

TERMS & CONDITIONS OF BUSINESS

1. INTRODUCTION

- 1.1. These terms and conditions govern the provision of property inspection and reporting services by SRP Inventories. They set out the basis on which services are supplied and explain the respective responsibilities of SRP Inventories and its clients. By instructing SRP Inventories to carry out any services, the client, or its representative, agrees to be bound by these terms and conditions.
- 1.2. These terms and conditions should be read together with the disclaimers contained within SRP inspection reports and the SRP Inventories Complaints Procedure, both of which form part of the overall framework governing the services provided.

2. DEFINITIONS

2.1 Interpretation

To keep these terms clear and consistent, the following definitions apply throughout this agreement:

Booking Confirmation	The confirmation issued by SRP Inventories setting out the services to be provided.
SRP Inventories / we / us / our	The company named in the Booking Confirmation providing the services.
Client	The person or organisation instructing SRP Inventories to carry out the services. Where an agent instructs SRP Inventories on behalf of a landlord, the agent is considered the client for the purposes of this agreement.
Client Contact	The individual nominated by the client as the primary contact responsible for providing instructions, approvals and relevant information relating to the services.
Services	The inspection and reporting services provided by SRP Inventories as set out in the Booking Confirmation. These may include inventories, check-ins, check-outs, mid-term inspections and commercial inventory services.
Property Inspector	Also referred to as 'inspector(s)'. The person carrying out property inspections and preparing reports on behalf of SRP Inventories. In the past, this role was referred to as 'inventory clerk'.
Property	The property at which the services are carried out.
Landlord	The owner of the property or their authorised representative.
Agent	The letting or managing agent responsible for managing the property on behalf of the landlord.
Tenant	Any person or persons occupying the property under a tenancy agreement or equivalent.
System	The digital reporting and booking system used by SRP Inventories to prepare, store and manage inspection reports.

2.2 Glossary of reports and inspections

The following terms describe the different types of reports and inspections carried out by SRP Inventories.

Inventory	A dated record of the items present at a property at the start of a tenancy together with a description of their condition at that time. Where safe and reasonably accessible, this may include furniture, fixtures, fittings, floor coverings and other contents of the property.
Schedule of Condition	Often combined with the inventory, this provides a description of the condition and cleanliness of the property and its contents at the time of inspection.

Check-In Report	A report prepared at the start of a tenancy documenting the condition and contents of the property.
Check-Out Report	A report prepared at the end of a tenancy documenting any visible changes in condition or cleanliness when compared with the original inventory or check-in report. The report highlights observed changes and may include a professional opinion on whether these are likely to be tenant-related, fair wear and tear, or require further investigation. Such commentary is provided for guidance only and does not constitute a formal determination of liability for deposit deductions.
Mid-Term Inspection (Also known as Interim or Periodic Inspection)	An inspection carried out during the tenancy to record the general condition of the property and highlight any visible maintenance issues or potential breaches of the tenancy agreement.
Inspection	A visual inspection of the property carried out by a property inspector for the purpose of preparing an inventory, check-in, check-out or mid-term inspection report.
Report	Any inventory, check-in report, check-out report, mid-term inspection report or other inspection document produced by SRP Inventories.

3. TERM AND ACCEPTANCE

- 3.1 This agreement comes into effect when SRP Inventories issues a Booking Confirmation for the requested services.
- 3.2 By instructing SRP Inventories to carry out any services, the client confirms that they accept these terms and conditions in full.
- 3.3 Where a client instructs SRP Inventories on behalf of another party (for example a letting agent acting for a landlord), the client confirms that they are authorised to do so and accepts responsibility for communicating these terms and conditions where appropriate.

4. GENERAL TERMS (APPLICABLE TO ALL SERVICES)

- 4.1 All reports prepared by SRP Inventories are intended to provide an independent visual record of the condition and contents of the property at the time of inspection.
- 4.2 Inspections are based solely on what was visible and reasonably accessible at the time of the visit. Inspectors will not move heavy furniture, dismantle items or access areas that may pose a risk to their health or safety.
- 4.3 Reports represent a record of the condition of the property at the time of inspection only. SRP Inventories cannot accept responsibility for any changes that occur after the inspection has been completed.
- 4.4 Property inspectors are not surveyors, contractors or qualified tradespeople. Reports do not constitute structural, electrical, plumbing or specialist surveys and should not be relied upon as confirmation of functionality, safety or regulatory compliance.
- 4.5 Measurements listed within reports are approximate.
- 4.6 Item descriptions are intended for identification purposes only. SRP Inventories does not verify the authenticity of any specific brands or manufacturers named in a report.
- 4.7 Colours stated in reports, for example silver and gold, are intended as a description of the colour rather than a metal.
- 4.8 Meter readings will be recorded where meters are safely accessible at the time of inspection. Clients remain responsible for confirming readings with the relevant utility providers.
- 4.9 Where no comments are recorded against an item or area within a report, this indicates that no visible issues were noted at the time of inspection based on what was reasonably visible and accessible at the time of inspection.
- 4.10 Reports do not place a financial value on the property or its contents and do not determine responsibility for deposit deductions or tenancy disputes.
- 4.11 Inspection reports are provided digitally via the SRP reporting system. Hard copy reports are not supplied.

