof space were above average. Normally approximately 6-8 readings will be obtained. Due to the quantity of possessions stored in the roof space and the trussed rafter construction, movement around the roof was limited. .		
Condition	The roof structure is in a good condition with reasonable quality timbers throughout. The rafters, purlins and strut timbers are complete with no evidence of any undue stress or cracking. The bitumen undercovering (secondary waterproof covering) is complete with no major tears or missing sections. The roof space is laid with about 100mm of wool type insulation at joist level. Increasing the thickness to the current recommendation of 270mm is advised for maximum energy efficiency		
Action Required	Regularly monitor timbers for evidence of wood boring insects and other such infestations. Care should be taken when moving around, or storing heavy objects, in the roof space. The spaces between the floor joists will not support a persons weight, or that of large boxes etc. Where heavy items are to be stored it is important to distribute the weight evenly using fixed boards. Additional structural support may be required if you plan to store large quantities of heavy items in the roof space.		

General view of roof structure

General view of roof structure

	5.2 Ceilings	Condition rating	1
Construction & Type	The ceilings are made of lath and plaster to the original parts of the property on the first floor and of plasterboard. Ceiling heights to the ground floor are 2.65m, and 2.3m to the first floors.		
Nature of inspection and Limitations	Ceilings were examined for signs of undue levels of bowing, cracking, staining and other defects. Moisture meter readings were taken at regular intervals.		
Condition	All internal ceilings have been maintained and all surfaces are presented in a fair decorative order. Plasterboard There was some visible hairline cracking to some plaster boarded areas. There is perimeter junction cracking between the ceilings and walls in some places, generally which is not in itself of structural significance. This is normal thermal expansion movement and within tolerance levels. Lathe and Plaster Lath and plaster is where wooden Lathes about 10mm wide by 2mm thick, with 3mm gaps between each lathe, are nailed to the underside of the joists and then plaster applied. The plaster fills the gaps and adherence is achieved No undue levels of movement or detachment were observed during the survey		
Action Required	Normal future maintenance is required, including filling and redecorating any cracks as necessary. There is a crack to the main bedroom ceiling which is normal for this age of property.		

	5.3 Walls	Condition rating	3
Construction & Type	The internal walls are of both solid and timber stud construction. The inside faces of some of the external walls have been dry-lined.		
Nature of inspection and Limitations	Internal walls were examined for indications of bowing, leaning, cracking and undue surface failure/damage. Moisture meter readings were taken at regular intervals where access and wall construction/location permitted.		
Condition	All internal walls and ceilings have been maintained and all surfaces are presented in a fair decorative order. Some general unevenness was noted. This is due to normal disturbance of the surface by decorations, minor repairs and fittings having been attached in the past. Dampness was found in the rear and right hand gable wall of the kitchen. In the dining room chimney breast at high level. To the covered alley way at low level up to the sitting room chimney breast.and in the sitting room from the bay window to the hall. Some of the internal walls are dry-lined or of timber stud construction. This means that special fixings will be required where heavy objects are to be hung onto or attached to the walls as the plasterboard facing of the walls is not sufficiently strong to carry heavy weights. It will also be the case that picture hooks and other nailed-in fixings will only have a light hold within the wall facing. No significant defects were noted during my inspection and the internal walls were found to be structurally sound.		
Action Required	Wall Removal: As part of the legal process, your legal adviser should contact building control at the local council and obtain any records of any notifiable works completed. Normal maintenance is required, including filling and redecorating cracks as necessary. Dampness was found in the rear and right hand gable wall of the kitchen. In the dining room chimney breast at high level. To the covered alley way at low level up to the sitting room chimney breast.and in the sitting room from the bay window to the hall.		
Additional Information	A specialist should be contacted to give a report and quotation for treating the walls.		

Dampness to front wall of sitting room

Front wall to right hand side of bay window wet

Dampness to front small bedroom to side of chimney

	5.4 Floors	Condition rating	2
Construction & Type	The floors to the ground and upper floors are of suspended timber construction. The kitchen floor is of solid construction.		
Nature of inspection and Limitations	Floors were examined for sagging, hogging, unevenness, undue springiness and other signs of failure or damage. Fixed floor coverings in most rooms prevented direct examination of the floor surfaces. Tiled floors were examined for any cracked tiles which could indicate movement of the structure.		
Condition	Ground Floors As mentioned in 4.4, air bricks are visible at the base of the external walls. These are present to ensure adequate ventilation to the underfloor voids to minimise the build-up of moisture that can promote the development of rot and other defects in the timbers that support the floors. No evidence of any undue flexing of the ground floor structure was noted; this indicates that the ventilation levels are adequate. It is however, essential that a free flow of air is maintained through the air bricks. Being of solid construction specific checks were made for any floor drops to the kitchen dining area. Construction materials used for the floors during this period can settle and cause distortion of the slab base. At the time of the survey no evidence of any undue movement was noticed. There was no gapping between the skirting boards and the floor base. No significant defects are noted. Upper Floors Floors in properties of this age can be uneven and out of level. This type of unevenness is commonly found in properties of this age and type and usually reflects settlement of the structure that has occurred over a long period of time. Where significant movement of the floor structures has occurred recently, it is most commonly identified by separation of the joints of the skirting's, door frames and other associated finishes, exposure of undecorated areas where one surface has moved away from another, and unusual amounts of spring in the floor surfaces. No undue levels of movement were noted at the time of the survey. Isolated boards are slightly squeaky, due to being nailed rather than screwed in place. Timber floor construction is prone to misalignment or slight deflection over time, and this is not usually of significance. During the survey I didn't observe any undue levels of movement.		
Action Required	Where access was possible to the floorboards there was no sign of beetle or worm infestation. However, it was not possible to inspect large areas of the timberwork and I would recommend that should the carpets or coverings be replaced, isolated floorboards should be lifted to assess whether there has been any insect attack to the boards and joists below. Floors should be monitored for any changes that occur in their level or springiness.		
Additional Information	The flooring by the front door was loose and squeaking possibly on the central heating pipes. The flooring on the landing was also noted as being loose as was the flooring in bedroom two		

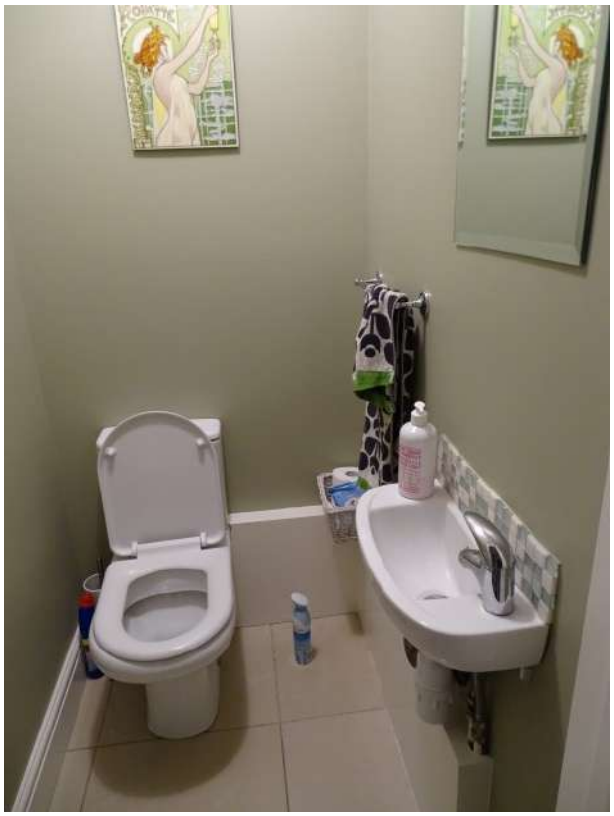
	5.5 Chimney Breasts, Fireplaces and Flues	Condition rating	2
Construction & Type	The chimney breasts are of masonry construction. Breasts remain to the bedrooms and sitting room, dining room and bedroom 3. The breasts are all blocked up and are currently unused.		
Nature of inspection and Limitations	The chimney breasts were examined for indications of dampness, lack of support, failed lining and other defects. It is not possible to investigate the condition or serviceability of chimney flues for use with fixed or open fires during a survey. The active fireplaces was not tested during the survey. It is recommended that chimneys are swept and carefully checked before they are used in this way.		
Condition	Dampness was found to the top of bedroom 3 and the dining room as reported earlier.		
Action Required	It is important to maintain an adequate airflow, by means of ventilation, through unused chimney flues to prevent the build-up of condensation within the chimney. Ventilation grilles should be fitted to all blocked breasts.		

	5.6 Built-In Fittings	Condition rating	1
Construction & Type	The kitchen fittings are modern style. The worktops are of slate style, units are a mixture of wall-hung and floor standing. The fitted wardrobes (and walk-in cupboards) are basic older style.		
Nature of inspection and Limitations	The kitchen units and utility room were examined for general condition. A selection of cupboards and drawers were checked for normal operation. Built in appliances were not checked for operation or safety. No significant defects or damage was noted but some modernising and updating may now be required. Fitted wardrobes (and walk-in cupboards) were checked for general condition and door operation. No significant defects were noted but some modernising and updating may now be required.		
Condition	No Significant Defects are Noted.		
Action Required	Normal Maintenance is Required		

	5.7 Internal Joinery	Condition rating	1
Construction & Type	The internal woodwork includes such items as: doors, frames, skirting's, banisters and staircases.		
Nature of inspection and Limitations	The internal doors were checked for normal operation and other woodwork examined for a range of defects. Woodwork was also examined for evidence associated with movement of the structure of the property, woodworm and other infestations, and general condition. Moisture meter readings were taken at regular intervals.		
Condition	The stair balustrades and hand rails are of softwood construction and of suitable quality. All parts were firm with no undue levels of movement during usage. The gaps between the balustrades, the pitch level and head heights are compliant with current regulations. Slight misalignment was noted to some of the door frames. As mentioned in 4.4 most properties are subject to slight settling down over the years as sub-soil consolidates and adjusts to changes in ground condition. This will frequently result in limited differential movement, which is often expressed as minor cracking or distortion of window and door openings and is rarely of structural significance. Specific observations at this property include the glass to the dining room and sitting room and bedroom two is not safety glass. Bedroom two and three doors are a poor fit. The observed movement is within normal acceptable limits, but you will need to verify that this is aesthetically acceptable to you. .		
Action Required	Door hinges and locks should be regularly lubricated. Internal timbers should be inspected regularly for evidence of bowing or distortion, woodworm and other defects.		

