

# SCHEDULE OF CONDITION

**Internal Only Inspection  
relating to insurance claim  
and reinstatement work  
carried out for  
Mr & Mrs X by  
XXXX  
at**

**XXXX  
Chadderton,  
Oldham,  
Lancashire.  
OL9 XXX**

**XXXX  
XXX**

**INSTRUCTED BY**

**XXXX**

## **Part of an Independent Report**

**Prepared by:**

**XXXX**

**INDEPENDENT CHARTERED SURVEYORS**

**Marketing by:**

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**0800 298 5424**

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## **SUMMARY OF INFORMATION**

**Address:** XXX Chadderton, Oldham, Lancashire.  
OL9 XXX

**Owner:** Mr & Mrs X

**Insurance Policy:** We have not seen a copy of the insurance policy and are not aware of its contents. From our discussions with Mr & Mrs X we have been advised that it is a “like for like” policy.

**Photographs:** We have not been provided with any photographic evidence therefore we have taken our own photographs on the day of our visit. We typically take approximately 150 photographs during the course of a Schedule of Condition.

We reserve the right to produce these photographs to establish the condition of the property over and above the ones included in the report.

**Action Required:** All photographs by various parties to be provided.

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**Written evidence:**

We have been provided with:-

An overview of reinstatement work prepared by Mr & Mrs X

Colour schemes for rooms prepared by Mr & Mrs X

Room by room list of outstanding works prepared by Mr & Mrs X

Schedule of Reinstatement works prepared by XXXX with written amendments upon it.

Remedial work, comment and schedule document prepared by XXX

Action Required: Further information to be provided to us as soon as possible.

**Orientation:**

All directions are taken as if viewing the property from the front.

**Purpose of Schedule of Condition:**

The Schedule of Condition offers a description of the condition of the property on XXXX following an Expert Witness Inspection between 8am to 12 noon accompanied by Mr & Mrs X who explained the situation from their view point.

The purpose of this Schedule of Condition is to record a standard of repair work at a fixed point in time; XXXX

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## **ACCOMMODATION AND FACILITIES WHERE WORK IS/HAS TAKEN PLACE UNLESS NOTED OTHERWISE**

Internal inspection of the reinstatement works:-

### **Ground Floor**

Ground Floor accommodation consists of:-

- 1.0) Entrance Hallway
- 2.0) Front lounge
- 3.0) Rear dining room
- 4.0) Kitchen
- 5.0) Laundry/Utility room
- 6.0) Cloakroom/WC – no work taking place

### **First Floor**

The first floor accommodation consists of:-

- 6.1) Master Bedroom with en suite
- 6.2) Bedroom two rear right hand side
- 6.3) Bedroom three, rear left hand side.
- 6.4) Bedroom four, left hand side
- 6.5) Bathroom, right hand side

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## **INTERNAL ONLY INSPECTION**

### **Lounge**



Lounge general view



Lounge laminate flooring



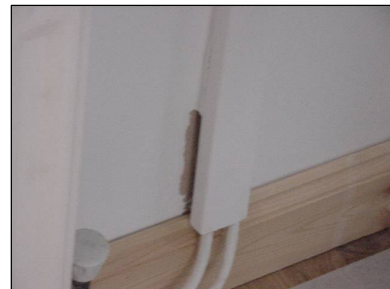
Very thin protective coat that has been applied over the timber flooring, note that the walls still need decorating as do the walls and the skirtings.



Wall paper removed due to poor standard and paintwork did not match that specified by client



New architrave added as original one did not match



Plastic conduit painted over



Painted over plastic window

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DESCRIPTION	CONDITION	ACTION REQUIRED
<b>Ceilings:</b> Painted	Confirmation required as to whether preparation has been carried out and if a skim coat of plaster has been added.	XXXX to advise
<b>Walls:</b> Ready to paper and paint	Originally painted and papered. Painted and papered incorrectly to a poor standard.  Client advises that redecoration was agreed with XXXX at meeting on XXX  Paint bits are within the walls.	XXXX to advise
<b>Floors:</b> Laminate floorboards provided by Mr & Mrs Clayton to be fitted.  Skirtings: Fitted but unpainted	Laminate flooring re-laid with correct underlay.  The incorrect skirting had been added now a complete new skirting is in place. We would comment that some of the skirtings are heavily knotted indicating a poor quality skirting.	Confirmation required by XXXX that the skirting is of the required quality and has been knotted, primed and stopped.