- 4.12 SRP property inspectors make every reasonable effort to record the condition and contents of the property at the time of the inspection. If something wasn't recorded at the time, whether due to access or safety issues, or error or omission on the part of the inspector, or there are any new findings after the date of the inspection, these cannot be added to the original report. As such, SRP Inventories accepts no liability for any costs, losses or actions arising from such omissions, subject to the limitations set out in these terms.
- 4.13 The Client Contact has final responsibility for checking the report once delivered. Any concerns over the contents of the report must be notified in line with the relevant process and timeframe set out in these terms.
- 4.13.1 Unless otherwise stated and where relevant, all parties have 7 working days from receipt of a report to review its contents and raise any queries, comments or concerns.
- 4.13.2 Where no comments or concerns are raised within this period, the report will be deemed to have been accepted as an accurate record of the property at the time of inspection.
- 4.13.3 Where applicable, reports may require digital signature within the same 7-day period. Failure to sign does not constitute non-acceptance and the report will be treated as accepted once the review period has expired.
- 4.13.4 After the expiry of the review period, SRP Inventories shall not be obliged to investigate queries, provide clarifications, or accept liability for any alleged inaccuracies or omissions, except in accordance with the formal complaints procedure.
- 4.14 If at any time a property inspector considers a situation to pose a risk to health or safety, SRP Inventories reserves the right to suspend or terminate the inspection without liability.

5. SERVICES

5.1 The following terms apply specifically to the individual Services under which they are listed:

5.1.1 Inventory

- i. The Inventory is a record of the fixtures, fittings, furniture and other household items present at the property at the time of inspection. It includes a description of the décor and the visible condition of the property's interior.
- ii. The Inventory is prepared for rental purposes only and reflects the condition and cleanliness of the property based on what was visible and reasonably accessible at the time of inspection.
- iii. Items listed within the Inventory will be recorded with a condition description where appropriate. Where no condition comment is recorded, this indicates that no visible issues were noted at the time of inspection.
- iv. The Inventory does not serve to guarantee or report on the suitability, safety or functionality of any contents or equipment. Its purpose is solely to provide a record of the existence and visible condition of items at the date of inspection.
- v. Descriptions within the Inventory are provided for identification purposes only.

5.1.2 Schedule of Condition / Cleaning

- i. The Schedule of Condition provides a record of the visible condition of the property and its contents at the time of inspection, including fixtures, fittings, surfaces and finishes.
- ii. Where applicable, the report will also include an assessment of the standard of cleanliness observed at the time of inspection.
- iii. All condition and cleaning descriptions are based on the inspector's professional judgement, taking into account what was visible and reasonably accessible at the time.
- iv. Condition and cleaning assessments are intended to provide a consistent framework for recording observations. They do not represent a guarantee of condition, cleanliness, or compliance with any contractual or legal standard.
- v. The Schedule of Condition / Cleaning should not be relied upon as a structural or specialist assessment, nor as a definitive statement of responsibility or liability.
- vi. Further detail on the terminology used within reports, including condition ratings and cleaning standards, is provided within the individual report glossaries.

5.1.3 Check-in

- i. The check-in report provides a record of the condition and contents of the property at the start of a tenancy, based on what was visible and reasonably accessible at the time of inspection.

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- ii. The check-in report forms the baseline record against which the condition of the property may be assessed at the end of the tenancy.
- iii. Before a check-in inspection can be undertaken, the property must be in its pre-tenancy condition, including being appropriately cleaned, free from personal possessions of previous occupants, and ready for occupation.
- iv. Where these conditions are not met, the inspection may be delayed, suspended or aborted, and the cancellation and no-show terms set out in these terms and conditions will apply.
- v. All parties are responsible for reviewing the check-in report promptly upon receipt. Any comments, observations or concerns must be raised within the applicable timeframes set out in these terms and conditions.
- vi. Tenant comments recorded within the report, including via the digital commenting function, form part of the report record but do not amend or replace the original observations made at the time of inspection.
- vii. If no comments or objections are raised within the applicable review period, the report will be deemed to have been accepted as an accurate record of the condition of the property at the start of the tenancy.

