



BUILDING SURVEY REPORT

CLIENT

PROPERTY

SURVEY DATE 23 Jan 2018

REF

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





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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 $% \left(1\right) =\left(1\right) \left(1\right) \left($
 - 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.

AR	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

AR	Section 2 Property information 2.1 - About the property
Persons Present	The property owners, was present for the duration of the survey. She provided some information about the property and its history and although it is assumed that this information is true and accurate, no verification was carried out. You are therefore advised to confirm the accuracy of any such information prior to exchange of contracts.
	The vendors advised that they have been in residence for 8 years.
General Construction Information	The property is a end of terraced residence arranged over two floors. It was probably built in the 1900's. It is of solid brick construction, the roof is of slates, the windows are predominately single glazed sash windows. The ground floor is of timber suspended construction.
	A single storey extensions have been added to the rear to provide larger kitchen of cavity construction in 2014. The loft was converted into a room in 2009.
	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'
Council Informatio n	Information was located as noted below:-
Listing	According to Historic England the property is not listed. The property is in a conservation area and is a locally listed property
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 wet.		
Local Authority	The property is within the area of St Albans District Council.		
Conservation / AONB / National Parks	The property is in a conservation area and is a locally listed property		
	Prierrary Constitution 2 Annual States of the Land Annual States of the Land Annual States of the Land States of the Land Annual States of the Land Annual States of the Land Annual States of the Land Land Land Land Land Land Land Land		
Heating	Conservation and Locally listed properties A full central heating system is installed with a gas fired boiler supplying hot water to radiators throughout the property. The boiler heats the underfloor heating in the kitchen.		
	At the time of survey, the boiler was activated only for the delivery of hot water. The radiator circuit was not in operation at the time of the survey. The main bathroom and the ensuite are fitted with electric under floor heating.		
	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 is a concrete slab patio area to the rear of the property. There is a timber shed in the rear garden.
Renewable Energy Services	There are no renewable energy services installed at the property. There is an open fire place to the sitting room which has the capability to burn wood logs. This is deemed a carbon neutral method.
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.



Section 2 Property information

2.2 - Summary and Issues

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

General

No serious issues were presented at the time of the survey. 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.

The main overall observation is that there is a level of asbestos still present in the property. This is typical of properties built post-war and care should be taken if any major intrusive updating works are planned.

Main Issues

There is penetrating dampness to bedroom 3 There is dampness to the dining room chimney breast.

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 breeched by high ground levels. 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.

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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).

Condensation levels are within levels to be expected for a property of this type and age.

There was some cold bridging noted around the wall bases by the ground floor solid floor areas but this was all within tolerance levels.

See also 5.3 for further information.

Structural

No evidence of movement was seen other than that which would normally be expected in any building of this age.

Health & Safety related matters

There is no evidence of recent inspection of the electrical or heating systems, but the vendor advised the boiler was last serviced in Dec 2017 and hence certification may be available. See also 6.1 and 6.2.



2.3 - External Photographs



Front elevation



Right side elevation



Right side elevation



Rear elevation



2.4 - Summary of Accommodation

							T		
	Reception Rooms	Bedrooms	Bath/ Shower	Sep WC	Kitchen	Utility	Conservatory	Other	Integral Garage
Roof Space		1							
First Floor		3	2						
Ground Floor	2			1	1				

The approximate living area of the property, excluding outbuildings, is 123m²



2.5 - Floorplan

Etna Road, St. Albans Approximate Gross Internal Area = 125 sq m / 1345 sq ft Bedroom 3 3.71 x 3.02 122 x 9*11 Dining Room 3.70 x 3.63 122 x 11*11 Up Bedroom 1 4.12 x 3.69 136 x 12*1 Bedroom 1 4.71 x 4.19 155 x 139 Bedroom 2 4.33 x 3.40 142 x 11*2 Eaves Ground Floor First Floor Second Floor

Floor plan

The floor plan is for identification only.

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 60, band D. The potential rating is given as 81, band B. The rating as provided for this property is around the UK average. We have obtained the complete 4-page EPC document should you wish to see a copy.

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 property already benefits from cavity wall insulation to the kitchen, 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.

Energy Performance Certificate



24. Etna Road, ST. ALBANS, AL3 5NJ

Dwelling type: end-terrace house Reference number: 2588-4020-6271-6403-1990 Date of assessment: 28 September 2017 Type of assessment: RdSAP, existing dwelling Date of certificate: 121 m²

28 September 2017 Total floor area:

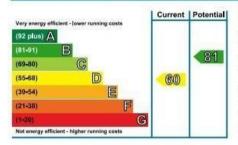
Use this document to:

- 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	£ 3,/50		
Over 3 years you could	£ 1,236		
Estimated energy co	sts of this home		
	Current costs	Potential costs	Potential future savings
Lighting	£ 369 over 3 years	£ 216 over 3 years	
Heating	£ 3,051 over 3 years	£ 2,076 over 3 years	You could
Hot Water	£ 336 over 3 years	£ 228 over 3 years	save £ 1,236
Totals	£ 3,756	£ 2,520	over 3 years

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

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 Internal or external wall insulation	£4,000 - £14,000	£ 684	0
2 Draught proofing	£80 - £120	£ 60	0
3 Low energy lighting for all fixed outlets	£75	£ 138	

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

Page 1 of 4



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:Kitchen widened 2014 Conservatory: None noted Loft Conversion: in 2009 New Boiler: A modern condensing boiler has been installed Chimney / Breast Removals: to bedroom 3 and through bedroom 4 Wall Removal: Old wall to kitchen removed Post 2002 Windows: New windows in kitchen and loft conversion Log Burner Installation: None noted Electrical Circuits: None noted Renewables: None noted Drainage: None Noted
Access & Rights of way	There are no shared vehicular 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	A Party Wall Agreement may have been in place when the loft conversion was carried out.
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.





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	No issue noted by surveyor
Lead Pipes	A visual inspection was carried out, however pipes buried within walls or beneath the ground were not inspected.
Risk of Falls	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 conducte

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 https://www.hse.gov.uk/asbestos/index.htm



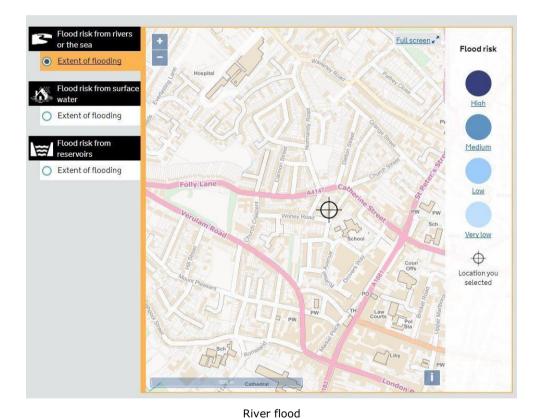
3.3 - Environmental Matters

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.

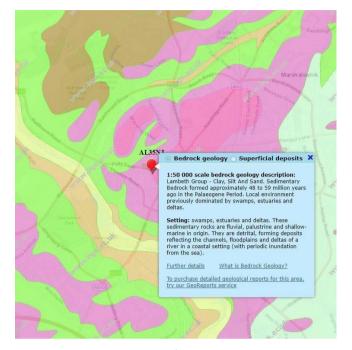
Please note that flooding can occur outside designated flood prone areas. The Environment Agency are constantly updating their data to reflect any new incidents of flooding or any increased risks of flooding. This publicly available information should be used to indicate a level of risk to the property.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





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

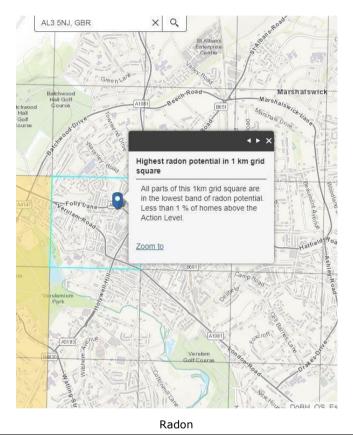


Radon

Radon Map - C/o

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 https://www.ukradon.org/information/ for further

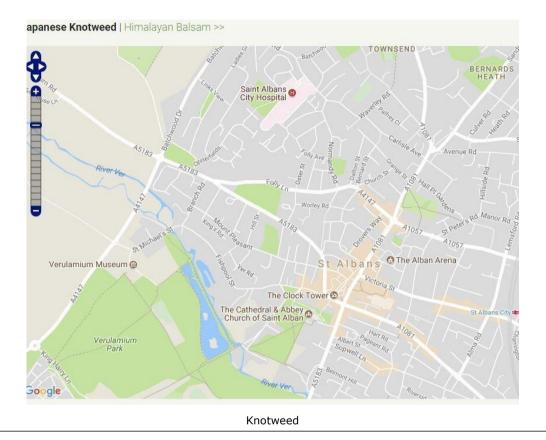


Fracking The North Sea Transition Authority operates a website that provides information about the location of oil and gas deposits, wells, and areas where licenses have been granted or offered for exploration purposes. This may include drilling for oil or gas, or the extraction of shale gas, commonly known as fracking. Further information is available from the website www.nstauthority.co.uk Landfill No issue noted by surveyor Enter a postcode or place name: Other topics for this area... Waste AL3 5NJ Other maps Data search Text only version Map of AL3 5NJ at scale 1:20,000 Map legend Click on a feature for details of that site Batchwood Hall Authorised Landfill Site boundary Historic landfill Site boundary Mining Waste Closed Mining Waste Sites Other national environmental organisations Scottish Environment Protection Agency Area of responsibility Landfill

Invasiv e

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



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

AR	4.1 Chimney Stacks	Condition rating	2
Construction & Type	The chimney stack is brick built. It has four pots which would have provided a flues to the dining room, sitting room and 2 bedrooms The flashing at the base of the stacks at the junction with the roof slopes is of lead. The rear chimney stack is brick built it has 2 pots which would have provided a flues to bedroom 3 and the kitchen below the flues have been removed and steel supports and a concrete lintel fitted to support the chimney above.		
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 stacks 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 flashings, brickwork and pointing seen were in a fair condition.		
	The pots are mostly uncapped and open to the elements. If any potsis lef rain can penetrate the flues and damp can appear inside the property on Providing fireplaces are regularly used then any penetrating moisture will fireplaces are used infrequently then it would be prudent to provide rain c gases to escape but prevent moisture ingress to the flue.	the breasts. dry out, hov	vever if
Action Required	Some capping of the pots is required to prevent water penetration to the flues The chimney stack should be regularly monitored for any indications of damage, instability or other defects. Missing, loose or defective mortar should be re-pointed as necessary.		
Additional Informatio n	The chimney breast has been removed in the bedroom above the dining room and as the loft has been converted I can not seen how the chimney has been supported.		



Chimney stack supported in loft





Front chimney stack



Rear redundant chimney stack



Roof over kitchen



Roof over bathroom bedroom 3



Roof over bedroom 2



Front roof

The front gutter down pipe needs refixing to the front wall.



Front gutter down pipe

AR	4.4 Walls	Condition rating	2	
Construction & Type	The outside walls are brick-faced and of cavity construction. Sub floor ventilation points (airbricks) around the property, are 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.

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. No other evidence of movement was seen other than that which would normally be expected in any building of this age.

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.

Air bricks are visible at the base of the walls. These are present to ensure adequate ventilation to the under floor voids to minimise the build-up of moisture that can promote the development of rot and other defects in the materials that support the floors. It is essential that a free flow of air is maintained through the air bricks. At the time of the survey all airbricks were free from external obstructions.

"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).

No significant defects were noted during my inspection and the external walls were found to be structurally sound.

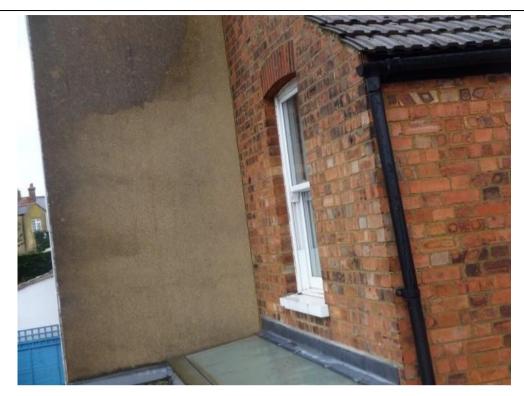
Action Required

Walls should be examined regularly to inspect for changes in the nature of any cracking or other defects that may become apparent.

The side rear wall of bedroom 3 is wet and soaking through the wall there is a crack in the render this render should be made water proof possibly by matching the render on the rear of the property.



Rear wall of Bedroom 3



Next door in relation to rear bedroom 3 external wall



4.5 Windows and External Doors

Condition rating

Construction & Type

The front door and rear folding doors from the kitchen are of timber construction.

The front door is fitted with a rim and mortise lock.

The back is fitted with a 5-lever mortise lock multi point locking system.

All of the windows are single glazed timber other than the kitchen and loft conversion that have double glazed windows.

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, all doors operated effectively on opening and closure. All locks functioned correctly.

Windows

WOOD FRAMES As expected the frames are affected by minor splitting and isolated softening. The frames are in overall serviceable condition although would benefit from from future re-painting and attentive repair and re-puttying of glass.

Blown vacuums - NONE

There are no blown vacuums noted to any of the 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.

Action Required

The bathroom fixed casement window is rotten and the opening casement needs easing, it would be better to replace this window.

There is rot to the bottom frame of the right hand bay window in bedroom

one. 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.



Bathroom fixed casement rotten



Bedroom 1 bottom sash frame rotten



4.7 Conservatories and Porches

Condition rating



Construction & Type

There is no conservatory or formal porch structure at the property. There is just an inset porch area created within the footprint of the property - all elements are covered within the other standard report sections.



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
5.9	Loft Conversions



Wet wall in loft above bedroom 3



Dining room chimney breast at high level



Chimney breast in dining room at low level



5.6 Built-In Fittings

Condition rating

Construction & Type

The kitchen fittings are modern style. The worktops are of marble, units are a mixture of wall-hung and floor standing.

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. Bedroom 4 wardrobe has a curtain instead of doors

Condition

No Significant Defects are Noted.

Action Required

Normal Maintenance is Required



DSC04150 (Small)





Chip in bath enamel



Flush mechanism button broken

AR	5.9 Loft Conversions	Condition rating	1
Construction & Type	The loft has been converted into a room with a fixed staircase and velux windows and central heating.		
Nature of inspection and Limitations	Visual inspection no access to the loft area above as the eaves cupboards were full of toys etc.		
Condition	The condition looks good but as reported earlier there are problems with	the roof slate	es.
Action Required	Repair roof slates.		



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.

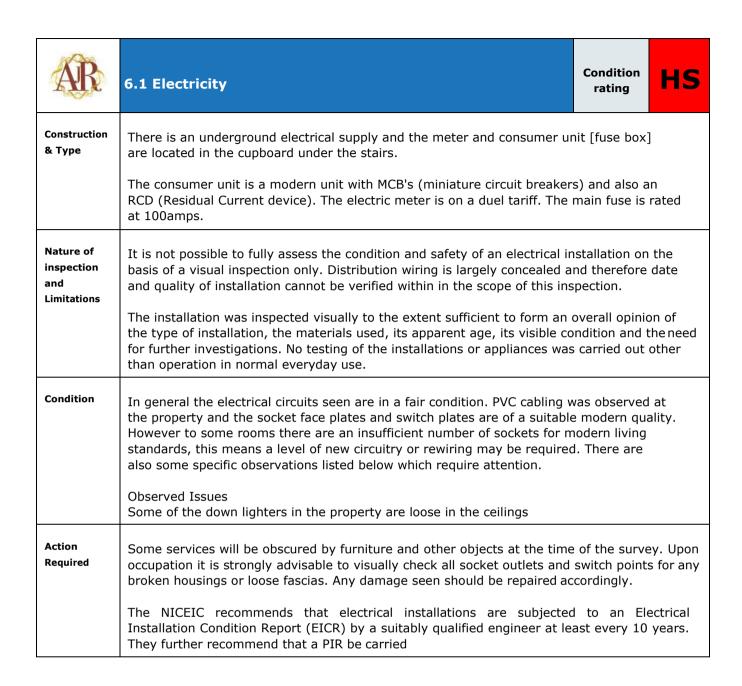
These schemes offer benefits to the building industry and consumers:

- 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.

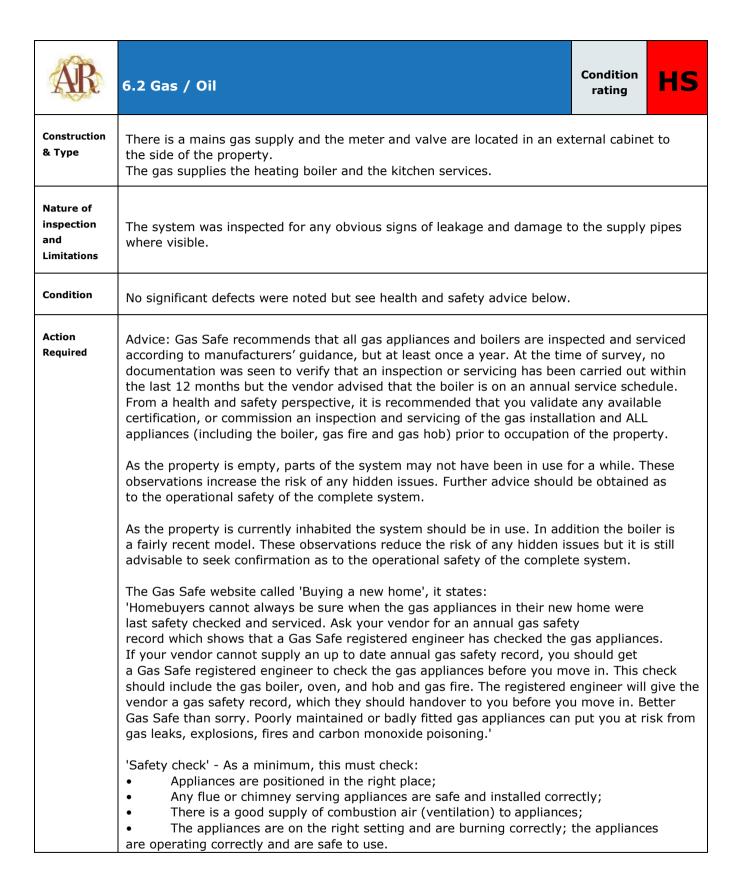
Any works undertaken to these services should be carried out only by a suitably qualified competent person.

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





Electric meter and consumer unit





6.3 Water

Condition rating

Construction & Type

There is a mains water supply. The incoming mains pipework is copper and the stop valve is under the kitchen sink.

The water installation is of the more modern unvented system style. This does not require a cold water storage tank; all the cold water draw-off points are fed directly off the mains supply. There are no water storage facilities (hot or cold) at the property.

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.

Condition

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 stopcock under sink

Health and Safety - See also notes in 6.2 regarding the general safety and servicing of

Required

the complete Gas system.





Manhole down alley way



Manhole at front of property partially blocked



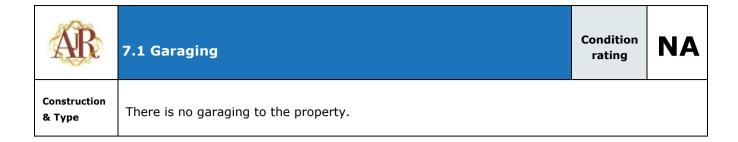
Section 7 - External Elements

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



AR	7.2 Outbuildings and Sheds	Condition rating	1			
Construction & Type	The garden shed is of timber construction.					
Nature of inspection and Limitations	The timber shed was assessed for general condition and was examined externally to identify areas of rot, damage, leaks and other defects.					
Condition	The shed is in a fair condition.					
Action Required	Normal maintenance, including regular retreatment of the walls, is required.					
	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.					

Required





AR	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. O
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

AR	Section 8 Addendum 8.1 - About your Surveyor				
Surveyor	Alan Rance				
Alan J Rance Limited Address 11 Comp Gate, Eaton Bray, Bedfordshire, LU6 2AU					
	Telephone	01525 220786			
Contact Details	Mobile	07962 457456			
	Email	alan@building-surveyors.co			
Signed (electronic signature)	Alance	Alance		23 Jan 2018	



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.

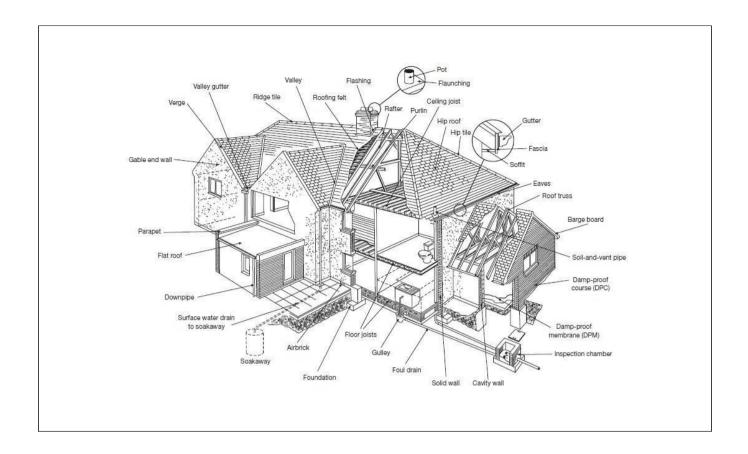
As a result of the actions described above, it is common, today, to find higher than average moisture levels in older properties. The consequences of this can cause significant defects within the property. In particular, high moisture levels, especially in roof spaces and cellars, can promote the development 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.





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, LU62AU