**Please fill in the below form and send to us via email, to** **customer.service@hinchpm.com****. We will endeavour to provide a response within 3 working days**

**IMPORTANT – PLEASE READ BEFORE SUBMITTING QUERY**

We will look carefully into the enquiry, however, please read through the below points and bear in mind some **common issues which Hinch PM may not be able to resolve or comment on**, and contacting the other parties involved would be recommended. By sending a query through to us it is considered that the below points have been read and understood.

·       Check Outs- Liability comments (Tenant Cost / Fair Wear and Tear / Landlord Information**)** are only a **recommendation in comparison to the check in document, based on industry guidelines**, from the point of view of our independent inventory clerk. We will not be aware of all the mitigating circumstances, and the **liability assignment may not affect the deposit.** Hinch PM does not adjudicate deposit disputes or attribute definitive costs.

·       **Hinch PM will not be able to comment on discussions or agreements** between landlords, tenants and agents, which are not documented on the Check In or Check Out reports.

·       **All photographs taken at the property are on the respective photo links.**  This may not be exhaustive of all items and areas, in which case the text will be sufficient in description and evidence.

·       **The terminology used to describe the items should be used for identification purposes only -** we are not experts in colours, materials or plant life. These attributions, should they be relevant to a deposit claim, can be made directly by a claimant with supporting evidence during a deposit dispute through adjudication.

·       **The two week/14 day period for disagreements to Hinch PM relates only to the latest inspection.** As such, disagreements made regarding a Check In report after the Check Out is complete will not be considered.

·       **Hinch PM are independent of the landlord and tenant**, and will not be able comment on deposit amounts or disputes.

**Important Information for the Landlord and Tenant**

**Inventory Terms and Conditions**

The enclosed report has been compiled by Hinch Property Management. Reports produced by Hinch Property Management Services Ltd are a fair and accurate description of the condition and the contents of the property at the time of the appointment.

1. The signatures provided at a Check In by the tenants are in agreement with the cleaning summary, meter readings and hand over or hand back of keys only.  Should the managing agent wish to have the report signed on each page to confirm the tenants agreement with the report it should be arranged by the managing agent, and is not a procedure which Hinch Property Management are able to complete on behalf of the managing agent.
2. Our clerks undergo an extensive internal training programme, however, they are not experts in colours, fabrics, woods, materials, antiques, plant life etc nor are they qualified surveyors.  The terminology used to describe the items herein should be used for identification purposes only.
3. **Items left in the property for use by the tenants -** Should a selection of un-matching items be left in the property (for instance, glasses), they will be counted and noted as such, and like for like replacements during the tenancy will not be deemed tenant cost.  Should matching sets be left for the tenants use, any damages made or items missing at the end of the tenancy, will be a cost to the tenants, and a contribution made to replace the item, and not the whole set.  Hinch Property Management are not aware if any items have been recently purchased and as such we will only comment on their condition.  New is only stated if an item is still within its packaging.
4. **Items stored in the property** -  (in bin bags / boxes etc) will not be inspected and no detailed comments will be made in the report with regard to their contents, however a comment will be made to identify the bin bag / box etc.  Should the contents be required to be included in the inventory report, arrangements must be made by the managing party to position items within the rooms required for inspection by Hinch Property Management clerks.
5. **Fire safety labels –** where they are seen, they will be noted, however it should not be interpreted to mean that the item complies with current fire safety regulations.
6. **Furniture and soft furnishings -** where physically possible (within the clerks capability) these will be moved and the area behind/beneath inspected. Where items cannot be moved the area or items obstructed behind will not be fully inspected.  However, should any damage be caused due to a move of furniture, Hinch Property Management cannot be held responsible in any way, nor will Hinch Property Management reimburse any persons for any damage caused to the property.