5.1.4 Check-out

- i. The check-out report provides a record of the condition and cleanliness of the property at the end of a tenancy. It is prepared by comparing the current condition of the property against the original inventory and check-in report, where available.
- ii. The report identifies any visible changes, variations or discrepancies between the start and end of the tenancy. These may include differences in condition, cleanliness, or missing items.
- iii. The check-out report is an exception report. This means that only changes from the original inventory are recorded. Any items not referenced should be assumed to be in a similar condition to that previously documented.
- iv. Where appropriate, the property inspector may provide an opinion on whether a change is likely to be tenant-related, fair wear and tear, or requires further investigation. These comments are provided for guidance only. Responsibility for making final decisions regarding liability or deposit deductions rests solely with the landlord or managing agent.
- v. SRP Inventories does not make final decisions regarding liability, apportion responsibility in a binding or legal sense, or become involved in deposit disputes. The report may include professional observations and guidance on the likely cause of any changes noted; however, all decisions relating to liability and deposit deductions remain the responsibility of the landlord or managing agent. The report should be used as part of the overall evidence considered by the relevant parties.
- vi. Where an original inventory is not available, the check-out report will be limited to a general record of condition and cleanliness at the time of inspection. In such cases, no comparison can be made and no assessment or commentary on potential responsibility will be provided.
- vii. Where the original inventory was not prepared by SRP Inventories, a copy must be provided prior to the inspection. This should be supplied in electronic format where possible.
- viii. Where a third-party inventory is used for comparison, SRP Inventories accepts no liability for any inaccuracies, omissions or discrepancies arising from that document.
- ix. The check-out inspection must take place in a vacant property. The property should be ready for inspection, with all personal belongings removed and the property presented in a comparable condition to the start of the tenancy.
- x. If the property is not ready for inspection, or if cleaning, maintenance or removals are still in progress at the time of the visit, the inspection may not proceed and relevant cancellation or abortive visit charges may apply.
- xi. Where items listed in the original inventory cannot be located at the time of inspection due to not being returned to their original position, additional time may be required and an additional charge may be applied.
- xii. The role of the property inspector is to record the condition of the property impartially. They are not authorised to assess the value of any damage, or engage in discussions, negotiations or disputes regarding liability, costs, or deposit deductions during the inspection.
- xiii. In line with deposit scheme guidance, tenants may attend the check-out inspection if they wish to do so. Where a tenant is present, they may raise points or ask questions during the inspection. The property inspector may make brief notes of any relevant comments as part of the report. The presence of a tenant does not alter the impartial role of the property inspector. If the tenant does not wish to attend, is not present, or chooses to leave during the inspection, the check-out will proceed as scheduled.

- xiv. SRP Inventories is not responsible for verifying any changes to the property that occur after the inspection has taken place. Any time lapse between the inspection and subsequent access to the property may result in changes for which SRP Inventories cannot be held responsible.

5.1.5 Mid-Term Inspections

- i. Mid-term inspections are carried out during the tenancy to provide a snapshot of the condition and general state of the property at the time of the visit. Their purpose is to identify any visible issues early, rather than to assess liability.
- ii. The inspection may include:
 - a) Recording any visible maintenance issues or concerns
 - b) Highlighting any signs of unauthorised activity, such as smoking, pets or subletting
 - c) Providing a general overview of cleanliness and condition
 - d) Documenting any relevant observations raised by the tenant or representative present at the time of the visit
- iii. Mid-term inspections are visual only and are not compliance checks or specialist surveys. Property inspectors do not assess responsibility for any issues identified.
- iv. Mid-term inspections are typically carried out with the tenant present, as this allows any observations or concerns to be raised at the time of the visit. Where a tenant, agent or representative is present, they may raise points for inclusion in the report. Tenants are encouraged to attend where possible and every effort will be made to accommodate preferred visit times. However, attendance is not a requirement. Where access has been arranged and appropriate notice has been given, the inspection may proceed in the tenant's absence using the agreed means of access. In such cases, the report will be based solely on what is visible and accessible at the time of the visit.
- v. It is the responsibility of the instructing party to ensure that the tenant has been given appropriate notice of the inspection in accordance with legal requirements.
- vi. Where access to the property is not possible at the time of the visit, including where a tenant refuses access or is not present, SRP Inventories reserves the right to charge an abortive fee of up to 50% of the agreed cost. A further visit will be arranged once access has been confirmed and the abortive fee has been paid.
- vii. Photographs may be taken during the inspection to support the findings of the report and to help identify any areas of concern, unless the tenant has declined permission in advance. Reasonable care is taken to avoid capturing sensitive personal information. Where such information is inadvertently included, efforts may be made to remove or obscure it where practicable, although this cannot be guaranteed in all cases. In some instances, photographs may be limited or omitted, for example where permission has been declined or where capturing images is not appropriate. In such cases, this will be noted in the report and observations will be recorded in writing. Where relevant, a recommendation may be made for further inspection by the landlord or agent.