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<b>Joinery/Detailing:</b> Windows Plastic	Partly painted/mastic over	Requires cleaning.
Doors and Architraves	Architraves not painted to a standard they were previously painted to.	Re-paint architraves. Confirmation required that doors have been removed prior to redecoration and/or the ironmongery will be cleaned.
Plastic conduit:	Painted over	We would not recommend that plastic is painted over we would recommend this is removed and replaced, we do not recommend that plastic is painted over.
<b>Services:</b> Radiator	Requires redecoration	Prepare and redecorate. Agreed with XXXX

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### Dining Room



Dining room wall stripped  
of paper



Dining room poor selection  
of skirtings with more than  
average number of knots

DESCRIPTION	CONDITION	ACTION REQUIRED
<b>Ceilings:</b> Painted	Confirmation required as to whether preparation has been carried out and if a skim coat of plaster has been added.	XXXX to advise
<b>Walls:</b> Stripped of wallpaper	Room to be completed redecorated.	XXXX to confirm.
<b>Floors:</b> Laminate floorboards provided by Mr & Mrs Clayton to be fitted.  Skirtings:	Now been re-laid with correct underlay.  The incorrect skirting had been added now a new skirting is in place. Poor selection, above average knots in the timber.	Confirmation required as to how the new skirting has been fixed. Prepare and redecorate.

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<b>Joinery/Detailing:</b> Windows: Plastic  Doors and Architraves	Architraves not painted to a standard they were previously painted to.	Re-paint architraves. Confirmation required that doors have been removed prior to redecoration and/or the ironmongery will be cleaned.
<b>Services:</b> Radiator	Requires redecoration	Prepare and redecorate. Agreed with XXXX

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## Kitchen



Kitchen units to right hand side and sink area



Kitchen floor units



Re-plastering to Kitchen



Work units looking towards the Utility Room



Kitchen ceiling



Kitchen units at the sink area


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DESCRIPTION	CONDITION	ACTION REQUIRED
<b>Ceilings:</b> Artex style to the ceiling which has been repaired and redecorated.	Concern that the ceiling has been water damaged and Artex needs to be removed and ceiling checked and then removed or prepared and redecorated.	XXXX to advise how they have checked whether there is damage and deterioration to the ceilings.
<b>Walls:</b> Some re-plastering has taken place. Mr & Mrs X concerned that a timber batten had been left in the wall and the work was generally not up to standard. We feel the question is - was the wall satisfactorily dried out before work commenced? 	Room to be completed redecorated.	XXXX to confirm.
<b>Floors:</b> Tiled		
<b>Joinery/Detailing:</b> Windows: Plastic  Doors and Architraves	Architraves not painted to a standard they were previously painted to.	Re-paint architraves. Confirmation required that doors have been removed prior to redecoration and/or the ironmongery will be cleaned.
<b>Kitchen Units:</b> Kitchen units have suffered from general wear and tear but no specific water damage noted in the form of staining. However, please see our comments in relation to the Kitchen in general and Kitchen units.		

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### **Cloakroom/WC**



General view  
cloakroom/WC



New tiles around the basin



Original tiles remain on the  
window sill

DESCRIPTION	CONDITION	ACTION REQUIRED
<b>Ceilings:</b> Painted	Confirmation required as to whether preparation has been carried out and if a skim coat of plaster has been added.	XXXX to advise
<b>Walls:</b> Painted and tiled	Redecorated with a new tiles around the basin but the sill tile has not been changed which would be a common sense measure. You now have a modern tile and a dated tile to the window sill.	Remove old tiles, prepare and redecorate.
<b>Floors:</b> Tiled (assumed original)	Trim incorrect colour.	General clean, new trim in correct colour to be installed.

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<b>Joinery/Detailing:</b> Windows Plastic		
Doors and Architraves	Architraves not painted to a standard they were previously painted to.	Re-paint architraves. Confirmation required that doors have been removed prior to redecoration and/or the ironmongery will be cleaned.

