

Property Condition Report

This document contains guidance notes and instructions which tenants will need to follow when completing the Property Condition Report. It also explains the procedure which tenants will need to follow for reporting any repairs. It is **YOUR RESPONSIBILITY** to read this document and understand the information within. If you have any questions that aren't answered within this document or our recent correspondence, please contact us via email to discuss.

What is a Property Condition Report?

Staff from Drake & Co will conduct an inspection of the property and generate our own Property Condition Report, recording the condition in which the property was at the beginning of your tenancy*. From this inspection, we will generate a list of any repairs/cleaning that we deem necessary and arrange for this to be carried out as soon as possible.

Tenants will also need to complete a form documenting the condition of the property at the beginning of your tenancy (after cleaning/repairs are completed if applicable). This is your opportunity to report if there are any **pre-existing cosmetic issues** such as **marks, scuffs, burns** (or any other **minor issues** you feel you could be held responsible for at the end of your tenancy) that may have occurred prior to you moving into the property.

Staff will use these reports to compare against the condition in which you leave the property at the end of your tenancy, to determine if any damages have occurred during your time at the property, and to consider whether any deductions need to be made from your deposit for rectifying any damages caused.

How do I complete the Property Condition Report?

The document is an **editable PDF**, meaning you can type your findings onto this using your mobile/laptop. Make sure to **save the document before closing** the window, otherwise you will lose any notes you have made. Alternatively, you can print the document, fill this in by hand and return the hard copy to our office - whichever is most convenient for you and your housemates.

Take a look around the property and note down any **cosmetic issues** such as **marks, scuffs, burns** (or any other **minor issues** you feel you could be held responsible for at the end of your tenancy) that were pre-existing at the start of your tenancy (caused by previous occupants). The report **must be completed accurately and in detail**, please use a clear description of the mark(s) and their locations to avoid any confusion. If no comments are made about an item listed on the form, this will indicate there were no issues found.

The document includes a standardised checklist of the furniture and appliances within the property. There is a section for each bedroom as well as the communal areas. We would recommend that each tenant completes the section for their own bedroom and the communal areas are filled out as a group. This is our recommendation, however, you may wish to discuss and make alternative arrangements between yourselves if a tenant has not yet moved into the property.

Once completed, please nominate one tenant to email/return a copy of the report to Drake & Co.

You must also have photographic evidence to support your observations, which you will need to attach when emailing the completed document.

When does this need to be submitted?

We would advise waiting until after any cleaning/works are carried out (if applicable) to complete the form, as staff may have already noticed some issues during our inspection and may be in the process of arranging for these to be remedied.

The Property Condition Report must be completed and submitted to Drake & Co as soon as possible once you have moved into the property, but **no later than 30th September**.

If the document is submitted any later than 30th September, we will be unable to take your comments into consideration at the end of your tenancy.

It will be deemed that, if no Property Condition Report is submitted by tenants, you have not identified any marks or damages in the property and you agree that staff's findings during our inspection are correct and will be used as a guide for the check-out at the end of your tenancy.

What happens if something is rectified after I have noted it on the report?

If you note something on the Property Condition Report and submit the document to Drakes, but this is later remedied by staff/ contractors, do not worry, we will have a record of the work being carried out and the problem being resolved. If necessary, we may send the report back to tenants for you to remove the no-longer relevant notes, so the report shows an accurate reflection of the property's condition.

What kind of things do I need to include on the report?

This form should only be used to report cosmetic issues – things that will not affect your use of the property or the furnishings/appliances within, such as (but not limited to):

- A burn/stain on the carpet
- A scratch or tear on any furniture
- Marks on the walls or ceilings (cracks, scuffs, staining, blutack)

DO NOT use this form to report repairs or cleanliness issues. If you find any issues that will affect your use of the property/appliances/furniture and a contractor is required to attend, this will need to be reported to us via our online portal. **Any repairs/cleanliness issues that you note on the Property Condition Report will not be acknowledged** as we cannot arrange for any contractor to attend a property unless the problem has been reported correctly (**see below**).

Meter Readings

The report asks for gas and electric meter readings – make sure you input the correct readings and include the date that these were taken. Some properties may also have water meters. You will need to attach a photo of each meter reading via email when submitting the form. If you are unsure how to take a meter reading, refer to the Tenant Advice Hub and/or Appliances, Maintenance and Living in your Property Guide.