Non safety glass to sitting room door

	5.8 Bathroom and Sanitary Fittings	Condition rating	1
Construction & Type	The main bathroom is to the first floor and comprises a P bath with mixer shower, WC and basin. There is an adjacent ensuite to the first floor with a shower cubicle and shower, basin and WC. There is also a ground floor cloakroom with a WC and basin. All fittings are modern.		
Nature of inspection and Limitations	The fittings were checked for signs of damage, cracks, leaking pipes and other common defects. Sealant joints were checked for undue wear and failure. All fittings were checked for normal operation – WC's were all flushed at least twice to ensure correct drainage and flow.		
Condition	There is mechanical ventilation to the bathroom ensuite shower and cloakrooms. These should be kept operational as it reduces the levels of moisture within the room and hence the risk of condensation to the walls and ceiling structures. The shower to the main bedroom needs attention as it was in parts.		
Action Required	Regular maintenance of all seals to the bath and shower to prevent water displacement.		
	 Main bathroom		



Cloakroom

Section 6 - Services

Scope of survey

A visual, non-invasive inspection of the services was carried out, but specialist tests were not conducted. If any services (such as the boiler or mains water) were turned off, they were not turned on for safety reasons and the report will state that to be the case.

The reports only comments on the services covered in this section (electricity, gas, oil, water, heating and drainage).

All other services and domestic appliances are not included in the inspection: for example security and door answering systems, smoke alarms, television, cable, wireless and satellite communication systems, cookers, hobs, washing machines and fridges (even where built in).

Competent Person Schemes

Competent person self certification schemes (commonly referred to as competent person schemes) were introduced by the Government in 2002 to allow registered installers (i.e. businesses, mostly small firms or sole traders), who are competent in their field, to self-certify certain types of building work as compliant with the requirements of the Building Regulations.

These schemes offer benefits to the building industry and consumers:
• scheme members save time by not having to notify in advance and use a building control body (i.e. a local authority or a private sector approved inspector) to check/inspect their work
• consumers benefit from lower prices as building control charges are not payable.

The schemes help to tackle the problem of cowboy builders by raising standards in the industry and enabling consumers to identify competent installers. They also allow building control bodies to concentrate their resources on areas of higher risk.

Any works undertaken to these services should be carried out only by a suitably qualified competent person.

6.1	**Electricity**
6.2	**Gas/Oil**
6.3	**Water**
6.4	**Heating and Cooling**
6.5	**Drainage**
6.6	**Other Services**

	6.1 Electricity	Condition rating	HS
Construction & Type	There is an underground electrical supply and the meter and consumer unit [fuse box] are located in the cupboard under the stairs. The consumer unit is a modern unit with MCB's (miniature circuit breakers) and also an RCD (Residual Current device). The electric meter is on a single tariff.		
Nature of inspection and Limitations	It is not possible to fully assess the condition and safety of an electrical installation on the basis of a visual inspection only. Distribution wiring is largely concealed and therefore date and quality of installation cannot be verified within in the scope of this inspection. The installation was inspected visually to the extent sufficient to form an overall opinion of the type of installation, the materials used, its apparent age, its visible condition and the need for further investigations. No testing of the installations or appliances was carried out other than operation in normal everyday use.		
Condition	In general the electrical circuits seen are in a fair condition. PVC cabling was observed at the property and the socket face plates and switch plates are of a suitable modern quality. However to some rooms there are an insufficient number of sockets for modern living standards, this means a level of new circuitry or rewiring may be required. There are also some specific observations listed below which require attention. -The electrics were tested on 1st December a copy of the report should be asked for and read.		
Action Required	Some services will be obscured by furniture and other objects at the time of the survey. Upon occupation it is strongly advisable to visually check all socket outlets and switch points for any broken housings or loose fascias. Any damage seen should be repaired accordingly. The NICEIC recommends that electrical installations are subjected to an Electrical Installation Condition Report (EICR) by a suitably qualified engineer at least every 10 years. They further recommend that a PIR be carried		

Electric meter and consumer unit

Room stat to underfloor electric heating

	6.2 Gas/Oil	Condition rating	HS
Construction & Type	There is a mains gas supply and the meter and valve are located in an external cabinet to the front of the property. The gas supplies the heating boiler and the kitchen services.		
Nature of inspection and Limitations	The system was inspected for any obvious signs of leakage and damage to the supply pipes where visible.		
Condition	No significant defects were noted but see health and safety advice below.		
Action Required	Advice: Gas Safe recommends that all gas appliances and boilers are inspected and serviced according to manufacturers' guidance, but at least once a year. At the time of survey, no documentation was seen to verify that an inspection or servicing has been carried out within the last 12 months but the vendor advised that the boiler is on an annual service schedule. From a health and safety perspective, it is recommended that you validate any available certification, or commission an inspection and servicing of the gas installation and ALL appliances (including the boiler, gas fire and gas hob) prior to occupation of the property. . As the property is currently inhabited the system should be in use. In addition the boiler is a fairly recent model. These observations reduce the risk of any hidden issues but it is still advisable to seek confirmation as to the operational safety of the complete system. The Gas Safe website called 'Buying a new home', it states: 'Homebuyers cannot always be sure when the gas appliances in their new home were last safety checked and serviced. Ask your vendor for an annual gas safety record which shows that a Gas Safe registered engineer has checked the gas appliances. If your vendor cannot supply an up to date annual gas safety record, you should get a Gas Safe registered engineer to check the gas appliances before you move in. This check should include the gas boiler, oven, and hob and gas fire. The registered engineer will give the vendor a gas safety record, which they should handover to you before you move in. Better Gas Safe than sorry. Poorly maintained or badly fitted gas appliances can put you at risk from gas leaks, explosions, fires and carbon monoxide poisoning.' 'Safety check' - As a minimum, this must check: • Appliances are positioned in the right place; • Any flue or chimney serving appliances are safe and installed correctly; • There is a good supply of combustion air (ventilation) to appliances; • The appliances are on the right setting and are burning correctly; the appliances are operating correctly and are safe to use.		

	6.3 Water	Condition rating	1
Construction & Type	There is a mains water supply. The incoming mains pipework is copper and the stop valve is under the kitchen sink. The cold water storage tank are made of plastic and located in the roof space. The supply to the property includes a water meter which is located under a flap in the footpath at the front. The system is a typical gravity fed system – generally only the kitchen sink (and any outside garden tap) have a mains supply. The rest of the cold water draw-off points are probably supplied from the storage tank located in the loft.		
Nature of inspection and Limitations	The visible parts of the system were checked for any obvious signs of leaking, damaged pipes, correct covering and insulation, and other evidence of defects. Water taps were operated to check for flow pressure and correct drainage. The water tanks were checked for signs of damage and correct support across a minimum number of joists.		
Condition	The cold water tank is adequately supported on a suitable platform across 3 joists. No significant defects are noted, all fittings operated as required with water pressures at fair levels.		
Action Required	Check the installation for evidence of leaks or other defects on a regular basis i.e. approximately every 6 months, or sooner. Leaks most often occur at pipe joints and where pipes are subject to movement or physical damage, such as airing cupboards, roof spaces and under sinks.		

Main storage tank in loft

	6.4 Heating and Cooling	Condition rating	1
Construction & Type	The heating and hot water is provided by a combination regular condensing gas boiler which is located in the bathroom cupboard. Additional heating is provided to the bathrooms via an electric underfloor system – these were not in operation at the time of the survey. The boiler is a Worcester green star R 28 HE System model. It provides heat to the property via the hot water radiator system. It also heats the hot water cylinder located in the main bedroom airing cupboard. The cylinder is of about 115 litre capacity, has 50mm of insulation and has a cylinder thermostat fitted for temperature control. The cylinder also benefits from a single immersion heater. On the SEDBUK efficiency database this boiler is rated as 88.8% efficient and this particular model has been manufactured from 2003 – although this installed boiler is probably younger. As a guide, modern condensing boilers are around 90% efficient. Condensing boilers of this type are the most efficient type available at present. There are TRV's (thermostatic radiator valves) on most radiators for individual room temperature control. There is also a thermostat in the hall and a programmer unit in the main bedroom The zone valve and heating pump are also located in the airing cupboard.		
Nature of inspection and Limitations	It is not possible to fully assess the condition and safety of a gas and heating installation on the basis of a visual inspection only. A visual inspection was carried out of the radiators, pipework and boiler to detect leaks, corrosion and other common defects.		
Condition	REGULAR - The boiler and radiator system was not in operation during the survey but the hot taps were tested and hot water was delivered – implying the boiler was activated overnight. The water pressure in the radiator circuit is at 1 bar which is as required. No visible repairs were noted but we would recommend seeing the boiler and radiator system in full operation with radiators becoming warm to the top and bottom. The hot water system should also be tested. No evidence was seen to suggest that an inhibitor has been added to the heating system recently to prevent a build-up of sludge in the pipework and radiators, and it is therefore recommended that the system be flushed through and an inhibitor added.		
Action Required	No visible repairs were noted; normal maintenance servicing must be continually undertaken. Health and Safety – See also notes in 6.2 regarding the general safety and servicing of the complete Gas system. Advice: The water temperature in a hot water storage tank should be around 60°C in order to kill legionella bacteria (which can cause Legionnaires Disease), and no more than 50-55°C at taps in the property.		

Gas boiler in loft

Hot water cylinder with back up immersion heater

	6.5 Drainage	Condition rating	1
Construction & Type	There is a mains underground drainage system. There was one inspection chamber located to the rear of the property. The chamber had a steel cover, brick rendered chamber walls and salt glazed pipes at the chamber entrance.		
Nature of inspection and Limitations	The drains run down the side of the property, through the alleyway and to the main road at the front. The drains run across the back of the property. Internally, all taps were run and WC's flushed, and water was seen to be running clear from the internal services. It should be noted that the underground drainage network was not inspected with the use of cameras and therefore no assessment could be made of the condition of the drains other than at the inspection chambers described above.		
Condition	Without extensive exposure work we cannot confirm the type or layout of the underground drainage system. Nevertheless, we found no signs of flooding or blockages on site.		
Action Required	Drains should be regularly inspected to ensure they remain free from blockages, tree root damage or other obstructions.		
Additional Information	The drains are shared with your neighbour		

Main drain in alleyway

	6.6 Other Services	Condition rating	1
Construction & Type	There is a satellite dish mounted to the gable wall.		
Nature of inspection and Limitations	A visual inspection was made to locate television aerials and satellite dishes at the property. They were examined for general condition and security of fixing from ground level and with the aid of binoculars where necessary. No specific checks were made to confirm connections to/from the aerials or dishes or their effectiveness of providing a signal. I have not carried out an assessment of broadband speeds for this property. If this is important to you, it is essential you check with your preferred broadband provider or request a speed test at the property when you visit and certainly before you commit to the purchase.		
Condition	No significant defects were noted. Ensure TV and Radio reception is possible if these are desired services.		
Action Required	Examine all fittings regularly to ensure that they are secure.		

Section 7 - External Elements

Scope of survey

The condition of the boundary walls and fences, outbuildings and areas in common (shared) use was inspected from within the grounds and any public areas, but not from neighbouring private property.

The report provides a summary of the general condition of any garden walls, fences and permanent outbuildings. Buildings containing swimming pools and sports facilities are treated as outbuildings, but the report does not comment on the leisure facilities, such as the pool itself and its equipment.

7.1	**Garaging**
7.2	**Outbuildings and Sheds**
7.3	**Grounds**
7.4	**Common and Shared Areas**
7.5	**Neighbourly Matters**

	7.1 Garaging	**Condition rating**	**NA**
Construction & Type	There is no garaging to the property.		

	7.2 Outbuildings and Sheds	Condition rating	1
Construction & Type	The garden shed is of timber construction.		
Nature of inspection and Limitations	The shed was assessed for general condition and was examined externally to identify areas of rot, damage, leaks and other defects. It was not possible to access the external left side of the shed due to the proximity of the boundary and foliage growth.		
Condition	The shed is in a fair condition.		
Action Required	Normal maintenance, including regular retreatment of the walls, is required. ls. Compared to traditional coverings such as tiles and slates, most felt roofs have a typical life of 10-25 years. They are also prone to sudden failure and leakage. Periodic re-covering will therefore be necessary. When this is undertaken, the supporting structure may also need some attention.		

	7.3 Grounds	Condition rating	1
Construction & Type	There are gardens to the front are laid to shingle with 2 circular privet bushes and rear which is mostly lawned with surrounding borders. There are paths, a patio and other paving around the property which are of concrete slabs. The boundaries are defined by a mixture of timber panel fencing and brick walls. .		
Nature of inspection and Limitations	The grounds around the house were inspected for any indications of land failure or movement, or other defects that would have a material effect on the property as a whole. It should be noted that a full and detailed inspection for the presence of Japanese Knotweed cannot be carried out especially where the gardens are well stocked or have been recently cut and maintained. No evidence of the presence of Japanese Knotweed was seen during my inspection but you are advised to seek further advice if you believe it may be present or are aware that it is present in premises nearby.		
Condition	There is no evidence of any damage from flooding. The gardens are both presented in a fair and highly maintained condition. . The fencing is also presented in a fair condition. (There is no indication of the ownership of any of the boundary walls, fences or hedges, and in most cases this is not specified by the deeds or title documents. Often, responsibility for boundaries to one side or another has been assumed by subsequent owners. You should ask your conveyancer to advise on any indications of ownership included in the title documents.)		
Action Required	Normal Maintenance is Required. The sumac tree will need to be regularly maintained or removed.		

View of rear garden

Sumac tree

	7.4 Common and Shared Areas	Condition rating	1
Construction & Type	As mentioned previously there is a possibly shared right of way to the rear of the properties. Your legal advisor should check this matter during the conveyancing process.		
Nature of inspection and Limitations	A visual inspection was carried out		
Condition	No Significant Defects are Noted.		
Action Required	The purchaser should satisfy themselves as to their likely liabilities for the repair and maintenance of common areas and parts.		

	7.5 Neighbourly Matters
Nature of inspection and Limitations	A general unspecific overview of the immediate local area was carried out during the course of the survey, to identify issues that might affect the normal enjoyment of the property.
Condition	No obvious causes of concern were noted however it cannot be known if issues are present at other times.
Action Required	You are advised to visit the property on a number of occasions at different times of the day and night to form an opinion of any factors that might be relevant
Additional Information	Parking is not easy in this area

Section 8 Addendum
8.1 - About your Surveyor

Surveyor	Alan Rance			
Address	Alan J Rance Limited 11 Comp Gate, Eaton Bray, Bedfordshire, LU6 2AU			
Contact Details	Telephone	01525 220786		
	Mobile	07962 457456		
	Email	alan@building-surveyors.co		
Signed (electronic signature)	ARance		Date Finalising Report	20 Dec 2017

8.2 - Maintenance advice

Your home needs maintaining in the normal way, and this general advice may be useful when read together with your report. It is not specific to this property and does not include comprehensive details. Problems in construction may develop slowly over time.

Outside

You should check the condition of your property at least once a year and after severe weather.
Routine redecoration of the outside of the property will also give you an opportunity to closely examine the building.

Chimney stacks: Check these occasionally for signs of cracked cement, split or broken pots, or loose and gaping joints in the brickwork or render. Storms may loosen aerials or other fixings, including the flashings, the materials used to form the joints with the roof coverings.

Roof coverings: Check these occasionally for slipped, broken and missing tiles or slates, particularly after severe weather.

Flat roofing has a limited life, and is at risk of cracking and blistering. You should not walk on a flat roof. Where possible keep it free from debris. If it is covered with spar chippings, make sure the coverage is even, and replace chippings where necessary.

Rainwater pipes and gutters: Clear any debris at least once a year, and check for leaks when it is raining. You should also check for any loose downpipe connectors and broken fixings.

Main walls: Check main walls for cracks and any uneven bulging. Maintain the joints in brickwork and repair loose or broken rendering. Re-paint decorated walls regularly. Cut back or remove any plants that are harmful to mortar and render. Keep the soil level well below the level of any damp proof course (150mm minimum recommended) and make sure any ventilation bricks are kept clear. Check over cladding for broken, rotted or damaged areas that need repairing.

Windows and doors: Once a year check all frames for signs of rot in wood frames, for any splits in plastic or metal frames and for rusting to latches and hinges in metal frames. Maintain all decorated frames by repairing or redecorating at the first sign of any deterioration. In autumn check double glazing for condensation between the glazing, as this is a sign of a faulty unit. Have broken or cracked glass replaced by a qualified specialist. Check for broken sash cords on sliding sash windows, and sills and window boards for any damage.

Conservatories and porches: Keep all glass surfaces clean, and clear all rainwater gutters and down pipes. Look for broken glazing and for any leaks when it’s raining. Arrange for repairs by a qualified specialist.

Other woodwork and finishes: Regularly redecorate all joinery, and check for rot and decay which you should repair at the same time.

Grounds

Garages and outbuildings: Follow the maintenance advice given for the main building.

Other: Regularly prune trees, shrubs and hedges as necessary. Look out for any overhanging and unsafe branches, loose walls, fences and ornaments, particularly after severe weather. Clear leaves and other debris, moss and algae growth. Make sure all hard surfaces are stable and level, and not slippery or a trip hazard.

8.2 - Maintenance advice (contd)

Inside the property

You can check the inside of your property regularly when cleaning, decorating and replacing carpets or floor coverings. You should also check the roof area occasionally.
Roof structure: When you access the roof area, check for signs of any leaks and the presence of vermin, rot or decay to timbers. Also look for tears to the under-felting of the roof, and check pipes, lagging and insulated areas.

Ceilings: If you have a leak in the roof the first sign is often damp on the ceiling beneath the roof. Be aware if your ceiling begins to look uneven as this may indicate a serious problem, particularly for older ceilings.

Walls and partitions: Look for cracking and impact damage, or damp areas which may be caused by plumbing faults or defects on the outside of the property.

Floors: Be alert for signs of unevenness when you are moving furniture, particularly with timber floors.

Fireplaces, chimney breasts and flues: You should arrange for a qualified specialist to regularly sweep all used open chimneys. Also, make sure that bricked-up flues are ventilated.

Flues to gas appliances should be checked annually by a qualified gas technician.

Built-in fittings: Check for broken fittings.

Services

Ensure all meters and control valves are easy to access and not hidden or covered over.
Arrange for a competent person to check and test all gas and oil services, boilers, heating systems and connected devices once a year.

Electrical installations should only be replaced or modified by a competent person and tested as specified by the Electrical Safety Council (recommended minimum of a ten year period if no alterations or additions are made, or on change of occupancy).

Monitor plumbing regularly during use. Look out for leakage and breakages, and check insulation is adequate particularly as winter approaches.

Lift drain covers annually to check for blockages and clean these as necessary. Check any private drainage systems annually, and arrange for a qualified contractor to clear these as necessary. Keep gullies free from debris.

8.2 - Maintenance advice (contd)

Important information for purchasers of older, listed and historic properties

Modern properties, those built after 1900 or so, are essentially constructed as sealed boxes which are designed to keep all moisture out. This is achieved by the use of impermeable membranes at ground level (such as a damp proof course) to prevent moisture rising up from the ground below, and cavity walls which are designed to prevent moisture penetrating through the walls. Windows and doors are made to seal tightly, and most houses built today are constructed without any chimneys at all.
In this type of property, where dampness is found inside then it is generally due to some specific defect which will require repair.

Older properties, generally those built before 1850 or so, were constructed in a very different way, and one in which moisture will naturally enter the property. They do not have damp proof courses or cavity walls and are not intended to be a sealed unit.
However, these properties are designed to manage the movement of moisture in such a way as to prevent it becoming a hazard to health or to the structure of the building, and it is important to understand the mechanisms by which it does this in order to protect the structural elements of the building from becoming defective.