<b><u>Laundry/Utility Room</u></b>		
DESCRIPTION	CONDITION	ACTION REQUIRED
This area does not form part of the Schedule of Reinstatement Work		

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### Hallway/stairs and landing



Entrance hallway



Stairs



Stair walls lining paper used rather than a skim coat of plaster

DESCRIPTION	CONDITION	ACTION REQUIRED
<b>Ceilings:</b> Painted, originally had an Artex finish.	Confirmation required as to whether preparation has been carried out and if a skim coat of plaster has been added.	Information of remedial work required. Remove and a skim coat of plaster applied. Confirmation required from XXXX.
<b>Walls:</b> Originally with a textured paint, partly removed by client.	Presently a painted lining paper.	Removal of lining paper and re-plastering to give a plaster finish.
<b>Stairs:</b>	Two stair treads we are advised have been fixed.	Lining within the cupboard under the stairs needs to be made good and redecorated.
<b>Floors:</b> Landing area:		Confirmation that this area has dried out suitably and no future problems.  Confirmation required from XXXX.

XXXX

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<b>Joinery/Detailing:</b> Windows Plastic          Doors and Architraves	Misted over, which we are advised has been caused by dehumidifier Agreement has been reached to replace these.          Architraves not painted to a standard they were previously painted to.	Confirmation required from XXXX.          Re-paint architraves. Confirmation required that doors have been removed prior to redecoration and/or the ironmongery will be cleaned.
<b>Services:</b> Service duct within the flooring.		

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### **Master Bedroom with en suite**



Bare floor boards



Fixings left



Blemishes around window area which may be due to a rusting internal corner bead

DESCRIPTION	CONDITION	ACTION REQUIRED
<b>Ceilings:</b> Plastered	Confirmation required as to whether preparation has been carried out and if a skim coat of plaster has been added.	XXXX to advise
<b>Walls:</b> Painted	Fixings left in place and painted around. Marks around the window area.	Removal of all fixtures and fittings and redecoration in the correct colours. Make good marked areas around windows.  XXXX to advise
<b>Floors:</b> Floorboards at present, laminate floor boarding provided by Mr & Mrs X to be fitted.		Confirmation that this area has dried out suitably and no future problems.  Confirmation required from XXXX.

XXXX

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<b>Joinery/Detailing:</b> Windows Plastic  Doors and Architraves  Built in wardrobes	Architraves not painted to a standard they were previously painted to.  Not fitted at the time of our inspection.	Re-paint architraves. Confirmation required that doors have been removed prior to redecoration and/or the ironmongery will be cleaned.
<b>Services:</b> Radiator	Requires redecoration	Prepare and redecorate. Agreed with XXX

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### **En Suite Shower room to Master Bedroom**



General view en suite  
shower room

<b>Ceilings:</b> Painted	Confirmation required as to whether preparation has been carried out and if a skim coat of plaster has been added.	XXXX to advise
<b>Walls:</b> Tiled	Trim the incorrect colour to match tiles.	XXXX to advise
<b>Floors:</b> Floorboards with laminate boarding provided by Mr & Mrs Clayton	Quadrant bead poorly fitted.	<p>Replace/refit quadrant beading.</p> <p>Aquaseal flooring or equivalent to be fitted.</p> <p>Confirmation that this area has dried out suitably and no future problems.</p> <p>Confirmation required from XXXX.</p>

**XXXX**

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<b>Joinery/Detailing:</b> Windows Plastic  Doors and Architraves	Architraves not painted to a standard they were previously painted to.	Re-paint architraves. Confirmation required that doors have been removed prior to redecoration and/or the ironmongery will be cleaned.
<b>Services:</b> Radiator	Requires redecoration	Prepare and redecorate. Agreed with XXXX

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**Bedroom Two**  
**(rear right hand side)**



DESCRIPTION	CONDITION	ACTION REQUIRED
<b>Ceilings:</b> Painted	Advised skimmed and painted.	Confirmation required from XXXX.
<b>Walls:</b> Painted	Advised skimmed and painted.	Confirmation required from XXXX.
<b>Floors:</b> Floorboards	Felt to have a slight cupping which occurs often due to water damage.	Confirmation that this area has dried out suitably and no future problems.  Confirmation required from XXXX that the floor is satisfactory and there will be no latent defects.
<b>Joinery/Detailing:</b> Windows Plastic  Doors and Architraves	Architraves not painted to a standard they were previously painted to.	Re-paint architraves. Confirmation required that doors have been removed prior to redecoration and/or the ironmongery will be cleaned.
<b>Services:</b> Radiator	Requires redecoration	Prepare and redecorate. Agreed with XXXX

XXXX

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**Bedroom Three**  
**(rear left hand side)**



Boards laid in the incorrect  
direction



Service duct noggins

DESCRIPTION	CONDITION	ACTION REQUIRED
<b>Ceilings:</b> Painted	Advised skimmed and painted.	Confirmation required from XXXX.
<b>Walls:</b> Painted	Advised skimmed and painted.	Confirmation required from XXXX.
<b>Floors:</b> Floorboards presently, laminate boarding as provided by Mr & Mrs Clayton to be fitted.	Boards originally laid in the incorrect direction i.e. the shorter direction of the room and the quadrant beading is poor. Now has been lifted ready for refitting.	Confirmation that this area has dried out suitably and no future problems.  Confirmation required from XXXX.
Service duct	Service duct has had noggins	Confirmation by XXX to confirm that this is satisfactory.

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<b>Joinery/Detailing:</b> Windows Plastic  Doors and Architraves	Architraves not painted to a standard they were previously painted to.	Re-paint architraves. Confirmation required that doors have been removed prior to redecoration and/or the ironmongery will be cleaned.
<b>Services:</b> Radiator	Requires redecoration	Prepare and redecorate. Agreed with XXXX

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**Bedroom Four/Study**  
**(middle left hand side)**



DESCRIPTION	CONDITION	ACTION REQUIRED
<b>Ceilings:</b> Painted	Advised skimmed and painted.	Confirmation required from XXXX.
<b>Walls:</b> Painted	Advised skimmed and painted.	Confirmation required from XXXX.
<b>Floors:</b> Floorboard covering		Confirmation that this area has dried out suitably and no future problems.  Confirmation required from XXXX that the floorboards will not have any latent defects.
<b>Joinery/Detailing:</b> Windows Plastic  Doors and Architraves	Architraves not painted to a standard they were previously painted to.	Re-paint architraves. Confirmation required that doors have been removed prior to redecoration and/or the ironmongery will be cleaned.

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<b>Services:</b> Radiator	Requires redecoration	Prepare and redecorate. Agreed with XXXX
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**Bathroom**  
**(right hand side)**



Bathroom general view



Aqua flooring has not been sealed properly.



Tiles not laid out properly

DESCRIPTION	CONDITION	ACTION REQUIRED
<b>Ceilings:</b> Painted	Advised skimmed and painted.  The ceiling runs out on the right hand side/or the wall tiling.	Confirmation required of by XXXX that this is unacceptable and will be replaced.

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<p><b>Walls:</b> Tiled</p> <p>Wall between the bathroom and the master bedroom</p>	<p>Cuts in tiles have not been laid out properly and have been tiled to a DIY standard with tiles provided by Mr &amp; Mrs X</p> <p>Identified as having mould present.</p>	<p>Advised that the walls have been skimmed.</p> <p>Confirmation required of by XXXX</p> <p>Confirmation required by XXXX that the mould has been removed and redecoration needs to take place. We have been advised that the original studwork has been left in place and it has been clad with plasterboard. This needs to be confirmed by XXX project manager.</p>
<p><b>Floors:</b> Aquaseal floor</p>	<p>Now been re-laid with correct underlay.</p> <p>Quadrant beading between wall and bath need to be secured and watertight.</p>	<p>Confirmation that this area has dried out suitably and no future problems.</p> <p>Confirmation required from XXXX</p> <p>Quadrant beading needs to be added and mastic to seal to make the floor watertight.</p>
<p><b>Joinery/Detailing:</b> Windows Plastic</p> <p>Doors and Architraves</p>	<p>Architraves not painted to a standard they were previously painted to.</p>	<p>Re-paint architraves. Confirmation required that doors have been removed prior to redecoration and/or the ironmongery will be cleaned.</p>

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<b>Santaryware:</b> Towel rail	Towel holder inserted in the incorrect place.	Re-position towel holder over the bath and make good hole with agreement from Mr & Mrs X
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## **OTHER MATTERS**

### **SERVICES**

#### **Electrics**

Confirmation of the work to be carried out and NICEIC approved contractor will inspect and test providing an Institute of Electrical Engineers Report.

#### **Plumbing System**

Confirmation that a heating engineer will provide a Gas Safe certificate and commission the heating system. We are concerned that there may be damage to the joints of the plumbing system.

If you would like any further advice on any of the issues discussed or indeed any that have not been discussed! Please do not hesitate to contact us on XXXX

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## **APPENDICES**

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## **REQUESTS FOR FURTHER INFORMATION**

### **1.0) Photographic Evidence**

We would make a general request for photographic evidence with regard to the condition of the property at the point of the insurance claim and at any point where either another party has been involved for example:-

- 1.1) XXX
- 1.2) XXX
- 1.3) XXX
- 1.4) XXX

### **2.0) Written evidence**

We would also make a request for written records over and above the information that we have advised that we have received in the summary at the start of this report.

### **3.0) Clarification of roles**

We require clarification of the roles of:-

- 3.1) XXX
  - 3.2) XXX
  - 3.3) XXX
  - 3.4) XXX
- 3.2) We additionally require clarification of what you would normally expect an insured client to do i.e. should they be sourcing and providing materials.
- 3.3) We need to understand if there is a systematic approach to establishing the condition of the property after an insured property is damaged and who has responsibility for advising that the property is structurally sound and works can commence.

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## **REMEDIAL WORK, COMMENT AND SCHEDULE**

Insured: Mr & Mrs X  
Address: XXX  
Oldham  
OL9 XXX

XXXXX

### **Record of meeting held XXX 10am at the above referenced property.**

Please note the comment in this correspondence is not intended to be a full record of all discussions. The basis of Mr & Mrs X complaint are recorded in their document titled "Overview of Reinstatement Work". This document formed the basis of the discussion during the meeting. This correspondence/report seeks to illustrate the main items discussed and remedial works/actions agreed.

There are a number of items requiring decisions from either XXX as insurers or Mr & Mrs X as the insured. It is intended that this document will be circulated to Mr & Mrs X XXX

Present at the meeting were:  
Mr & Mrs X XXXX

An independent surveyor arranged by XXXX insurance failed to attend as planned. We understand that the independent surveyor is to attend site on XXX. The contractor has agreed to have the site vacant during XXX to facilitate that meeting.

In summary Mr & Mrs X expressed their concern and dissatisfaction with the handling and especially the quality of repairs carried out at the above address. They are extremely disappointed and stressed that having being led to believe the works were to be complete on the XXX there are so many areas of work that they feel are unacceptable in terms of quality.

One of the main areas of concern was that keys for the property were left under a plant pot on the front garden for different trades to use as required. They stated and it was agreed that this was a totally unsatisfactory state of affairs. XXX has offered to have locks changed on completion of the works and an apology was given. Mr & Mrs X to confirm if they wish to have locks replaced.

During the meeting the XXXX accepted and agreed to revisit and complete the works listed below. On receipt of this document XXX are to provide a programme for the completion of the works. XXX will attend on a weekly basis to review the work and attend a final handover inspection. Works restarted on site on XXX

During the meeting we also noted that three of the glazed sealed units had condensation present within the panel. This is a common side effect of de-humidifiers being used for drying purposes and we propose that these units are replaced. XXX to source replacements and provide a price to XXX so insurers can be asked to fund this work.

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**Rectification Work Schedule**

<b>Item</b>	<b>Description / Room</b>
<b>1.0</b>	<p><b>Through out the property</b></p> <p>All painted walls and ceilings to be re-painted to the correct shades and type of paint originally specified by Mr &amp; Mrs X</p> <p>All radiators are to be painted to the specification previously provided by Mr &amp; Mrs X</p> <p>All joinery items are to be re-painted using the correct shades and type of paint previously specified by Mr &amp; Mrs X</p> <p>All woodwork is to be sanded back and appropriately prepared to provide a smooth flat finish.</p> <p>This note is particularly relevant to the architraves where the head and mitred top joints were in poor state through out the property. As a post meeting note, if it is easier for the contractor to remove and replace architraves this is deemed a suitable solution as long as Mr &amp; Mrs X agree to the type and profile of architrave to be fitted.</p>
<b>2.0</b>	<p><b>Lounge</b></p> <p>Remove skirting board and install new to match sample provided by Mr &amp; Mrs X.</p> <p>Strip poorly installed wallpaper and install new –same pattern. Allow for attendant loosening of electrical sockets etc.</p> <p>Plastic section conduit for heating pipes to be removed and replaced. New section to be approved by Mr &amp; Mrs X prior to installation and left unpainted.</p> <p>New solid oak threshold detail to be supplied for doorway into the hall.</p> <p>Engineered oak floor to be removed and re-laid on green expanded foam insulation and vapour barrier as per original floor. This will remove the gap beneath the bottom of the architraves and the top of the oak flooring.</p> <p>Note: XXX confirm that they have laid the new floor to manufacturers' specifications/recommendations. If the new method of installation contravenes the manufactures recommendations Mr &amp; Mrs X understand that there can be no future re-call of XXX for issues caused by the prescribed method.</p> <p>Sealant around upvc window to be replaced.</p>

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<b>3.0</b>	<b>Dining Room</b>
	<p>Remove skirting board and install new to match sample provided by Mr &amp; Mrs X</p> <p>Strip poorly installed wallpaper and install new –same pattern. Allow for attendant loosening of electrical sockets etc.</p> <p>New solid oak threshold detail to be supplied for doorway into the kitchen. It was pointed out that there is a change in level between the dining room floor and the kitchen floor. This will be exaggerated by the installation of the green insulation board beneath the oak flooring. Mr &amp; Mrs X understand this will be the case.</p> <p>Engineered oak floor to be removed and re-laid on green expanded foam insulation and vapour barrier as per original floor. This will remove the gap beneath the bottom of the architraves and the top of the oak flooring.</p> <p>Fine crack in paint work where the in fill panel to side of the opening between the arch and kitchen door is to be filled during decoration works.</p>
<b>4.0</b>	<b>Kitchen &amp; Pantry</b>
	<p>The kitchen ceiling is to be re-skimmed, with wall units taken down and re-fixed as required for access. Allow for light fittings to be dropped and refitted.</p> <p>Skirting boards to be removed and replaced.</p> <p>Door to hall to be eased and adjusted, repainted as required.</p> <p>Infill panel to underside of stair cupboard (where crack exists) to be removed and replaced. Underside of stairs to be inspected and photographs taken to show condition. Walls and ceilings to be painted. Confirm colour details etc with Mr &amp; Mrs X. Temporary removal and safe packing of content items required.</p> <p>Wall between kitchen and lounge. This area was originally covered in vinyl wallpaper. This has been reinstated with lining paper and painted. This shows the integral blemishes on the underlying plaster. Two options were discussed and a final decision is required from Mr &amp; Mrs X</p> <p>Opt 1. The lining paper can be removed and the underlying plaster re-painted. This is likely to leave the integral blemishes visible.</p> <p>Opt 2. Mr &amp; Mrs X choose replacement vinyl wallpaper and it is installed by XXX It is accepted that the integral blemishes may show through depending on the wallpaper chosen.</p> <p>Mrs X pointed out that it appears the infill panels on the timber doors are wrapping. XXX inspected the kitchen units and plinths, worktops and doors. It was found that there is no evidence of water damage to the base units (melamine covered chipboard) or the work tops. The plinths (kickboards) have been sat in</p>

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	<p>standing water and need replacing. There is no evidence of damage to the wall units, cornice etc. In relation to the 1-2mm wide gaps pointed out by Mrs X it is very difficult to comment on the cause or age of that movement. The doors containing the panels are not twisted or warped and there is no sign of movement on the internal joints.</p> <p>If it is accepted that the gaps in the infill panels are caused by the escape of water or subsequent drying regime it would be possible for draw fronts and doors to be replaced.</p> <p>An allowance of £1000 was included in the original tender for replacement of worktops and plinths subject to further inspection during the works. Please see comment above about the condition of these items.</p> <p>Post meeting note. It was agreed with Mrs X via telephone conversation with XXXX on XXXX that minor works in the kitchen such as the joinery works could be completed but that the skimming of the ceiling and decorations is placed on hold, pending a decision as to the works to be completed to the kitchen itself.</p>
<b>5.0</b>	<b>Laundry Room</b>
	Condensate pipe for boiler to be connected into the waste pipe for the washing machine, rather than terminated externally.
<b>6.0</b>	<b>Downstairs Toilet.</b>
	<p>The following faults were noted:</p> <p>Tile trim does not match the tiles, There was not top trim or capping tile installed, the tiling/excess grout around the vanity unit doors was very messy, the louvered doors and frame needed painted, walls and wood work needed repainting.</p> <p>Mr &amp; Mrs X plan to have much more extensive tiling carried out in the cloakroom and wish for a cash settlement figure in lieu of the work required. Costs to be determined and offered to Mr &amp; Mrs X. There was an allowance in the price schedule of XXXX for work to be completed in this room. Allowing for work previously completed and the reworking required a settlement figure of £XXX is suggested.</p>
<b>7.0</b>	<b>Hall, Stairs &amp; Landing</b>
	<p>Plastic section conduit for heating pipes to be removed and replaced. New section to be approved by Mr &amp; Mrs X prior to installation and left unpainted.</p> <p>The specification with the contractors hand written notes allows for stripping of the textured coating and skimming of the walls. The textured coating has been removed, the contractor considered that the underlying plaster was of sufficient quality for the walls to have lining paper applied and the then decorated. Mr &amp; Mrs X are not happy with this solution and have requested that the walls</p>

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	<p>be skimmed and re-painted.</p> <p>XXXX of XXXX expressed some concern about the ability to obtain a good bond between the new plaster skim and the original plaster finish. We ask that once in receipt of this report they issue any concerns and possible alternative solutions formally for consideration by Mr &amp; Mrs X</p> <p>On the landing there is a plywood access panel within the flooring, this is loose and appears to have warped. XXXX are to inspect and re-secure or replace this board as required. This runs through into the front and rear bedrooms and is to receive the same treatment in those rooms.</p> <p>Post Meeting note: We understand that on removal of the board some deflection of the joists was noted. It was also noted that there are no lateral bracing pieces present between the joists (noggings), XXXX have agreed to install some.</p>
<b>8.0</b>	<b>Bedroom 1</b>
	<p>Fitted wardrobes to be installed</p> <p>Electrics, junction box etc to be fixed when wardrobes fitted</p> <p>Plaster patch repair required adjacent to the frame of the retained fitted wardrobe. Also on the window opening the top reveal appears to be slightly damp, XXX has asked a small area of plaster to be removed to inspect the edge beading and establish if there is water/moisture present prior to patch repair. Angle beading to be inspected to ensure no rust evident if moisture present.</p> <p>Laminate and insulation flooring to be installed.</p>
<b>9.0</b>	<b>Ensuite Bathroom</b>
	<p>Airing cupboard to be re-decorated,</p> <p>Cold water pipe to loft, This was to be cut and jointed into other pipe to avoid run through the loft area. XXXX to confirm this work has been completed.</p> <p>Laminate flooring installed to be lifted and floorboards inspected. Also opportunity for Mr &amp; Mrs X to have the new shower tray installed before flooring re-fitted. Mr &amp; Mrs X to confirm their intention here as further private refurbishment works planned. Edge trim detailing to be agreed with XXXX on site.</p>
<b>10.0</b>	<b>Bedroom 2</b>
	<p>Edge trim to laminate flooring to be removed.</p> <p>Laminate flooring to be lifted and re-laid on insulation board to Mr &amp; Mrs X specification.</p> <p>New Edge trim to be installed using pin nails to secure. Glued option rejected.</p>