How do I report repairs / cleanliness issues? - Via the online portal!! (Link on next page)

If you feel that your property requires cleaning, please bear with us. Staff will be arranging repairs/ cleaning where deemed necessary once we have conducted our inspection. If you would like to make us aware of cleanliness issues, please do so using our online 'Report a Problem' portal (also referred to as the Repair Request Form).

Any/all maintenance issues (or something that needs a contractor's assistance) **must be reported to Drake & Co using our online portal (also known as the Report a Problem and/or Repair Request Form)**, as stated in your Tenancy Agreement.

All tenants are provided with the Tenant Advice Hub and the Guide to Appliances, Maintenance and Living in your Property, which contain lots of useful information that tenants should consider before contacting Drake & Co about a repair, as you may be able to resolve the issue yourself and a contractor may not be required to attend. Before reporting any issues, please check that you have followed the correct procedure for this (instructions below), otherwise we may be unable to accept your request.

How to Report a Problem:

1. Take a look around the property and GENERATE A LIST of any/all problems. Work together and communicate with your housemates as they may also be aware of some issues they would like investigating.
2. Communicate with your housemates and nominate ONE PERSON to report the issue(s). Multiple tenants reporting repairs at the same time becomes very confusing and is unnecessary.
3. Report ALL ISSUES in bullet point / list format on ONE FORM. DO NOT submit multiple individual forms. Maintenance can look at all of the issues during one visit, rather than going back and forth.
4. Be specific! State which room(s) each issue relates to and explain what the problem is clearly. Try to avoid using words like "broken" - How is it broken? What is wrong with it? Staff may need to request further information from you if you have not provided enough detail, which can delay the repair.

****Remember to read the "General Information" and "Tips and Advice" sections on the website before submitting your form****

5. If you experience further issues after we have arranged for a contractor to attend, please let us know as soon as possible so we can look into this further. Otherwise, we/the contractor may be under the impression the issue has been resolved.

Online Report a Problem Portal / Repair Request Form: www.drakes.co.uk/tenants/repair-request/

***DISCLAIMER:** The Property Condition Report and inspection carried out by staff at the start of your tenancy do not guarantee the safety of any equipment or contents in the property and do not set out to do so. This is merely a record of the landlord's equipment and contents that exist in the property at the date of the inspection and the superficial condition of same. The inspections are carried out by a member of the Drake & Co team who is not a qualified surveyor or a qualified tradesperson.

If you have any questions regarding this information, please contact our office via email:
info@drakes.co.uk

Property Condition Report

Property Address:

Date:

Room	Items (where applicable)	Detailed description of cosmetic defect (e.g. mark/crack/burn/stain)
Hallway Stairs Landing	Walls/Ceiling (Paint/Wallpaper)	
	Flooring (Carpet/Laminate)	
	Mirror / Pin Board	
Lounge	Walls/Ceiling (Paint/Wallpaper)	
	Flooring (Carpet/Laminate)	
	Curtains/Blinds	
	Sofa(s)	
	Coffee Table	
Kitchen	Walls/Ceiling (Paint/Wallpaper/Tiles)	
	Flooring (Tiles/Lino/Laminate)	
	Curtains/Blinds	
	Cupboards/Units	
	Worktop	
	Sink(s)	
	Fridge/Freezer(s)	
	Oven(s)	
	Hob	
	Extractor/Cooker Hood	
	Microwave	
	Dishwasher (if applicable)	
	Dining Area	Dining Table
Dining Chairs (How Many? ____)		
Bathroom/ Shower Room Extra pages provided at the end for additional bathroom / ensuites	Walls/Ceiling (Paint/Wallpaper/Tiles)	
	Flooring (Tiles/Lino)	
	Curtains/Blinds/Frosting Sticker	
	Bath and/or Shower	
	Toilet	
	Sink	
	Mirror / Vanity	
Cellar		
Closet/ Cupboard		
Utility Room		

Items (where applicable)	Location	Detailed description of cosmetic defect (e.g. mark/crack/burn/stain)
Washing Machine/Dryer or Washer Dryer		
Hoover		
Boiler		
Fire Extinguishers/Blanket		
Smoke/Heat Detector(s)		
Carbon Monoxide Detector		
Stop Tap		

