

# YOUR ONESURVEY HOME REPORT

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## ADDRESS

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Lower Dwelling, 15 Queen Street  
Castle Douglas  
DG7 1HU

## PREPARED FOR

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Fiona Holmes

## INSPECTION CARRIED OUT BY:



## SELLING AGENT:



## HOME REPORT GENERATED BY:



# Document Index

| Document               | Status | Prepared By                                       | Prepared On |
|------------------------|--------|---------------------------------------------------|-------------|
| Single Survey          | Final  | Dumfries -<br>Allied<br>Surveyors<br>Scotland Ltd | 09/04/2026  |
| Mortgage Certificate   | Final  | Dumfries -<br>Allied<br>Surveyors<br>Scotland Ltd | 09/04/2026  |
| Property Questionnaire | Final  | Mrs. Rosslyn<br>Corrie                            |             |
| EPC                    | Final  | Dumfries -<br>Allied<br>Surveyors<br>Scotland Ltd | 30/04/2026  |
| Additional Documents   | Final  |                                                   |             |

## Important Notice:

This report has been prepared for the purposes and use of the person named on the report. In order to ensure that you have sight of a current and up to date copy of the Home Report it is **essential** that you log onto [www.onesurvey.org](http://www.onesurvey.org) (free of charge) to download a copy personalised in your own name. This enables both Onesurvey and the Surveyor to verify that you have indeed had sight of the appropriate copy of the Home Report prior to your purchasing decision. This personalised report can then be presented to your legal and financial advisers to aid in the completion of your transaction. **Failure to obtain a personalised copy may prevent the surveyor having any legal liability to you as they will be unable to determine that you have relied on this report prior to making an offer to purchase.**

Neither the whole, nor any part of this report may be included in any published document, circular or statement, nor published in any way without the consent of Onesurvey Ltd. Only the appointed Chartered Surveyor can utilise the information contained herein for the purposes of providing a transcription report for mortgage/loan purposes.

P A R T 1 .

# SINGLE SURVEY

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A report on the condition of the property, with categories  
being rated from 1 to 3.



# Single Survey

Survey report on:

|                           |                                                                             |
|---------------------------|-----------------------------------------------------------------------------|
| <b>Customer</b>           | Mrs. Rosslyn Corrie                                                         |
| <b>Selling address</b>    | Lower Dwelling, 15 Queen Street<br>Castle Douglas<br>DG7 1HU                |
| <b>Date of Inspection</b> | 03/04/2026                                                                  |
| <b>Prepared by</b>        | John Kempself, BSc (Hons) MRICS<br>Dumfries - Allied Surveyors Scotland Ltd |

# **SINGLE SURVEY TERMS AND CONDITIONS (WITH MVR)**

## **PART 1 - GENERAL**

### **1.1 THE SURVEYORS**

The Seller has engaged the Surveyors to provide the Single Survey Report and a generic Mortgage Valuation Report for Lending Purposes. The Seller has also engaged the Surveyors to provide an Energy Report in the format prescribed by the accredited Energy Company.

The Surveyors are authorised to provide a transcript or retype of the generic Mortgage Valuation Report on to Lender specific pro-forma. Transcript reports are commonly requested by Brokers and Lenders. The transcript report will be in the format required by the Lender but will contain the same information, inspection date and valuation figure as the generic Mortgage Valuation Report and the Single Survey. The Surveyors will decline any transcript request which requires the provision of information additional to the information in the Report and the generic Mortgage Valuation Report until the Seller has conditionally accepted an offer to purchase made in writing.

Once the Seller has conditionally accepted an offer to purchase made in writing, the Purchaser's lender or conveyancer may request that the Surveyors provide general comment on standard appropriate supplementary documentation. In the event of a significant amount of documentation being provided to the Surveyors, an additional fee may be incurred by the Purchaser. Any additional fee will be agreed in writing.

If information is provided to the Surveyors during the conveyancing process which materially affects the valuation stated in the Report and generic Mortgage Valuation Report, the Surveyors reserve the right to reconsider the valuation. Where the Surveyors require to amend the valuation in consequence of such information, they will issue an amended Report and generic Mortgage Valuation Report to the Seller. It is the responsibility of the Seller to ensure that the amended Report and generic Mortgage Valuation Report are transmitted to every prospective Purchaser.

The individual Surveyor will be a member of the Royal Institution of Chartered Surveyors who is competent to survey, value and report upon Residential Property.<sup>1</sup>

If the Surveyors have had a previous business relationship within the past two years with the Seller or Sellers Agent or relative to the property, they will be obliged to indicate this by ticking the adjacent box.



The Surveyors have a written complaints handling procedure. This is available from the offices of the Surveyors at the address stated.

### **1.2 THE REPORT**

The Surveyors will not provide an amended Report on the Property, except to correct factual inaccuracies.

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<sup>1</sup> Which shall be in accordance with the current RICS Valuation Standards (the Red Book) and RICS Codes of Conduct

The Report will identify the nature and source of information relied upon in its preparation.

The Surveyor shall provide a Market Value of the Property, unless the condition of the Property is such that it would be inappropriate to do so. A final decision on whether a loan will be granted rests with the Lender who may impose retentions in line with their lending criteria. The date of condition and value of the property will be the date of inspection.

To date, Purchasers have normally obtained their own report from their chosen Surveyor. By contrast, a Single Survey is instructed by the Seller and made available to all potential Purchasers in expectation that the successful Purchaser will have relied upon it. The Royal Institution of Chartered Surveyors rules require disclosure of any potential conflict of interest when acting for the Seller and the Purchaser in the same transaction. The Single Survey may give rise to a conflict of interest and if this is of concern to any party they are advised to seek their own independent advice.

The Report and any expressions or assessments in it are not intended as advice to the Seller or Purchaser or any other person in relation to an asking price or any other sales or marketing decisions.

The Report is based solely on the Property and is not to be relied upon in any manner whatsoever when considering the valuation or condition of any other property.

If certain minor matters are mentioned in the Report it should not be assumed that the Property is free of other minor defects.

Neither the whole nor any part of the Report may be published in any way, reproduced or distributed by any party other than the Seller, prospective purchasers and the Purchaser and their respective professional advisers without the prior written consent of the Surveyors.

### **1.3 LIABILITY**

The Report is prepared with the skill and care reasonably to be expected of a competent residential surveyor who is a member of the Royal Institution of Chartered Surveyors.

The Report is addressed to the Seller and was prepared in the expectation that it (or a complete copy) along with these Terms and Conditions (or a complete copy) would (or, as the case might be, would have been) be disclosed and delivered to

- the Seller;
- any person(s) noting an interest in purchasing the Property from the Seller;
- any person(s) who make(s) (or on whose behalf is made) an offer to purchase the Property, whether or not that offer is accepted by the Seller;
- the Purchaser; and
- the professional advisers of any of these.

The Surveyors acknowledge that their duty of skill and care in relation to the Report is owed to the Seller and to the Purchaser. The Surveyors accept no responsibility or liability whatsoever in relation to the Report to persons other than the Seller and the Purchaser. The Seller and Purchaser should be aware that if a Lender seeks to rely on this Report they do so at their own risk. In particular, the Surveyors accept no responsibility or liability whatsoever to any Lender in relation to the Report. Any such Lender relies upon the Report entirely at their own risk.

#### **1.4 GENERIC MORTGAGE VALUATION REPORT**

The Surveyors undertake to the Seller that they will prepare a generic Mortgage Valuation Report, which will be issued along with the Single Survey. It is the responsibility of the Seller to ensure that the generic Mortgage Valuation Report is provided to every potential Purchaser.

#### **1.5 TRANSCRIPT MORTGAGE VALUATION FOR LENDING PURPOSES**

The Surveyors undertake that on being asked to do so by a prospective purchaser, or his/her professional advisor or Lender, they will prepare a Transcript Mortgage Valuation Report for Lending Purposes on terms and conditions to be agreed between the Surveyors and Lender and solely for the use of the Lender and upon which the Lender may rely. The decision as to whether finance will be provided is entirely a matter for the Lender. The Transcript Mortgage Valuation Report will be prepared from information contained in the Report and the generic Mortgage Valuation Report. 2

#### **1.6 INTELLECTUAL PROPERTY**

All intellectual property rights whatsoever (including copyright) in and to the Report, excluding the headings and rubrics, are the exclusive property of the Surveyors and shall remain their exclusive property unless they assign the same to any other party in writing.

#### **1.7 PAYMENT**

The Surveyors are entitled to refrain from delivering the Report to anyone until the fee and other charges for it notified to the Seller have been paid. Additional fees will be charged for subsequent inspections and Reports.

#### **1.8 CANCELLATION**

The Seller will be entitled to cancel the inspection by notifying the Surveyor's office at any time before the day of the inspection.

The Surveyor will be entitled not to proceed with the inspection (and will so report promptly to the Seller) if after arriving at the property, the Surveyor concludes that it is of a type of construction of which the surveyor has insufficient specialist knowledge to be able to provide the inspection satisfactorily. The Surveyor will also be entitled not to proceed if after arriving at the property, the surveyor concludes that the property is exempt under Part 3 of The Housing (Scotland) Act 2006 as detailed in the (Prescribed Documents) Regulations 2008. If there is a potential threat to their health or personal safety, the inspection may be postponed or cancelled, at the Surveyor's discretion.

In the case of cancellation or the inspection not proceeding, the Surveyor will refund any fees paid by the Seller for the inspection and Report, except for

expenses reasonably incurred and any fee due in light of the final paragraph of this section.

In the case of cancellation by the Seller, for whatever reason, after the inspection has taken place but before a written report is issued, the Surveyor will be entitled to raise an Invoice equivalent to 80% of the agreed fee.

## **1.9 PRECEDENCE**

If there is any incompatibility between these Terms and Conditions and the Report, these Terms and Conditions take precedence.

## **1.10 DEFINITIONS**

- the "Lender" is the party who has provided or intends or proposes to provide financial assistance to the Purchaser towards the purchase of the Property and in whose favour a standard security will be granted over the Property;
- the "Transcript Mortgage Valuation Report for Lending Purposes" means a separate report, prepared by the Surveyor, prepared from information in the Report and the generic Mortgage Valuation Report, but in a style and format required by the Lender. The Transcript Mortgage Valuation Report for Lending Purposes will be prepared with the skill and care reasonably to be expected from a surveyor who is a member of the Royal Institution of Chartered Surveyors and who is competent to survey, value and report on the Property;
- the "Generic Mortgage Valuation Report" means a separate report, prepared by the Surveyor from information in the Report but in the Surveyor's own format.
- the "Market Value" is *The estimated amount for which a property should exchange on the date of valuation between a willing buyer and a willing seller in an arm's-length transaction after proper marketing wherein the parties had each acted knowledgeably, prudently and without compulsion*
- the "Property" is the property which forms the subject of the Report;
- the "Purchaser" is the person (or persons) who enters into a contract to buy the Property from the Seller;
- a "prospective Purchaser" is anyone considering buying the Property.
- the "Report" is the report, of the kind described in Part 2 of these Terms and Conditions and in the form set out in part 1 of Schedule 1 of the Housing (Scotland) Act 2006 (Prescribed Documents) Regulations 2008;
- the "Seller" is/are the proprietor(s) of the Property;
- the "Surveyor" is the author of the Report on the Property; and

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<sup>2</sup> Which shall be in accordance with the current RICS Valuation Standards (the Red Book) and RICS Rules of Conduct.

- the "Surveyors" are the firm or company of which the Surveyor is an employee, director, member or partner (unless the Surveyor is not an employee, director, member or partner, when the "Surveyors" means the Surveyor) whose details are set out at the head of the Report.
- the "Energy Report" is the advice given by the accredited Energy Company, based on information collected by the Surveyor during the Inspection, and also includes an Energy Performance Certificate, in a Government approved format.

## **PART 2 – DESCRIPTION OF THE REPORT**

### **2.1 THE SERVICE**

The Single Survey is a Report by an independent Surveyor, prepared in an objective way regarding the condition and value of the Property on the day of the inspection, and who is a member of the Royal Institution of Chartered Surveyors. It includes an Energy Report as required by Statute and this is in the format of the accredited Energy Company. In addition, the Surveyor has agreed to supply a generic Mortgage Valuation Report.

### **2.2 THE INSPECTION**

The Inspection is a general surface examination of those parts of the Property which are accessible: in other words, *visible and readily available for examination from ground and floor levels, without risk of causing damage to the Property or injury to the Surveyor.*

All references to visual inspection refer to an inspection from within the property at floor level and from ground level within the site and adjoining public areas, without the need to move any obstructions. Any references to left or right are taken facing the front of the property.

The Inspection is carried out with the Seller's permission, without causing damage to the building or contents. Furniture, stored items and insulation are not moved.

Unless identified in the report the Surveyor will assume that no harmful or hazardous materials have been used in the construction. The presence or possible consequences of any site contamination will not be researched.

The Surveyor will not carry out an asbestos inspection, and will not be acting as an asbestos inspector in completing a Single Survey of properties that may fall within the Control of Asbestos in the Workplace Regulations. In the case of flats it will be assumed that there is a duty holder, as defined in the Regulations and that a Register of Asbestos and effective Management Plan is in place, which does not require any expenditure, or pose a significant risk to health. No enquiry of the duty holder will be made.

### **2.3 THE REPORT**

The Report will be prepared by the Surveyor who carried out the property inspection and will describe various aspects of the property as defined by the headings of the Single Survey report with the comments being general and unbiased. The report on the location, style and condition of the property, will be concise and will be restricted to matters that could have a material effect upon value and will omit items that, in the Surveyor's opinion, are not

significant. If certain minor matters are mentioned, it should not be interpreted that the property is free of any other minor defects.

Throughout the report, the following repair categories will be used to give an overall opinion of the state of repair and condition of the property.

2.3.1 Category 3: Urgent repairs or replacement are needed now. Failure to deal with them may cause problems to other parts of the property or cause a safety hazard. Estimates for repairs or replacement are needed now.

2.3.2 Category 2: Repairs or replacement requiring future attention, but estimates are still advised.

2.3.3 Category 1: No immediate action or repair is needed.

**WARNING:** If left unattended, even for a relatively short period, Category 2 repairs can rapidly develop into more serious Category 3 repairs. The existence of Category 2 or Category 3 repairs may have an adverse effect on marketability, value and the sale price ultimately achieved for the property. This is particularly true during slow market conditions when the effect can be considerable.

Parts of the property, which cannot be seen or accessed, will not be reported upon and this will be stated. If the Surveyor suspects that a defect may exist within an unexposed area and which could have a material effect upon the value, he may recommend further investigation by specialist contractors.

## 2.4 SERVICES

Surveyors are not equipped or qualified to test the services and therefore no comment can be interpreted as implying that the design, installation and function of the services are in accordance/compliance with regulations, safety and efficiency expectations. However, comment is made where there is cause to suspect significant defects or shortcomings with the installations. No tests are made of any services or appliances.

## 2.5 ACCESSIBILITY

A section is included to help identify the basic information interested parties need to know to decide whether to view a property.

## 2.6 ENERGY REPORT

A section is included that makes provision for an Energy Report, relative to the property. The Surveyor will collect physical data from the property and provide such data in a format required by an accredited Energy Company. The Surveyor cannot of course accept liability for any advice given by the Energy Company.