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<b>11.0</b>	<b>Bedroom 3</b>
	<p>Edge trim to laminate flooring to be removed.</p> <p>Laminate flooring to be lifted and re-laid on insulation board to Mr &amp; Mrs X specification.</p> <p>New Edge trims to be installed using pin nails to secure. Glued option rejected.</p> <p>Inspection and remedial works to access board as detailed in item 7.0 above.</p>
<b>12.0</b>	<b>Bedroom 4</b>
	<p>Edge trim to laminate flooring to be removed.</p> <p>Laminate flooring to be lifted and re-laid on insulation board to Mr &amp; Mrs X specification. Damaged piece of flooring to be replaced.</p> <p>New Edge trims to be installed using pin nails to secure. Glued option rejected</p>
<b>13.0</b>	<b>Bathroom</b>
	<p>The tiling to the wall behind the bath has not been properly centred with equal “cuts” at each end as per good building practice. This has provided an untidy appearance in the corner with the external wall, with a cut piece approx 10mm wide. Also towel hoop installed in the wrong location. XXX to propose a solution to Mr &amp; Mrs X for approval.</p> <p>Tile trim to bath panel not the same as that around the window reveal. To be replaced.</p> <p>Concern was raised about the fully tiled bath panel and future access requirements. Option of having replaced with plastic panel or retaining existing is to be considered by Mr &amp; Mrs X and confirmation awaited.</p> <p>The ceiling in the corner above the W.C is out of level. Section to be dubbed out and skimmed with area feathered in to match, or the whole ceiling re-skimmed to provide flat smooth finish.</p> <p>Window reveals do not appear to have been squared off for tiling. Remove tiles and re-do square.</p> <p>Mrs X noted that the grouted joints were of irregular thickness. XXXX considered the variation to be within normal standards. Some joints widened slightly to avoid the need for cut border/feature tiles, especially on the w.c wall.</p> <p>Laminate flooring to be retained with existing underlay. However white edge trim to be removed and replaced. Replacement fixing detail to be agreed with Mr &amp; Mrs X prior to works being installed.</p>

**General Concerns also raised.**

1. XXX have agreed that the preparation falls short of the expected requirement and are re-doing the defective work.

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2. Hinges, door handles and latches to have paint removed
3. Light shades – 2no. to be replaced by XXX.
4. Architraves / joiner checking generally. It is not strictly necessary to expose the timber to check it can be retained. The decision would be based on a visual inspect for evidence of warping or twisting, mould or fungal growth and a damp meter reading to ensure timbers have dried.
5. Decoration to be re-done using the specified colours and manufacturers paint.
6. Boiler in the garage to be certified as part of the repairs. Certificate will be issued to Mr & Mrs X
7. Wall between bathroom and Bedroom 1 had the plaster board removed and replaced.
8. Floorboards to be inspected and loose boards re-fixed prior to laminate being re-installed.
9. All electrical circuits worked on and the plumbing system will be checked and where appropriate a Certificate issued.
10. WII and TV – These will need to be checked on return with contents, if any issues these should be raised with the adjuster.
11. Programme of works to be provided by XXX. Expected duration 3 weeks on site with all works completed with in that time (including snagging)
12. Carpet fitting and XXX. Once the proposed end date is known the carpet fitter can be contacted and an appointment made. We recommend this should happen 2 days after planned completion date. XXX to return contents either before or after carpet fitting as per Mr & Mrs X requirements. In terms of arranging for these items, these can be instructed via the Loss adjuster. Mr & Mrs X may feel it is necessary to ensure with the carpet supplier and XXX direct that arrangements are in place.

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## **LIMITATIONS**

As per our original Terms of Engagement, we would remind you specifically that:

We have not inspected parts of the structure that were covered, unexposed or inaccessible during our inspection. We therefore cannot confirm that such parts are free from defect, structural or otherwise.

We have not determined whether any hazardous materials such as high alumina cement, calcium chloride, asbestos etc have been used in the construction.

Our report is for the use of the party to whom it is addressed above and no responsibility is accepted under the Third Parties Act or for any third parties who use this report in whole or in part.

We have not carried out a comprehensive test of any electrical, mechanical or drainage services. We therefore cannot confirm that they are operational and in good condition. If you wish us to arrange tests please advise.

We have not carried out or arranged for specialists to undertake any reports, for example an environmental report or an audit report upon the property. We are therefore unable to advise whether any contaminated or other adverse environmental issues affect the site.

The Schedule of Condition has been prepared by XXXX following a visit on XXXX This report does not constitute a Structural Survey (now known as a Building Survey).

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