Meters (where applicable)	Location	How to Take a Meter Reading: www.bills-paid.co.uk/meter-readings/
Gas Meter		Meter Reading:
Electric Meter		Meter Reading:
Water Meter		Meter Reading:

Additional Notes for Miscellaneous Items and/or Extra Rooms		

External	Items (where applicable)	Detailed description of cosmetic defect (e.g. mark/crack/burn/stain)
Front Garden		
Back Garden		
Bins		

Bedrooms

Bedroom: _____ Items (where applicable)	Yes/No How Many?	Detailed description of cosmetic defect (e.g. mark/crack/burn/stain)
Walls/Ceiling (Paint/Wallpaper)		
Flooring (Carpet/Laminate)		
Door		
Blinds/Curtains		
Mattress / Bed Base		
Wardrobe		
Chest of Drawers		
Desk		
Desk Chair		
Other:		
Tenant Name: Tenant Signature:		

Bedroom: _____ Items (where applicable)	Yes/No How Many?	Detailed description of cosmetic defect (e.g. mark/crack/burn/stain)
Walls/Ceiling (Paint/Wallpaper)		
Flooring (Carpet/Laminate)		
Door		
Blinds/Curtains		
Mattress / Bed Base		
Wardrobe		
Chest of Drawers		
Desk		
Desk Chair		
Other:		
Tenant Name: Tenant Signature:		

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Blinds/Curtains		
Mattress / Bed Base		
Wardrobe		
Chest of Drawers		
Desk		
Desk Chair		
Other:		
Tenant Name: Tenant Signature:		

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Flooring (Carpet/Laminate)		
Door		
Blinds/Curtains		
Mattress / Bed Base		
Wardrobe		
Chest of Drawers		
Desk		
Desk Chair		
Other:		
Tenant Name: Tenant Signature:		

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Flooring (Carpet/Laminate)		
Door		
Blinds/Curtains		
Mattress / Bed Base		
Wardrobe		
Chest of Drawers		
Desk		
Desk Chair		
Other:		
Tenant Name: Tenant Signature:		

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Flooring (Carpet/Laminate)		
Door		
Blinds/Curtains		
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Wardrobe		
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Other:		
Tenant Name: Tenant Signature:		

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Flooring (Carpet/Laminate)		
Door		
Blinds/Curtains		
Mattress / Bed Base		
Wardrobe		
Chest of Drawers		
Desk		
Desk Chair		
Other:		
Tenant Name: Tenant Signature:		

Additional Bath/Shower Rooms, Ensuites, and/or W/Cs (where applicable)

Location: _____	Detailed description of cosmetic defect (e.g. mark/crack/burn/stain)
Items (where applicable)	
Walls/Ceiling (Paint/Wallpaper/Tiles)	
Flooring (Tiles/Lino)	
Curtains/Blinds/Frosting Sticker	
Bath and/or Shower	
Toilet	
Sink	
Mirror / Vanity	
Other:	
Tenant Name:	Tenant Signature:

Location: _____	Detailed description of cosmetic defect (e.g. mark/crack/burn/stain)
Items (where applicable)	
Walls/Ceiling (Paint/Wallpaper/Tiles)	
Flooring (Tiles/Lino)	
Curtains/Blinds/Frosting Sticker	
Bath and/or Shower	
Toilet	
Sink	
Mirror / Vanity	
Other:	
Tenant Name:	Tenant Signature:

Location: _____	Detailed description of cosmetic defect (e.g. mark/crack/burn/stain)
Items (where applicable)	
Walls/Ceiling (Paint/Wallpaper/Tiles)	
Flooring (Tiles/Lino)	
Curtains/Blinds/Frosting Sticker	
Bath and/or Shower	
Toilet	
Sink	
Mirror / Vanity	
Other:	
Tenant Name:	Tenant Signature:

Additional Bath/Shower Rooms, Ensuites, and/or W/Cs (where applicable)

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Items (where applicable)	
Walls/Ceiling (Paint/Wallpaper/Tiles)	
Flooring (Tiles/Lino)	
Curtains/Blinds/Frosting Sticker	
Bath and/or Shower	
Toilet	
Sink	
Mirror / Vanity	
Other:	
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Flooring (Tiles/Lino)	
Curtains/Blinds/Frosting Sticker	
Bath and/or Shower	
Toilet	
Sink	
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Tenant Name:	Tenant Signature: