



The Association of  
Professional Inventory Providers

# Peach In ventory

Agents, Tenants & Landlords guide to damages & deposits

## **BETTERMENT**

With regard to assessing the damages at the end of the tenancy betterment is applicable to the tenant. It is principle of law that there is no requirement for the tenant to leave the property or its contents in a better condition than it was at the start of the tenancy. There is also no need for the tenant to replace any missing or broken items with articles of a higher value. An exception would be if the tenant and landlord had agreed to the tenant carrying out improvements to the property and this was reflected in the terms of the tenancy agreement.

The tenant should also be aware that they cannot use betterment to offset other damage. For example, if the tenant improved and looked after the garden, leaving it in a better condition than when the tenancy started, they can't claim that would compensate for a ruined carpet.

## **THE LIABILITY OF THE PARTIES**

The liability of the parties should be set out clearly in the tenancy agreement and include:

- The tenant's liability for damages
- The tenant's liability for costs incurred by the landlord or agent
- The tenant's liability to remove their possessions and all rubbish at the end of the tenancy
- The requirement to allow for fair wear and tear
- The requirement for the costs to be reasonable
- The ability for the landlord to claim compensation
- That the deposit held can be used for such claims
- Any agreement for the tenant to undertake decoration or works
- Any agreement for the tenant to remove and dispose of any of the landlord's contents
- If agreed, the tenant's liability to remove their satellite dish or other fixtures and to make good

The landlord is liable for all repairs or works which:

- Are due to fair wear and tear
- There is a statutory obligation to repair or maintain
- They have undertaken liability of in the tenancy agreement

## **THE BASIS OF FAIR WEAR AND TEAR**

This is based on the following criteria:

- The length of the tenancy
- The number and ages of the tenants
- The condition and age of the item or items at the start of the tenancy
- The expected useful lifespan of the item or items and the expected appropriate use of such an item or items
- Whether any work or repairs were carried out during the tenancy

## ***THE LENGTH OF THE TENANCY***

If a tenant has occupied a property for say, two years there will naturally be more wear and tear than if the tenancy lasted just six months.

If a family had young children it would be reasonable to expect there to be wear marks on the wall down the stairs, as a child would not be able to reach the banisters. However, crayon marks on the wall would be considered damage and not fair wear and tear.

Similarly, a landlord must accept that if he is renting to four sharers then it is likely there will be four separate sets of friends visiting the property and making use of the facilities. There will be a high level of fair wear and tear to the property but any damage over and above the consideration of fair wear and tear will be treated as charged as such.

## ***THE CONDITION & AGE AT THE START OF THE TENANCY***

When assessing damages or replacement value the agent will need to know how old the item was at the start of the tenancy and then add the length of the tenancy to assess the current age of the item.

For example, if the living room was decorated two and a half years before the start of an 18 month tenancy, the decorations would be four years old at the time of the assessment. The same would apply to carpets, appliances, furniture, fixtures and fittings, etc.

The expected useful lifespan of the item or items and the expected appropriate use of such an item or items.

Decorations, carpets, furniture, fixtures and fittings all have an assessable lifespan beyond which they have no value even if they are still in place and serviceable.

For example, an automatic washing machine for the average household is expected to last approximately three to five years; however, if the property is rented to a single person the use will be considerably less than for a family with several young children where it may be used most days of the week. As a result the machine with a heavy usage is likely to break down because of fair wear and tear sooner than the machine used by a single person.

It may be that there is a washing machine in a property that is eight years old and still functioning perfectly well. However, due to its age it is not considered to have value. If someone tried to sell a machine that old they will probably find that they eventually have to pay someone just to take it away as it has no worth.

Listed below is a guide of useful life spans of room decorations and various fittings and fixtures.

The gauge is approximate and is assuming an average size property with average use. Decoration lifespan depends on the size of the rooms and areas. For example, if a living room was very small and the occupants had to squeeze between the sofa and the wall every time they needed to draw the curtains then the decoration could not be expected to last as long as those in a large reception area with plenty of walk through space.

### **Decorations**

Hall, landing, stairs	between 2 to 3 years
Living rooms	approximately 4 years
Dining rooms	approximately 6 years
Kitchen and bathrooms	between 2 to 3 years
Bedrooms	approximately 5 years

### **Carpets**

Budget quality	between 3 to 5 years
Medium quality	between 5 to 10 years
Top quality	up to 20 years

Consideration must be given as to whether the carpet is suitable for the area it is in. For example, you could have a medium quality carpet laid in the hallway that is deemed suitable for only bedroom use. Therefore it would not be unreasonable for the carpet to wear out very quickly in a high footfall area. In these instances the carpet should be regarded as being 'budget quality' as it was not suitable for the use.

The quality of 'wood block' flooring will vary enormously from a thin veneer type of flooring to a good quality timber floor. The length of use would very much depend on the quality could and be regarded in the same way as carpets.

(It is worth the agent thinking about adding a specific clause at the start of the tenancy requiring the occupiers to ensure that their furniture or footwear is not likely to cause damage to the wooden flooring.)

### **White goods**

Washing machines	between 3 to 5 years
Cookers/ovens/hobs	between 4 to 6 years
Fridges	between 5 to 8 years

### **WHETHER ANY WORK OR REPAIRS WERE CARRIED OUT DURING THE TENANCY**

Consideration must be given to any repairs, alterations or work carried out at the property during the tenancy. For example, the parties may have agreed at the start of the tenancy that the property was not sufficiently clean and that the landlord would pay to have it professionally cleaned. Therefore it is not acceptable for the property to be left in a dirty state at the end of the tenancy even though the original inventory and check in report would have noted that the property was dirty. The receipt for the cleaning would be used to demonstrate that the work had been done. Another example would be if a leak in the roof caused staining and damage to the bedroom carpet, the tenant could not be responsible for this.

## **ACTION**

Once the agent has received the check out report and compared this to the inventory they must then decide what needs to be done.

Any work generally falls into one of the five categories:

- Immediate action
- Missing items
- Recommendations to the landlord
- Damage by the tenant (covered in the next section)
- Maintenance – this would be the responsibility of the landlord

## **IMMEDIATE ACTION**

- If any issues present a risk to health and safety for example, cracked electrical sockets or loose stair carpet, the agent must make arrangements to get these fixed as soon as possible.
- If items need work because of fair wear and tear the landlord should provide funds for the agent to instruct the appropriate contractors.
- If the problem is the liability of the tenant, then action will depend on how the deposit is held i.e., as stakeholder or agent for the landlord.
- A further consideration is if the property is about to be let again. The agent must ensure the landlord understands that they have a duty to the incoming tenant to have the property ready for occupation. Again the works will depend on whose liability it is and how the agent is holding the deposit.

## **MISSING ITEMS**

It is not unusual for the tenants to inadvertently pack some items that belong to the landlord. This is especially common if they have friends helping or a removal company packing for them. Time should be allowed for the tenant to return the items to the agent. The given time will depend on various factors such as whether the property is about to be re-let the necessity of the item to the property etc. However, it should not be allowed to drift on for too long as the matter is likely to get forgotten. The tenant should be clearly advised that if they are not returned in the specified time frame they will become liable to pay a proportion of the cost of the replacement item or compensation to that amount. If the tenant has broken or lost something in the property and not replaced it then the landlord is entitled to seek compensation to assist towards replacing the item.

The landlord cannot expect the tenant to pay the full amount towards the cost of replacing the item, as this would be considered betterment. Even if the item was new at the start of the tenancy, the tenant had use of it for the equivalent time of the tenancy so therefore they should pay a proportion of the cost. The question of calculating compensation is covered in the next section.

If the tenant offers to buy the replacement item then the agent should take their client's instructions, as the landlord may wish to take some financial compensation in lieu of receiving replacement goods. (Please note the landlord can only do this if the tenancy agreement provides for this.)

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## ***RECOMMENDATIONS TO THE LANDLORD***

The managing agent is, as mentioned in earlier sections, the 'eyes of the landlord' and should therefore point out to them repairs or maintenance to the property that is their liability. Failure to mention these may result in the landlord's property deteriorating without their knowledge.

A well maintained property is likely to be let more easily, for better rent and will attract the more discerning applicant.

In addition the landlord is ensuring that his investment or future home is protected and retains its maximum value.

## ***DAMAGE BY THE TENANT – APPORTIONING COSTS***

Where the property or contents have been damaged by the tenant, the agent has to consider what the most appropriate course of action is:

- Repair or cleaning
- Replacement of the item if it is damaged beyond repair
- Compensation for the reduction in value of the item.

## ***REPAIR & CLEANING***

The agent should wherever possible promote repairs or cleaning rather than the replacement of an item.

For example, the agent should attempt to have a stained carpet spot cleaned first to see whether the stain comes out.

Dirt is not fair wear and tear under any circumstances and the tenants would be expected to pay the cost of having the property cleaned if they did not leave it in a clean condition.

In the case of repairs it may be necessary to obtain estimates for work. For example, French polishing of furniture with bad water marks. Other repairs may involve replacing broken catches on a washing machine door etc.

## ***TENANTS OFFERING TO GO BACK TO THE PROPERTY TO CLEAN***

The tenant may argue it is unfair to have to pay the cost of a professional clean. However, they must be made aware that they had the opportunity to clean the property whilst they were in residence, failed to do so and therefore should be expected to pay someone to do this.

The agent should be able to draw the tenant's attention to the letter that was sent to them prior to the check out which outlined their liability and responsibility regarding the handing back of the property.

In the former tenant offers to go back into the property to clean they must be made aware they cannot do this. The tenancy has ended and they have no more right to enter the property than a stranger walking down the street.

## **PROFESSIONALLY CLEAN VERSUS DOMESTICALLY CLEAN**

The tenant is expected to hand the property back in a clean condition. However, there are some landlords who expect the tenant to have the property professionally cleaned.

The only times a tenant would be expected to have the property professionally cleaned would be if there were a separately agreed and negotiated clause contained within the tenancy agreement providing for the tenant to do this or if the tenant caused a problem that could only be rectified by a professional clean.

The landlord must accept that there is a difference between domestically clean and professionally clean.

However, domestically clean should include for example, the cleaning of all kitchen cupboards and units inside and out, and the removal of soap deposits and lime scale in bathroom fittings, etc.

A professional clean may entail steam cleaning of carpets and the washing of walls and skirting boards, steam cleaning tiles, etc.

## **EXAMPLE OF USEFUL LIFESPAN**

A living room has been covered with posters using sticking tape and, as a result, all the walls are left with patches where the tape has taken the paint off. The room was decorated six months before the tenancy started and the tenants stayed just six months.

This is damage and under no circumstances could this be regarded as fair wear and tear no matter how old the occupiers were or how many tenants were living there.

The calculation may be assessed in the following manner:

<b>A – Useful lifespan of the decorations to that room</b>	<b>4 years</b>
<b>B – The age of the decorations at the end of tenancy</b>	<b>1 year</b>
<b>C – Potential remaining lifespan for the decorations (A minus B)</b>	<b>3 years</b>
<b>D – Cost of redecorating the room</b>	<b>£160</b>
<b>E – Depreciation of value (D divided by A)</b>	<b>£40 per year</b>
<b>F – Liability for tenant (E multiplied by C)</b>	<b>£120</b>

Replacement of the item if it is damaged beyond repair

There are times when a tenant has caused damage to the property or the contents but it doesn't warrant complete replacement. For example, a cigarette or candle burn on the living room carpet or a scorch marks to a work surface in the kitchen.

A landlord may say that as a result of one of the above example the whole item is ruined and that the tenant must pay for the cost of replacement. However, a landlord cannot lawfully charge for the full cost of replacement.

If the landlord has an 'executive' property at the top end of the market where the tenants are paying a very high rent they may be able to claim that the single burn or scorch mark has rendered the item ruined as it would not be acceptable to rent out such a property with damage.

Or if the cigarette burns completely spoil the appearance of a carpet and the damage cannot be hidden under a rug, the landlord could justify the replacement of the carpet.

However, in neither case would the landlord be able to claim for the full replacement costs.

If the stains or marks are not as great as to qualify for replacement, the landlord must be prepared to accept compensation for the reduction in value of the item.

If the landlord has insurance or the tenant has taken out insurance to cover for damage to the landlord's goods, the tenant would only be liable to pay for the excess. If it is the landlord's insurance they may be liable for any increase in the insurance premium because of the insurance claim.

As with the 'useful lifespan' of items and decorations the agent should have a list of charges that they would make for such things as:

- **Cigarette burns to surfaces, carpets or furniture**
- **Candle burns to surfaces, carpets or furniture**
- **Stains to carpets**
- **Iron burns on surfaces**
- **Stains to mattresses**
- **Scratches to kitchen work surfaces**
- **Scorch marks to kitchen work surfaces**

An agent should compile their own list of costs so that they can apply these consistently in every case and be able to demonstrate that they do so.

A guide to costs that may be applied

- |  |                           |
|--|---------------------------|
| • <b>A small to medium stain on a carpet or mattress</b>     | <b>£15-£35 each stain</b> |
| • <b>A small/medium scratch, chip/mark to a work surface</b> | <b>£10-£25 each</b>       |
| • <b>Cigarette burn to carpet or soft furnishings</b>        | <b>£20 each burn</b>      |

Once all the figures are worked out the agent should compile a schedule of costs listing each item individually with the appropriate compensation/repairs costs noted beside each.

If there is an item like an ornament that the agent cannot price they should list it on the schedule but leave the price area blank for the landlord to complete. In this instance the landlord should be able to back up his claim in the form of a receipt or estimate that can be qualified.

## ***MEDIATING BETWEEN THE PARTIES***

It is important that throughout this process the agent remains strictly neutral having arrived at figures on fact and standard processes.

If the agent is holding the deposit as 'agent for the landlord' then they would obtain the landlord's consent to the deductions and then dispose of the deposit in accordance with those instructions. Even if the deposit is held in this what the agent should still draw up a schedule of costs and arrive at

the figures in a formal manner. This may be needed as evidence in the event the tenant disagrees with the deductions and seeks compensation through the courts.

The process below assumes the agent is holding the deposit as stakeholder.

The schedule of costs should be sent to the landlord with the check out report. The agent should also send a letter requesting the landlord's confirmation that he agrees with the figures provided. The letter should also state that if the landlord does not agree with the figures he should provide alternative costs for the agent to pass onto the tenant.

The tenant can be sent a copy of the check out report at the same time, together with the advice that the agent is awaiting their client's instructions regarding the disposal of the deposit.

Once the agent has heard back from the landlord they should check through the schedule of costs to ascertain whether the landlord is in agreement.

If the landlord responds with a demand for a much higher level of costs that the agent feels is reasonable they should contact the landlord to discuss their reasons for the request. It may be that the agent will have to reiterate to the client that they are not able to claim for full costs and explain how the figures have been arrived at and to remind the landlord about the obligations of holding the deposit as a stakeholder.

The agent should also explain to the landlord that if their claim is unrealistic it could delay matters, cause friction and perhaps even end up in court where it is likely the judge would agree with the tenant or at least with the agent's findings.

If the landlord still insists that they want to continue with the high claim then the revised schedule of costs should be sent to the tenant for their comments.

If the landlord is happy with the costs or has made minor adjustments the schedule should be forwarded to the tenant for their consent or comments. The tenant should be advised that if they wish to disagree with the findings they must provide documentary evidence to support their claim. (For example, receipts for cleaning or gardening, etc.)

If both parties are in agreement the deposit can be distributed as directed.

## ***INDEPENDENT ARBITRATION***

There are times that the agent is unable to get the parties to agree on the amount claimed under the deposit.

There are various routes currently open to the parties.

## ***The Tenant Deposit Scheme for Regulated Agents (TDSRA)***

The Tenant Deposit Scheme for Regulated Agents (TDSRA) provides a procedure for the dispute to be handled quickly and independently.

Agents have to apply to be part of this scheme. In order to qualify they must be a member of the Association of Residential Letting Agents (ARLA), the National Association of Estate Agents (NAEA) or the RICS.

In addition the member agent has to pay an annual fee relative to the number of branches they have in their organisation.

The agent is able to pass this cost onto the landlord. However, it is a free service to the tenant so no costs can be passed to them.

The tenancy agreement should state that in the event of a dispute regarding the deposit both parties will allow the case to be submitted to the TDSRA and that they agree to be bound by the findings.

If this wording is not in place then the agent would have to get the consent of both parties to use this scheme which may be more difficult at the time there is a dispute.

The agent, landlord or the tenant can bring the matter to the TDSRA for resolution. This must be done with a time frame of 28 days from the end of the tenancy.

Once a dispute is submitted to the TDSRA, the documents will be passed to the Independent Complaints Examiner (ICE) who will initially contact the other party or parties – depending on who has submitted the paperwork – to ascertain whether they wish to contest the claim. If they do wish to do so they have a limited period of time in which to submit their side of the story together with relevant documentation to support their claim.

Once a claim has been submitted the agent must pay the deposit to the TDSRA who will distribute it in line with their decision.

Unless there are exceptional circumstances the TDSRA will come to a decision within ten working days of all the paperwork being submitted to them.

### ***Small Claims Court***

A landlord or tenant who is not associated with the TDRSA may decide to take the matter to the Small Claims Court.

The person making the claim must be able to demonstrate their case so they need to make sure that they have relevant documents and records to produce in order to support their claim.

This would include:

- The tenancy agreement
- The inventory
- The check in document
- The check out report
- The schedule of costs based on the check out
- If applicable any interim visit reports
- Receipts, invoices or estimates for work to repair the damage (estimates are not always acceptable as the judge may feel they are just being used in order for the landlord to gain money)
- Any photographic or video evidence (this is not always watertight as photographs and images can be digitally altered)
- Correspondence between the parties regarding the dispute and any disrepair at the property

The small claims process

The court will then send an 'Allocation Questionnaire' to both parties.

Following this the court will send a notice to both parties giving the date of the hearing including the estimated time allowed to hear the dispute.

At the hearing the parties or their representatives can cross examine each other and any witnesses based on the evidence submitted.

The judge will also ask questions before arriving at their decision. Appeal is only allowed on a point of law.

### ***Custodial scheme***

If the agent or a landlord is not part of insurance – based scheme then the deposit must be paid into a custodial scheme. This scheme will hold the deposit independently of the landlord, tenant and agent until the end of the tenancy.

If all parties agree to the disposal of the deposit then they should confirm that arrangements in writing to the custodial scheme and they will forward the money on accordingly.

If there is a dispute then the matter will be referred to the custodial scheme's Alternative Dispute Resolution (ADR).

The parties will have to submit their evidence to the ADR who will then review the documentary evidence and make their decision. The parties will be bound to accept the decision of the ADR.

### ***Insurance based scheme***

Under this scheme a landlord or agent will hold the deposit. If the landlord or agent fails to abide by the terms of the scheme or abscond with the money, the deposit will be covered by the scheme's insurance.

There will be conditions attached to the parties being part of the insurance-based scheme which are yet to be defined.

It is likely that one of the insurance-based schemes will be the Tenancy Deposit Service Limited (TDS Ltd), which forms part of the new legislation. The criteria for joining this scheme are covered in the previous section.

The disposal of the deposit will follow similar lines to that of the custodial scheme with the facility for recourse to the appointed SDR.

There are severe financial penalties for any landlord or agent who is not holding the deposit in line with the requirements of the legislation.

In addition, for the duration that the deposit is not being held in the correct manner, a notice under Section 21 of the Housing Act 1988 (as amended) cannot be served on the tenant.

## Glossary of terms

These are precise terms relating to aspects of a property that provide an accurate description of a feature without the need for long explanations, followed by a layman's explanation.

<b>Architrave</b>	The moulded border around an opening covering the junction between wall plaster and frame or lining.
<b>Baluster</b>	One of the posts supporting a stair handrail
<b>Balustrade</b>	A handrail with its supporting posts or pillars
<b>Banister</b>	(s) as Baluster (Pl) as Balustrade
<b>Bay window</b>	a projection in a wall to form a window
<b>Bow window</b>	a window projecting in a curve without increasing the floor area
<b>Carpet bar</b>	A metal bar in doorway floors hiding carpet joins
<b>Casement window</b>	a window opening on side or top hinges
<b>Ceiling rose</b>	An ornate plasterwork (or imitation) surrounding a light fitting
<b>Corbel</b>	Bracket jutting from a wall space as support for some object, often decorative
<b>Cornice</b>	A moulded strip junction of the wall and ceiling in a room

<b>Coir matting</b>	Fibrous coconut matting (or imitation) usually used to make-up doormats, often fixed for the first 3 or 4 feet inside an exterior door or for loose mats
<b>Coving</b>	Moulded section between wall and ceiling
<b>Cylinder lock</b>	A latch type lock with a barrel inserted through the door
<b>Dado rail</b>	An artificial rail around a room approximately half way up a wall acting as a dividing line for decoration. The section below originally often panelled is known as the dado
<b>Deadlock</b>	A lock on one side of the door which only works with a key and not self-latching
<b>Dormer window</b>	A vertical window that projects from a sloping roof
<b>Double glazed</b>	Two sheets of glass sealed with a vacuum in between
<b>Fanlight</b>	A window over a door, often semi-circular
<b>Finger plate</b>	a plate fixed to a door to prevent finger marks
<b>Finger pull</b>	Fixings on sash windows to enable their opening
<b>Fireplace</b>	Opening in a room for a fire with a flue above
<b>Fire safety strip</b>	A strip embedded in modern doors to increase fire resistance
<b>Fixed pane</b>	A window that does not open

<b>Flooring</b>	often laid to a pattern such as herringbone. Often described as parquet
<b>Flush door</b>	A door with flat panels
<b>Framed door</b>	A door with a pronounced frame with recessed panels in between
<b>Free standing</b>	A moveable item not attached to the building structure
<b>French casement</b>	Casement windows extended to the floor
<b>French door</b>	A French casement
<b>Frieze</b>	An ornamental band of paint or paper at the top of a wall below the ceiling or cornice
<b>Furniture</b>	When applied to a door or window is a general term referring to all fixings (handles, locks etc)
<b>Glazing</b>	structural windows at a later date to provide draught proofing or heat loss
<b>Glazing bars</b>	Bars dividing window sashes into smaller panes
<b>Hasp and chain</b>	Metal flap, often hinged, used to secure doors
<b>Jamb</b>	The side of a door or window opening

<b>Juliet balcony</b>	A metal framework in front of opening balcony doors but with no balcony extension
<b>Laminate</b>	Layering of material pressed and glued together such as kitchen worktops
<b>Laminate flooring</b>	Thin panels of wood veneer laid over the base structure, often designed to look like wood block
<b>Leaded lights</b>	A windowpane subdivided into small sections by lead strip. Often replicated in double glazed door or windows by stick on dividing strips.
<b>Lever locks</b>	A lock inset into the leading edge of a door operated only by a key from either side or not self-latching
<b>Lintel</b>	Horizontal beam spanning a door or window opening
<b>Louvre</b>	A swivelling section of glass in a window or fixed in doors to cupboards requiring ventilation
<b>Mezzanine</b>	An extra floor in between two floors often as just an extra portion of floor
<b>Mullion</b>	A vertical division in the window frame
<b>Muntin</b>	Vertical division of doors and other framing
<b>Newel</b>	The post supporting stair handrail at top and bottom

<b>Picture rail</b>	A rail around a room near to the ceiling originally used for hanging pictures
<b>Pilaster</b>	A half column fixed against a wall often framing a passageway
<b>Pelmet</b>	A strip of material or wood etc concealing curtain track
<b>PVCU</b>	Modern plastic style of double glazed window or door
<b>Register grate</b>	Victorian cast iron fireplace
<b>Register plate</b>	The opening flaps at the rear of a register grate
<b>Riser</b>	The vertical part of the stair step
<b>Sash</b>	The moving part of the window containing the glass
<b>Sash cord</b>	The cords supporting a vertically sliding sash window
<b>Secondary double</b>	An additional section of glazing mounted inside the
<b>Self closer</b>	A device fixed on doors as a fire safety measure to close them automatically
<b>Skirting board</b>	the wooden board around a wall at floor level
<b>Transom</b>	An intermediate horizontal member of a frame used when a fanlight occurs over a door or a casement window
<b>Thread</b>	The horizontal part of the stair step

<b>UPVC</b>	See PVCU
<b>Vinyl</b>	Plastic/rubberised material frequently laid in kitchens and bathrooms
<b>Wood block</b>	wooden blocks laid above the base structure,

## **Plumbing, heating and electrics**

<b>Blank plate</b>	An electric plate with no switches
<b>Batten holder</b>	A light fitting and bulb holder combined (no flex)
<b>Cylinder jacket</b>	A padded sleeve tied round a hot water cylinder
<b>Consumer unit</b>	Mains control box containing fuses and main switches
<b>Factory lagged</b>	A polystyrene style covering of a hot water cylinder
<b>Fuse box</b>	See Consumer unit
<b>Fused switch</b>	A switch with a built in removable switch
<b>Immersion tank</b>	Hot water tank with a connected immersion heater
<b>Isolator switch</b>	Control switch often found outside bathrooms isolating shower of extractor electrics

**Rose** Light fitting attached to ceiling or wall supporting flex

**Self-lagged** See Factory lagged

**Stop tap** Water or gas taps on mains supply pipes

**Thermostatic valves** Temperature controls on radiator connections

**Up lighter** Wall mounted shades casting light upwards

## **Kitchens, bathrooms/cloakrooms etc.**

**Bath Panel** The panel on the side or end of the bath

**Close coupled toilet** A WC and cistern connected together

**Grout** The infill in between ceramic tiles

**Halogen** A ceramic radiated heat hob with no separate rings

**Hob** Gas or electric rings inset in a worktop

**Mastic** Flexible filler in gaps between walls and worktops or sanitary fittings

**Mixer taps** A tap where hot and cold water come out of the same nozzle

<b>Plunger plug</b>	A plug in situ that is operated by a lever or handle
<b>Riser plug</b>	see Plunger plug
<b>Riser rod</b>	Pole on which movable shower head is mounted
<b>Roll edged worktop</b>	Kitchen worktop with a rounded (as opposed to square) edge
<b>Saniflow toilet</b>	A toilet with an attracted unit to break up waste as it is flushed away. Used where there is no great water pressure
<b>Sealing strip</b>	Plasticised stick on strip sealing a gap between tiles and worktop or sanitary fittings
<b>Semi-glazed</b>	An oven door with inset glass panel
<b>Splash back</b>	A specific area designed to wipe off splashes which could be tiled in a bathroom or tiled or stainless steel in a kitchen
<b>Upstand</b>	A section of worktop that has a vertical return against the wall

## **Furniture and furnishings**

<b>Fire-safety label</b>	Label on soft furnishings to show that it complies with fire safety regulations
<b>Roman blind</b>	A blind that folds in sections as it is pulled up

**Veneer** A thin covering, usually over bare wood for kitchen cupboard doors or items of furniture such as table tops

**Venetian blind** a series of slats which open or close and can be rolled up

## **Descriptive**

All the following can either be quantified precisely by a number or by a general term of quantity or by adding a precise location.

**Chip** A small abrasion to the surface

**Dent** A depression in the surface

**Fixing holes** Large holes left by wall fixings, often with plugs inserted

**Furniture stand** Depressions made by the weight or movement of

**Gouge** A deep scratch or mark in a surface that would require some form of repair

**Lime scale** White deposits left by standing water

**Mark** A small discolouration to the surface

**Marks** furniture in floors or floor coverings

**Nail holes** Holes caused by pins or small picture hooks

<b>Scrape</b>	A medium rubbing of a surface
<b>Scratch</b>	A long and narrow abrasion to the surface
<b>Scuff</b>	A light rubbing of a surface
<b>Spot</b>	A very small mark or discolouration
<b>Stain</b>	A larger discolouration to a surface
<b>Water marked</b>	Dried water marks or rivulets
<b>Dirty</b>	In need of cleaning above that required for a grubby and requiring much cleaning involving cleaning materials
<b>Dusty</b>	A covering of dust removable with a vacuum or duster
<b>Filthy</b>	Extremely dirty and requiring major cleaning to a professional standard and in a state that may not be restorable to an acceptable standard
<b>Greasy</b>	Greasy to the touch
<b>Grubby</b>	In need to cleaning above that required for dusty and requiring cleaning materials
<b>Soiled</b>	Badly stained or marked

**Stained**

Discoloured sections

**Worn**

Showing signs of undamaged usage



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