6. SMOKE AND CARBON MONOXIDE ALARMS

- 6.1 A smoke and carbon monoxide alarm inspection and testing service is included as part of the check-in process. This may include:
 - 6.1.1 Recording the presence, type, condition, make and location of alarms
 - 6.1.2 Photographing alarms where visible and accessible
 - 6.1.3 Noting the absence of alarms where required under the Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022
 - 6.1.4 Where safe to do so, testing non-integrated smoke alarms using appropriate testing methods
 - 6.1.5 Where safe to do so, testing carbon monoxide alarms using the test button
- 6.2 Where required, a supply and temporary installation service for smoke or carbon monoxide alarms may be provided at additional cost. Where an alarm is identified as missing, and with written permission from the client contact, a suitable alarm may be installed.
 - 6.2.1 Battery-operated smoke alarms may be temporarily fitted using appropriate fixing methods
 - 6.2.2 Battery-operated carbon monoxide alarms may be positioned in a suitable location within the relevant room
 - 6.2.3 Any alarms installed by SRP Inventories may be tested in accordance with clause 6.1
- 6.3 Responsibility for ensuring that alarms are compliant with current legislation, and for ongoing testing and maintenance, remains with the landlord or instructing party.

- 6.4 Where a battery replacement is identified as required:
- 6.4.1 In tenanted properties, a recommendation will be made within the report
 - 6.4.2 In vacant properties, and where possible, the battery may be replaced and the alarm tested
- 6.5 Alarm testing is limited and does not confirm full functionality, compliance or operational reliability. SRP Inventories does not accept responsibility for the performance, condition or safety of any alarm.
- 6.6 SRP Inventories accepts no liability for any damage, malfunction or loss arising from the testing, installation, removal or repositioning of alarms.
- 6.7 Only alarms that are safely accessible will be inspected or tested. Property inspectors will not test:
- 6.7.1 Integrated alarm systems
 - 6.7.2 Alarms connected to sprinkler or other safety systems
 - 6.7.3 Any alarm where access or testing presents a risk to health or safety

7. PROVISION OF INSTRUCTIONS

- 7.1 Instructions for services may be provided via the SRP Inventories digital booking system (preferred), by email or by telephone. Once a booking instruction has been received and a booking confirmation has been issued, an agreement is deemed to be in place and these terms and conditions will apply.
- 7.2 Where an email address has been provided, a booking confirmation will be issued by email regardless of the method used to make the booking.
- 7.3 It is the responsibility of the instructing party to ensure that the details within the booking confirmation are accurate.

8. TURNAROUND AND DEADLINES

- 8.1 It is the responsibility of the instructing party to ensure that the details within the booking confirmation are accurate.
- 8.2 SRP Inventories aims to deliver reports within the following standard timeframes:
- a) Check-out and Schedule of Condition reports: within 24 hours
 - b) Inventory and check-in reports: within 48 hours
 - c) Mid-term inspection reports: within 24 hours
- 8.3 Whilst as much notice as possible is appreciated when booking, shorter timescales may be requested. Any expedited service will be subject to availability and must be agreed in writing at the time of booking.
- 8.4 During periods of high demand, including peak seasonal periods, turnaround times may be extended. Where this applies, revised timeframes will be communicated at the time of booking.
- 8.5 All turnaround times are estimates and not guaranteed.

9. CANCELLATIONS AND NO-SHOWS

- 9.1 Where an inspection is cancelled on the day of the visit, or where access to the property cannot be gained at the agreed appointment time, including where access is refused, SRP Inventories reserves the right to charge the full quoted fee.
- 9.2 Where a cancellation is made with at least 24 hours' notice, no charge will apply.
- 9.3 Additional charges may apply where delays are encountered at the property, including but not limited to:
- 9.3.1 Waiting more than 20 minutes beyond the agreed appointment time for access
 - 9.3.2 Delays in the provision of keys, access instructions or required documentation
 - 9.3.3 Items listed in the inventory not being returned to their original locations and therefore not readily accessible
 - 9.3.4 Any other circumstance outside of SRP Inventories' control that prevents the inspection from proceeding as scheduled
- 9.4 Where the property is not in the required condition for the relevant service at the time of inspection, including where cleaning, maintenance or removals are still in progress, SRP Inventories reserves the right to charge an abortive fee of up to 50% of the agreed cost. A further visit can be arranged once the property is ready, which may be subject to an additional charge.

- 9.5 SRP Inventories cannot be held liable for any costs, losses or expenses incurred by the landlord, agent or any third party where an inspection cannot proceed due to access issues or the condition of the property.
- 9.6 Where a booking is made via the SRP digital system, an automatic confirmation will be issued detailing the date and time of the visit, along with the assigned property inspector's details. The instructing party is responsible for ensuring that this information is passed on to the tenant or relevant party to facilitate access.
- 9.7 Where a service must be repeated due to circumstances outside of SRP Inventories' control, the follow-up visit will be treated as a new booking and charged accordingly.

10. KEYS TO PROPERTY

- 10.1 Property inspectors will handle keys with reasonable care at all times and in accordance with SRP Inventories' internal key handling procedures.
- 10.2 Keys must be provided with clear instructions and, where applicable, an itemised list. Property inspectors will check keys on receipt and may request confirmation of issue.
- 10.3 Where keys are returned in person, a receipt may be requested as confirmation of return.
- 10.4 Where keys are retained overnight to facilitate early or late appointments, this will be agreed in advance. Keys will be stored securely in accordance with internal procedures.
- 10.5 Any internal keys found within the property will be left in situ unless the property inspector considers their location to present a security risk. In such cases, keys may be repositioned, and this will be noted in the report.
- 10.6 Where key return is required following a check-out inspection, keys will be returned to the location specified at the time of booking, provided this is within a reasonable distance of the property. Additional charges may apply for extended travel distances.
- 10.7 Where keys are returned by post or courier, this is carried out at the instructing party's risk. Any associated costs, including postage and administration, will be charged accordingly.
- 10.8 SRP Inventories will not accept liability for claims relating to lost or unaccounted-for keys notified more than 48 hours after the inspection has taken place.
- 10.9 Property inspectors are not responsible for handing over keys to tenants or for verifying tenant identity at check-in.
- 10.10 Where keys are not made available at the agreed appointment time, and access cannot be gained, this may be treated as a no-show and charged accordingly.
- 10.11 SRP Inventories is not responsible for keys once returned to the instructed location.

11. PROPERTY SIZES AND PRICING

- 11.1 A current price list is available on request.
- 11.2 Pricing is generally based on property size, as outlined below:

Number of bedrooms	Description	Inclusive rooms
One bedroom	Maximum 4 rooms	1 bedroom; 1 bathroom; 1 reception room; 1 kitchen
Two bedrooms	Maximum 6 rooms	2 bedrooms; up to 2 bathrooms; 1 reception room; 1 kitchen
Three bedrooms	Maximum 8 rooms	3 bedrooms; up to 2 bathrooms; 2 reception rooms; 1 kitchen; garden and garage
Four bedrooms	Maximum 10 rooms	4 bedrooms; up to 3 bathrooms; 2 reception rooms; 1 kitchen; garden and garage
Five bedrooms	Maximum 11 rooms	5 bedrooms; up to 3 bathrooms; 2 reception rooms; 1 kitchen; garden and garage
Six bedrooms	Maximum 12 rooms	6 bedrooms; up to 3 bathrooms; up to 2 reception rooms; 1 kitchen; garden and garage

- 11.3 Additional charges may apply where a property exceeds the typical size or complexity associated with its category, including where there are additional rooms, unusually large spaces, or a high volume of contents. Any such charges will be applied reasonably and proportionately.
- 11.4 For property types or sizes not covered by the standard pricing structure, a bespoke quotation will be provided in writing for approval prior to booking.

- 11.5 Where a property has been incorrectly described at the time of booking, SRP Inventories reserves the right to amend the fee to reflect the actual size or requirements of the property.
- 11.6 SRP Inventories reserves the right to decline or amend any booking where pricing or service details have been provided incorrectly.
- 11.7 All prices are subject to VAT at the prevailing rate.

12. EXCLUSIONS

- 12.1 SRP Inventories prioritises the health and safety of its property inspectors. As such, certain limitations and exclusions apply to all services.
- 12.2 Where it is considered unsafe or impractical to proceed, inspections may be suspended or terminated. In such cases, SRP Inventories accepts no liability for any resulting costs or losses. The instructing party will be notified as soon as possible.
- 12.3 Property inspectors will not enter a property where:
- 12.3.1 Access is obstructed by debris or hazards
 - 12.3.2 There is broken glass or other dangerous materials present
 - 12.3.3 There is a potentially dangerous or uncontrolled animal present
 - 12.3.4 There is evidence of pest or vermin infestation
 - 12.3.5 There is a perceived risk of threat, harm or unsafe conditions
 - 12.3.6 There is a smell of gas or burning
- 12.4 Inspections are limited to areas that are reasonably accessible. The following areas may be excluded where access is restricted or unsafe:
- 12.4.1 Basements or cellars
 - 12.4.2 Lofts without fixed staircase access
 - 12.4.3 Poorly lit areas
 - 12.4.4 Locked rooms
 - 12.4.5 Areas obstructed by furniture or stored items
 - 12.4.6 Any area deemed unsafe or unsuitable for inspection
- 12.5 Property inspectors will not move heavy, fixed or bulky items. This includes, but is not limited to:
- 12.5.1 Sofas and armchairs
 - 12.5.2 Beds and mattresses
 - 12.5.3 Wardrobes, cupboards and cabinets
 - 12.5.4 Tables and large furniture
 - 12.5.5 White goods
- SRP Inventories accepts no liability for any detail that is obscured by such items.
- 12.6 Where safe and reasonably possible, mattresses and bed bases may be inspected. However, this will not be carried out where access is restricted, the bed is made up, or the item is too heavy to move safely.
- 12.7 Observations relating to floor coverings, furnishings, linen and similar items are based on visible condition only. Items will not be handled where doing so would be unsafe, inappropriate or impractical.
- 12.8 Property inspectors do not test or assess the functionality of gas, electrical or mechanical systems. This includes appliances, boilers, heating systems, plumbing and similar installations. Basic checks may be carried out on light switches where safe to do so.
- 12.9 Security features, including alarms and CCTV systems, may be recorded for identification purposes only. Their presence does not confirm functionality, compliance or operational status.
- 12.10 Outdoor areas and outbuildings will not be inspected during hours of darkness.
- 12.11 Where there is evidence of pest infestation, including but not limited to bed bugs or cockroaches, the inspection may be aborted immediately. SRP Inventories accepts no liability for any costs or losses arising from such circumstances.

- 12.12 Meter readings will only be recorded where meters are safely accessible at the time of inspection. Where meters are inaccessible, obscured or located in hazardous positions, readings will not be taken and this will be noted in the report. Clients remain responsible for verifying readings with the relevant utility providers.
- 12.13 Testing of smoke and carbon monoxide alarms will only be carried out where the devices are safely accessible and it is appropriate to do so.
- 12.14 Property inspectors will not handle or move items that appear valuable, fragile or antique.
- 12.15 Reports do not include consumable items, plants, individual book titles, or items stored in boxes, cupboards or concealed areas.
- 12.16 Property inspectors will not search through drawers, cupboards or stored items, and will not unpack boxed or wrapped contents.
- 12.17 Windows are visually checked for condition and cleanliness only and are not tested.
- 12.18 Property inspectors are not responsible for operational tasks within the property, including but not limited to making beds, switching off appliances, or securing windows and doors.

13. REGULATIONS AND LEGISLATION

- 13.1 Responsibility for compliance with all applicable legislation and regulations relating to the property rests with the landlord and/or instructing party. SRP Inventories does not provide advice on legal compliance, and such matters do not form part of the services provided.
- 13.2 Where safely accessible, property inspectors may record the presence of labels or markings relating to fire safety on furniture and furnishings, including those associated with the Furniture and Furnishings (Fire) (Safety) Regulations 1988 (as amended). Any items not specifically referenced should not be assumed to be compliant.
- 13.3 Where a report states that a fire label has been seen, this confirms only that a label was visible at the time of inspection. It does not confirm compliance with current fire safety regulations.
- 13.4 Responsibility for ensuring compliance with fire safety requirements, including the suitability of furniture, furnishings and soft goods, rests with the landlord and/or instructing party.
- 13.5 Items sourced from overseas or non-UK suppliers may not meet UK regulatory standards. It is the responsibility of the landlord and/or instructing party to verify compliance where applicable.
- 13.6 Property inspectors may record the presence of compliance certificates or documentation relating to safety regulations, including but not limited to electrical or gas safety. This does not constitute verification of validity, accuracy or compliance, and such records should not be relied upon as evidence of certification.
- 13.7 References to specific legislation are provided for guidance only and may be subject to change.

14. FEES, PAYMENT AND REFUNDS

- 14.1 The instructing party is responsible for payment of all fees relating to the services provided, in accordance with the agreed pricing structure.
- 14.2 Private landlords are required to make payment in full at least 48 hours prior to the scheduled appointment. Where payment is not received within this timeframe, the booking may be cancelled. For all other clients, an invoice will be issued following completion of the service, with payment due within 30 days of the invoice date unless otherwise agreed in writing.
- 14.3 Responsibility for payment cannot be transferred to any third party unless agreed in writing. The instructing party remains liable for all charges.
- 14.4 Late payments may be subject to statutory interest in accordance with applicable legislation. This does not affect any other rights available to SRP Inventories.
- 14.5 Where payment remains outstanding beyond the agreed terms, SRP Inventories reserves the right to refer the matter to a third-party debt recovery agency.
- 14.6 Any queries relating to an invoice must be raised in writing within seven days of the invoice date. SRP Inventories will aim to respond within a reasonable timeframe.
- 14.7 Where a refund is agreed following a confirmed service or booking issue, any applicable amount will be processed within 14 days of resolution.
- 14.8 Services are typically provided on a business-to-business basis. Consumer protection legislation, including the Sale of Goods Act 1979 (as amended), may not apply.

15. QUALITY COMMITMENT, FEEDBACK AND COMPLAINTS

- 15.1 SRP Inventories is committed to delivering a high standard of service. However, due to the nature of visual inspections, reports may not be entirely free from error or omission.
- 15.2 Feedback is welcomed and may be provided at any time. Where a concern relates to a specific report or service, it must be raised in accordance with the complaints procedure outlined below.
- 15.3 SRP Inventories operates a formal complaints procedure, which is available on request and via the company website. This sets out the process for raising, reviewing and resolving concerns.
- 15.4 Complaints must be submitted in writing within 48 hours of receipt of the report. Complaints received outside of this timeframe may not be accepted.
- 15.5 Where a booking has been made via a managing agent or other third party, any complaint must be raised through that party. SRP Inventories will only correspond directly with the instructing party or, in the case of report-related concerns, the tenant named within the report.
- 15.6 SRP Inventories will only consider complaints relating to the service provided or the content of the report. Matters relating to tenancy disputes, deposit deductions, legal rights or responsibilities between landlord and tenant fall outside the scope of the service and must be referred to the relevant party.
- 15.7 All complaints will be acknowledged and investigated in line with the published complaints procedure. Timescales for response and resolution are set out within that procedure.
- 15.8 Where an issue is identified as falling within the scope of SRP Inventories' service, reasonable steps will be taken to investigate and respond appropriately. Any agreed resolution will be handled in accordance with the complaints procedure.
- 15.9 SRP Inventories does not accept liability for disputes arising from differences of opinion between parties regarding condition, cleanliness, or responsibility.
- 15.10 Submitting a complaint does not suspend any contractual obligations, including payment terms.

16. PRIVACY AND CONFIDENTIALITY

- 16.1 All reports remain the property of SRP Inventories and must not be altered or amended.
- 16.2 Reports may be shared only with parties who have a legitimate interest in the property or tenancy, including landlords, tenants and managing agents, for the purposes of managing the tenancy.
- 16.3 The contents of reports must be treated as confidential and must not be published or disclosed in the public domain without prior written consent from SRP Inventories.
- 16.4 Reports must not be used for any purpose other than those directly connected to the rental, management or assessment of the property.
- 16.5 Access to and use of the SRP Inventories digital reporting system is provided on a limited, non-transferable basis. It may only be used for managing property reports and must not be copied, reproduced or shared with third parties for unrelated purposes.

17. DATA PROTECTION, COPYRIGHT AND NON-DISCLOSURE

- 17.1 SRP Inventories processes personal data in accordance with applicable data protection legislation and our Privacy Policy, which is available on the company website.
- 17.2 All content produced as part of an inspection report, including text and images, remains the intellectual property of SRP Inventories.
- 17.3 It is the responsibility of the instructing party to download and retain copies of reports and associated content where required.
- 17.4 SRP Inventories retains reports and associated data for a limited period. Check-in and check-out reports are typically stored for up to 12 months from the date of the report. Mid-term inspection reports are typically stored for up to 6 months from the date of the report. After these periods, reports may be permanently deleted without further notice. SRP Inventories also reserves the right to remove stored data where no services have been instructed for a continuous period of 90 days.

18. MODIFICATIONS AND VARIATION

- 18.1 SRP Inventories reserves the right to amend its services or pricing where necessary to reflect changes in legislation, regulation, market conditions or operational requirements.
- 18.2 These terms and conditions may be updated from time to time. Any revised version will take effect from the date it is published.
- 18.3 No variation to these terms will be valid unless agreed in writing by SRP Inventories.

19. LIMITATION OF LIABILITY AND INDEMNITY

- 19.1 SRP Inventories will carry out the Services with reasonable care and skill, in line with generally accepted industry standards.
- 19.2 Except as expressly stated in these terms, all warranties, representations or other terms, whether express or implied by statute, common law or otherwise, are excluded to the fullest extent permitted by law.
- 19.3 Nothing in these terms limits or excludes liability for:
- 19.3.1 Death or personal injury caused by negligence
 - 19.3.2 Fraud or fraudulent misrepresentation
 - 19.3.3 Any other liability which cannot be limited or excluded by law
- 19.4 To the fullest extent permitted by law, SRP Inventories shall not be liable for any indirect or consequential loss, including but not limited to loss of profit, loss of business, loss of opportunity or loss of reputation.
- 19.5 SRP Inventories' total liability arising under or in connection with the Services shall be limited to the fee paid for the specific Service giving rise to the claim.
- 19.6 You agree to indemnify SRP Inventories against any losses, liabilities, costs or expenses incurred as a result of:
- 19.6.1 Any breach of these terms by you
 - 19.6.2 Any negligent or unlawful act or omission by you, the landlord, the agent or the tenant
 - 19.6.3 Any reliance placed on third-party information or documentation provided in connection with the Services

20. TRADEMARK, COPYRIGHT AND OWNERSHIP

- 20.1 The S.R.P. Inventories name, logo and branding must not be used, reproduced or copied without prior written permission.
- 20.2 All reports, data, documentation and materials produced by SRP Inventories, including the format and content of inventory reports and any associated digital systems or platforms, remain the property of SRP Inventories unless otherwise agreed in writing.
- 20.3 These materials may not be copied, reproduced, modified, distributed or shared with third parties, except where required for the purposes of the tenancy or property management process.
- 20.4 All intellectual property rights in the materials referred to in this clause are owned by SRP Inventories and are protected by applicable copyright and intellectual property laws.

21. FORCE MAJEURE

- 21.1 Neither party shall be liable for any failure or delay in performing its obligations under this agreement where such failure or delay results from circumstances beyond its reasonable control.
- 21.2 Such circumstances may include, but are not limited to, acts of God, war, terrorism, civil unrest, industrial disputes, government actions or restrictions, or any other event that could not reasonably have been prevented.
- 21.3 Where a force majeure event occurs, the affected party shall notify the other as soon as reasonably practicable. Performance of the affected obligations will be suspended for the duration of the event.
- 21.4 If the force majeure event continues for more than 30 days, either party may terminate the agreement by giving written notice.

22. GENERAL

- 22.1 You may not assign or transfer your rights under this agreement without prior written consent. SRP Inventories may assign or transfer its rights where this does not adversely affect your rights.
- 22.2 These terms, together with the Privacy Policy, constitute the entire agreement between the parties and supersede any prior discussions, arrangements or agreements. No purchase order or other document shall vary these terms unless agreed in writing by both parties.
- 22.3 A person who is not a party to this agreement shall not have any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any provision of these terms.
- 22.4 If any provision of this agreement is found to be invalid, illegal or unenforceable, the remaining provisions shall remain in full force and effect.
- 22.5 Failure or delay by either party to exercise any right or remedy shall not constitute a waiver of that or any other right or remedy.
- 22.6 Nothing in this agreement creates or is intended to create any partnership, joint venture or agency relationship between the parties.
- 22.7 SRP Inventories acts as an independent contractor and nothing in this agreement shall render it an employee, worker, agent or partner of the client.
- 22.8 This agreement shall be governed by and construed in accordance with the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the English courts.
- 22.9 Any waiver of a right or remedy must be made in writing and shall not be deemed a waiver of any subsequent breach or default.

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