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| **The following items, in most cases, will not be moved by Hinch Property Management in order to avoid damage being caused to the property, and in the safety interests of our clerk** |
| Sofas and armchairs | TV's and TV Units | Display cabinets |
| Appliances, inc. Extractor hoods | Kitchen and dining tables | Beds or mattresses |
| Bedside tables | Wardrobes | Chests of drawers |
| Desks | Any wall mounted item | Bookcases |
| White goods inc. fridges and freezers | Iron or heavy wooden outside furniture |
| Rugs or mats will be lifted or rolled out in order to check the condition of the flooring beneath them, providing that no obstructing items have been placed on top of the rug or mat |

Although the above items have been outlined, whether or not we are able to move furniture it at the discretion of our clerks, it depends on the type of furniture and our clerks capability to safely move the items, without causing damage to the item, the area around it, or the clerk concerned.

* Linen should be freshly washed and thoroughly dried for both check in and check out and should be left in the relevant rooms for inspection.  Please be aware that if beds are made up, the linen for the bed will be stripped and inspected but the bed will not be returned to a made up state, therefore we recommend that the linen is left folded in the relevant room where it will be refolded once inspected.
* For made up beds in serviced apartments, our clerks will not strip these if instructed to leave.
* Items deemed by our clerk to be of negligible or no value will be purposefully excluded from the inventory report, for instance; magazines, books, telephone directories, perishables, houseplants, cleaning products etc.
1. **Manuals -** It is recommended that **copies** of operating manuals for appliances are left in the property for tenant use, these will be noted in the body of our reports at both the check in and check out, and photographed at both inspections.
2. **Keys -** Any keys left in the property will be noted in the body of our report, but will not form part of the signed declaration.  Only keys handed to us by the landlord / letting agent or tenant will form part of the signed declaration.  Please note, any keys not handed back to the clerk at the check out will be a cost to the tenant.  If these keys cannot be recovered after the check out, costs to the tenant may be incurred for further keys to be cut, or costs to change the locks.  It is not the responsibility of Hinch Property Management to attempt to recover keys or items from the previous tenants (aside from those handed over at check out), nor should items be returned to Hinch Property Management or their representatives.
3. **Outside areas -** Refer to your tenancy agreement to determine whether the garden is the responsibility of the tenants or landlord during the tenancy.  It is expected that general garden maintenance is carried out by the tenant during the tenancy and should be in, at least, good seasonal condition throughout the duration of the tenancy if so at the beginning.
4. **Windows -** Hinch Property Management will open and close windows where possible and keys are present (preferably in locks) or in the property.  Should Hinch Property Management be unable to close a window / secure a property, we will contact the agent immediately who will need to make their way to the property immediately to enable us to leave the property.  Hinch Property Management will not wait for arrangements to be made to secure the property, nor will Hinch Property Management remain in the property until it can be secured.
5. **Water Supplied Items -** Hinch Property Management will test the flushes of all WCs, and all taps will be turned on and off to test the water supply.  However, should any damage be caused due to any of these tests, Hinch Property Management cannot be held responsible in any way, nor will Hinch Property Management reimburse any persons for any damage caused to the property.
6. **Please note that -**Hinch Property Management Clerks are  **not** responsible for testing the below items.  Should any faults be discovered, these should be reposted directly to the managing agent, and not to Hinch Property Management.
* Testing appliances | Testing electrical items | Testing heating systems/radiators
* Testing alarms and/ or alarm sensors – we will endeavour to test that all smoke and carbon monoxide detectors/alarms are audible at the time of inspection, where we are able to, and photograph them in situ.  There are occasions where our clerks will be restricted and therefore will be unable to test the device.  In these instances Hinch Property Management will not arrange for a subsequent visit.
* Inspecting the loft, attic or cellar and its contents unless Insurance to cover the clerk is provided before the job date by the parties requesting the inspection.
1. **Reports -** will be emailed to the letting agent within 2 working days after the inspection is carried out, requests for reports must be made directly to the letting agent and not to Hinch Property Management.  Hinch Property Management are only able to release reports to the individual or company who instructed us to carry out the inspection, and can only release the report to other parties whereby written permission is granted by the individual or company who instructed us.
2. **Inventory / Check In -** The inventory is compiled to offer a fair and accurate description of the property and its contents at the time of the appointment.  It will include any dilapidation issues and the general cleanliness of the property.
3. At the check in, any additional notes will be added to the original inventory and updated accordingly.  The Hinch Property Management Inventory clerk will also take the meter readings for gas, electric and water where they are able to be located.  Please ensure that the meters are easily accessible and any overgrown shrubs are cut back to allow us to read the meters safely, and any keys needed to take the readings are handed over.  Our clerk will also complete the declaration, stating the general cleanliness of the property and sign the keys given over to the tenant.
4. **Check Out -** The check out report is used to determine the condition of the property at the end of the tenancy in relation to when the tenancy began.  There is allowance for fair wear and tear but any excessive dilapidations will be chargeable to the tenant.  It is expected that the level of cleanliness at the check out should be similar to that of the check in.
5. Please be aware that any item left not clean at check out, where it was clean at check in will be a cost to the tenants, no cleaning issues at a check out will be apportioned to Fair Wear and Tear. Please note that if any part of the property was professionally cleaned or ‘new’ at the check in, it should be professionally cleaned at the check out.  In order for Hinch Property Management to make note of this, copies of receipts for the professional cleaning must be available at the check out.
6. The tenant must be ready to check out at the agreed time with all cleaning completed and personal items removed, failure to do so may result in an abort fee or a waiting charge.  The tenant will not be granted access to the property after the time of check out to remove further items or to complete cleaning.
7. If items of furniture have been moved during the tenancy these should be moved back to their original position for the check out inspection.  Items not found in their correct, original place will be chargeable to the tenant as a cost to replace or repositioning, it is not the responsibility of the inventory clerk, the agent or the landlord to reposition these items.
8. Items left by the tenants will incur costs to the tenant for removal.  Should the tenant be unable to be contacted after the check out, we recommend that the landlord stores said items for a period of 3 months, (storage charges are chargeable to the tenant) after which time, if they have not be claimed, they may be disposed of (at tenant cost).
9. The same keys must be signed over to the inventory clerk at the check out, as was signed over to the tenant at the check in.  If the tenant will not be present at the check out, the keys must ALL be returned to the letting agent, failure to do so may result in an abort fee.  Please also leave a copy of the forwarding address in the property.
10. If Hinch Property Management have been instructed to carry out a check in or check out report, where Hinch Property Management did not carry out the inventory or check in report, the original report will be summarised, and a check in or check out comment will be made if there have been any changes from the original report.  If no changes have been made to the condition of the item, the phrase “See original report” will be used in the check in note, and the phrase ‘as original’ will appear in the check out column.  In the absence of an original inventory or check in comment, where an item is found to be dilapidated at the check out, no liability can be apportioned.  In the absence of an original report at check in or check out, only dilapidations will be noted in the relevant column, no comments will be made if the item is in good condition nor will comments be made to colours, fabrics, etc and again, no liability can be apportioned
11. **Check out descriptions -** Our check out report will contain the following liabilities, which have been described in more detail below:

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| **Note: All items are considered in "good condition, clean", and where applicable, "tested and working" unless stated otherwise in the item description** |
| **Tenant Cost** | Items which have been left in an unclean condition, items dilapidated in any way beyond fair wear and tear, when they were noted as good condition or clean at the check in.  Also any marks deemed beyond fair wear and tear, taking into consideration the length of the tenancy.  Items which have been removed from the property or are not in the correct place for check out.  |
| **Fair Wear & Tear** | Any marks deemed to be in line with fair use of the property during the tenancy, taking into consideration the length of the tenancy and the type of tenancy. |
| **Landlord Aware** | Any changes to the property which have been agreed or instructed by the landlord or representative.  Written permission or notification is advisable. |
| **Landlord Information**  | Where dilapidations are adjudged to be beyond the control, influence or fault of the tenant, and maintenance may be required and brought to the landlord’s attention. Items which have improved in condition during the tenancy, or items which have been replaced in a like for like capacity during the tenancy.  Also known as betterment. |
| https://s3.eu-west-2.amazonaws.com/hinchpmimages/images/tick.png | This item is in the same condition at the check out as it was at the check in and no further comments are deemed appropriate by the inventory clerk. |

1. **Photographic Evidence -** Any photographs taken at a check in will be either general view shots, showing levels of cleanliness (good or poor), or showing any defects to the property which will be noted on the check in report.  Photographs are taken to back up the text of the report, and should not be referred to solely when discussing the condition of the property.  Photographs at the check out will be more specific to the dilapidations made during the tenancy, and items which the Hinch Property Management clerk deems to require attention prior to the commencement of the next tenancy.  Should an item be photographed at check out, and have not been photographed at check in, the body of the report should be referred to for the original description, condition and cleanliness.  The numbers below the check in or check out photos refer to the numbered references within the report.
2. Please note that any liability placed is a recommendation only, using the information available to Hinch Property Management. Other factors may have an effect on the figure/requirement for compensation which Hinch Property Management are not aware of. It is solely at the landlords discretion to claim for compensation.
3. . Please note that Hinch PM can not be held responsible for any errors, omissions or issues that may be felt are contained within this report, unless these are raised at the time that the report is compiled, or within the permitted timeframe allowing the report to be reviewed and updated if required.
4. The property is considered to be free of any odours unless stated otherwise in the body of the report.
5. Please note that where a smoke alarm has been noted as "Tested and audible", this is only valid for the day the inspection is carried out, and it is recommended for these devices to be tested on a monthly basis.
6. Please note that the photograph link is not hosted by Hinch PM, and as such we cannot guarantee the perseverance of the online photograph album into the indefinite future. As such, it is highly advised for the tenant and landlord to download the photo album into local storage and keep a backup in the event that the album goes offline.

**Adding supporting images:**

You will need to download the images from your device to a folder in Windows Explorer.

**How to add photos into the form**

**-**Click your cursor in one of the photo boxes below, then open the Windows Explorer folder and drag and drop the photo into the document / photo box.

**-**Once all images have been added, please double click on any image and compress all images, which can be found in the format tab in Microsoft Word, this will enable you to attach the document to an email.

**-**Images can be numbered to refer to your points above, or can be described in each image box.

**Creating a Photo Album Link**

**-**A photo album with unlimited storage can be created through google photos to provide an easy way to share supporting pictures

**-**To use it, navigate to <https://photos.google.com/>, log in to your account, click “+ Create” to the right of the top search bar, click “Shared Album”, add a title, then drag and drop all the photos into the page and wait for upload.

**-** Once done, click the “Share icon” on the top right 

**-**Following that elect “Copy Link” and paste the link in the box below

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| **Photo Link** | Paste Link Here |

**Making an Enquiry**

After completing the below form, please email the document to us at customer.service@hinchpm.com, we will acknowledge receipt of your enquiry immediately (within standard working hours). Your comments will then be forwarded to our clerk for their comments, and a member of the Management Team at Hinch Property Management will complete the Hinch Property Management column below before sending back to you. You can expect a full response within 48 hours / 2 working days, however, on occasion we will not be able to fully investigate your complaint within that time frame, but we will endeavour to keep you informed of progress on a daily basis.

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| Name of Sender: |  |
| Property Address: |  |
| Type of Report Compiled (check in/check out): |  |
| Relation to the property (landlord or tenant): |  |
| Contact telephone number: |  |
| Contact email address: |  |
| I confirm I have read and understood the above points A-X. |  |
| I confirm that I am contacting Hinch Property Management within the allowed time frame: |  |

**LAYOUT EXPLANATION:**

**Column 1 (Query description) –** Please describe each individual query on this first column, be sure to separate different queries into different rows. **Include the item reference number /room /page number if relevant**

**Column 2 (Supporting Photo)** – Please drag and drop a photo from your computer into this cell, so that it is displayed alongside your query

**Column 3 (Clerk Response) –** In this column, the clerk will look over the query and either “Agree” or “Disagree” the amendment by ticking the respective box. If the query is regarding a point that has already been catalogued in the report, the clerk will instead tick the box stating “Already in report”, in which case they may provide the item reference number in the 4th cell of that column.

**Column 4 (Clerk Response 2) –** In this column, the clerk may provide in text their comment in regards to the query to provide further clarity

To be completed by sender:

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| Query Description | Photo Column (Drag photo here, 1 per row) | Clerk Response(to be completed by Hinch Property Management only) |
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To add further rows to the above table please click your cursor on the outside of the lowest right hand cell and press return/enter.

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| Additional comments: |  |

**Additional Supporting Images (Reference the index number on the query)**

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