At the time that these properties were constructed it was the normal for them to have many openings where draughts could enter the building, such as multiple open fireplaces, ill-fitting doors and windows, and gaps in floorboards. As a result, ventilation levels were very high, allowing moisture to evaporate readily in the moving air, and to be carried away to the outside. So, for example, where moisture penetrated the walls, although the inside surfaces of those walls would be damp, the levels of moisture would achieve equilibrium as the rate of evaporation compensated for the rate of penetration.
Today, we try to minimise draughts by blocking fireplaces, adding secondary or double glazing, laying laminate floors and sealing the gaps around doors and windows. As a result moisture levels rise due to the decreased air movement that is a consequence of the reduced ventilation. This then leads to dampness becoming evident, particularly in areas of minimal air movement, such as behind large objects of furniture and within cupboards and wardrobes.

Many older homes were built at a time when lime mortar was the primary method of setting bricks and stones. Lime mortar is both flexible and porous, unlike the very hard, inflexible and nonporous cement mortars used in more modern construction. Lime mortar, therefore, allows the moisture evaporation process to continue by acting as a wick for moisture to leave the main walls between the bricks and/or stones that make up the bulk of the wall. This is a further step in the process of managing moisture within the property.

Today, we see many repairs carried out to older homes using cement mortar. This seals the gaps between the bricks and/or stones, trapping the moisture in the wall and forcing it into the surface of the bricks and stones, causing them to fail when that moisture freezes in the surface of those materials. And by reducing the amount of moisture that can evaporate through the wall to the outside, it increases dampness levels inside.

As a result of the actions described above, it is common, today, to find higher than average moisture levels in older properties. The consequences of this can cause significant defects within the property. In particular, high moisture levels, especially in roof spaces and cellars, can promote the development of wood boring insects such as Common Furniture Beetle, and Death Watch Beetle in structural timbers such as roof and floor joists. High levels of dampness in walls causes plaster to fail, decorations to become damaged, and in some properties, significant damage to the timber frame of the building.

To avoid these defects developing and becoming a serious threat to the building, it is important to be aware of the consequences of any actions which may have an impact on moisture management within the building.
The following is a list of suggestions and recommendations that will help maintain the building in a good and sound condition. It is by no means an exhaustive list and it is recommended that all owners of listed, historic and older buildings inform themselves of the best way to protect such a property.

1.Consider ways to improve ventilation within the property. This may include the installation of mechanical extractors in kitchens and bathrooms, removing secondary glazing units, ensuring that windows can be opened easily and that they are used regularly, removing insulation from the eaves area of the roof where it may block ventilation, and not leaving the property closed up and unoccupied for extended periods.

2. Where repairs are necessary, ensure they are carried out by tradespeople who are knowledgeable and competent in traditional building methods and that materials are sympathetic to those used originally. In particular, where walls are to be repointed, then lime mortar (which is very different from cement mortar with some lime added!) should be used and any earlier cement mortar repairs removed and refinished.

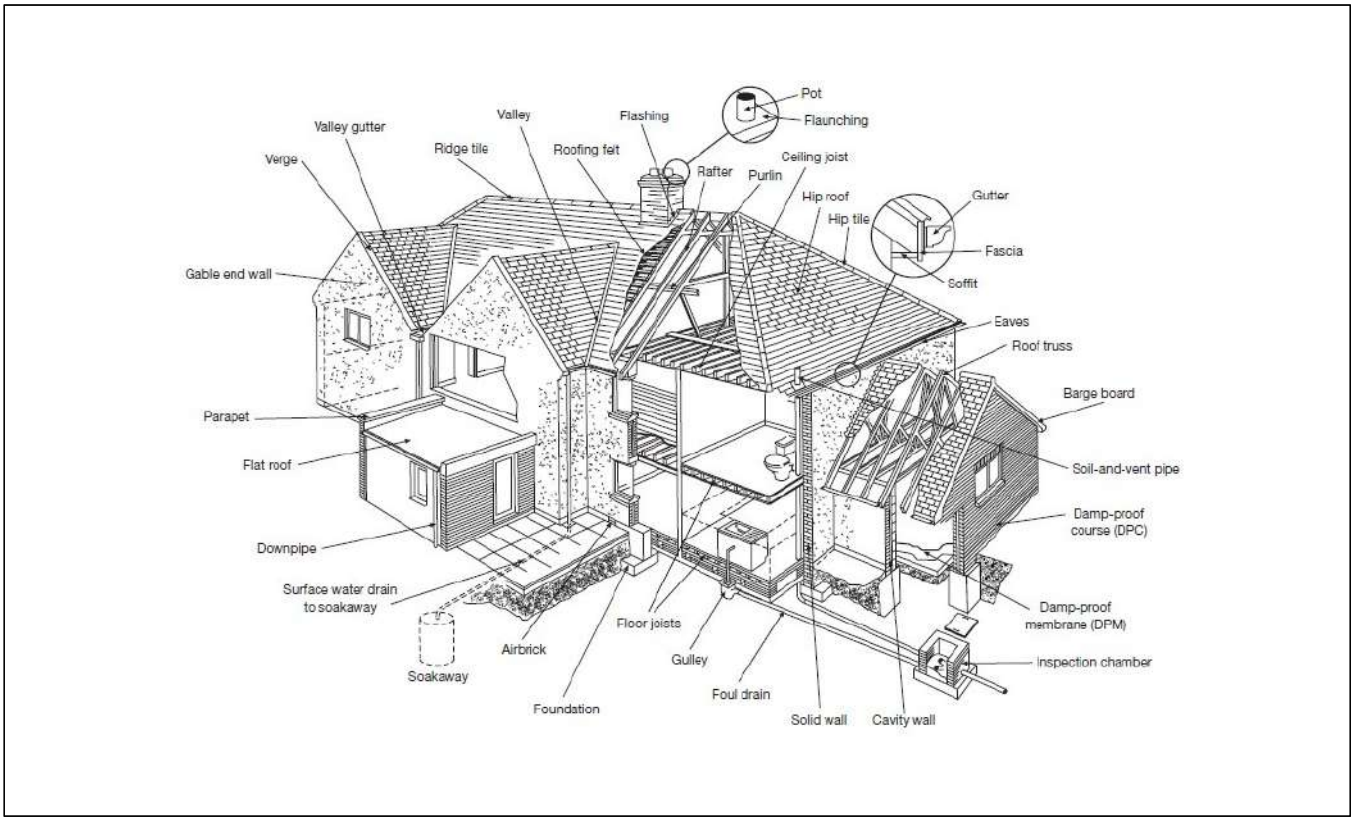
3. Ensure that the guttering and rainwater handling systems are in a well maintained and fully operative condition. Very significant damage can be caused in a very short period of time due to simple leaking gutters, downpipes, hoppers and other elements of the rainwater handling systems. It is therefore essential that these are inspected regularly, at least three or four times a year, and any damages or defects repaired as quickly as possible. In particular they should be cleared after autumn leaf fall to ensure they are as effective as possible during the winter.

4. Maintain a regular and vigilant inspection process. Unidentified or unrepaired defects can rapidly become more significant, and therefore more costly to repair. A regular process of inspection is more likely to ensure that defects identified at an early stage and can be rectified before further damage is caused. Such a process should include inspection of all the outside elements such as chimneys, roofs, walls, guttering and downpipes, windows and doors and roof edge timbers etc. Internal inspections should include a detailed examination of the roof timbers, moving of large objects of furniture to assess the wall condition behind, examination of floors, doors and timber fittings to identify signs of movement, and the condition of the heating and plumbing systems to ensure no leaks are present. This is in addition to a general and normal maintenance programme.

5. Avoid the introduction of unnecessary interventions. Many companies will recommend the use of chemical processes, such as spraying of timbers or injection of damp proof courses, as a means of rectifying the effects of dampness. In most cases, in respect of older properties, these processes are completely unnecessary, usually ineffective, and in many instances counter-productive. Attempting to prevent the passage of moisture through a wall which was always intended to be damp is unlikely to affect a cure. In fact, it is likely to push the problem elsewhere, and may cause even more significant damage.

Remember that, if the property is listed, any works you wish to carry out may require Listed Building Consent, and it is always best to check with the local authority Conservation Officer before undertaking any activities.

There are many useful resources of information available from, for instance English Heritage, and the Society of Protection of Ancient Buildings, which can help you in understanding how to manage an older property in a sympathetic and considered way. It is strongly recommended that you gain an understanding of the means and methods that they advocate in order to protect your investment.


Pot
Flaunching
Valley
Flashing
Valley gutter
Ridge tile
Roofing felt
Verge
Rafter
Purlin
Ceiling joist
Hip roof
Hip tile
Gutter
Fascia
Soffit
Gable end wall
Eaves
Roof truss
Barge board
Parapet
Flat roof
Soil-and-vent pipe
Damp-proof course (DPC)
Downpipe
Surface water drain to soakaway
Floor joists
Damp-proof membrane (DPM)
Airbrick
Gulley
Inspection chamber
Soakaway
Foul drain
Foundation
Solid wall
Cavity wall

8.3 – Complaints Procedure

Policy Statement - Our commitment to you

At Alan J Rance Limited our aim is to provide the best level of service possible and we go to very great lengths to ensure that the survey report we have prepared for you is as accurate, informative and complete as possible.

It is possible, however, that for some reason we have not met your expectations in some way and that you wish to complain.

A complaint is an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the Company, or our staff, affecting an individual customer or group of customers.

We will treat complaints positively and recognise that they are a means of identifying improvements which can be made to our service delivery standards.

We will deal with complaints quickly and will take prompt action to resolve the complaint and take steps to ensure that complaints of a similar nature do not arise in the future.

How to Register a Complaint

Alan J Rance Limited has published this complaints procedure to ensure that you have access to your rights.
There are several ways in which you can register your complaint:
- You can call us by telephone - 01525 220786
- You can email us at alan@building-surveyors.co
- You can write to us at our office, Alan J Rance Limited, 11 Comp Gate, Eaton Bray, Bedfordshire, LU6 2AU