## 2.7 VALUATION AND CONVEYANCER ISSUES

The last section of the Report contains matters considered relevant to the Conveyancer (Solicitor). It also contains the Surveyor's opinion both of the market value of the property and of the re-instatement cost, as defined below.

*"Market Value" The estimated amount for which a property should exchange on the date of valuation between a willing buyer and a willing seller in an*

*arm's-length transaction after proper marketing wherein the parties had each acted knowledgeably, prudently and without compulsion.* In arriving at the opinion of the Market Value the Surveyor also makes various standard assumptions covering, for example, vacant possession; tenure and other legal considerations; contamination and hazardous materials; the condition of un-inspected parts; the right to use mains services; and the exclusion of curtains, carpets etc. from the valuation. In the case of flats, the following further assumptions are made that:

- \*There are rights of access and exit over all communal roadways, corridors, stairways etc. and to use communal grounds, parking areas, and other facilities;
- \*There are no particularly troublesome or unusual legal restrictions;
- \*There is no current dispute between the occupiers of the flats or any outstanding claims or losses; and the costs of repairs to the building are shared among the co-proprietors on an equitable basis.

Any additional assumption, or any found not to apply, is reported.

*“Re-instatement cost” is an estimate for insurance purposes of the current cost of rebuilding the Property in its present form* unless otherwise stated. This includes the cost of rebuilding the garage and permanent outbuildings, site clearance and professional fees, but excludes VAT (except on the fees).

Sellers or prospective Purchasers may consider it prudent to instruct a reinspection and revaluation after a period of 12 weeks (or sooner if appropriate) to reflect changing circumstances in the market and/or in the physical condition of the Property

## 1. INFORMATION AND SCOPE OF INSPECTION

This section tells you about the type, accommodation, neighbourhood, age and construction of the property. It also tells you about the extent of the inspection and highlights anything that the Surveyor could not inspect.

All references to visual inspection refer to an inspection from within the property without moving any obstructions and externally from ground level within the site and adjoining public areas. Any references to left or right in a description of the exterior of the property refer to the view of someone standing facing that part of the property from the outside.

The inspection is carried out without causing damage to the building or its contents and without endangering the occupiers or the Surveyor. Heavy furniture, stored items and insulation are not moved. Unless identified in the report the Surveyor will assume that no harmful or hazardous materials or techniques have been used in the construction. The presence or possible consequences of any site contamination will not be researched.

Services such as TV/cable connection, internet connection, swimming pools and other leisure facilities will not be inspected or reported on.

|                                |                                                                                                                                                                                                                                                                                             |
|--------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Description                    | The subjects comprise a ground floor apartment, with single-storey rear extensions, within a two-storey and attic building.                                                                                                                                                                 |
| Accommodation                  | The accommodation comprises:<br><br>Ground floor: rear utility, inner hallway, open plan kitchen/dining/lounge, three bedrooms, cloakroom (wc and wash hand basin), shower room.                                                                                                            |
| Gross internal floor area (m2) | The gross internal floor area is approximately 103 m <sup>2</sup> .                                                                                                                                                                                                                         |
| Neighbourhood and location     | The property is located in a mixed commercial/residential area, close by to all local facilities and amenities, in the north-east of Castle Douglas.                                                                                                                                        |
| Age                            | Original building circa 1910, conversion (back to residential accommodation 2026).                                                                                                                                                                                                          |
| Weather                        | Dry, although overcast.                                                                                                                                                                                                                                                                     |
| Chimney stacks                 | Visually inspected with the aid of binoculars where required.<br><br>There is one chimney stack, of dressed sandstone construction, with sandstone coping and clay chimney pot.<br><br>The chimney stack has lead flashings.<br><br>(The chimney stack is no longer used in the apartment). |

|                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Roofing including roof space        | <p>The main roof to the building is of pitched design, timber framed and slated. The ridge is stone.</p> <p>Sandstone skew stones are fitted to the roof slopes.</p> <p>There is a first floor and attic apartment above.</p> <p>The single-storey rear extension has a flat roof clad in fibreglass.</p> <p>Flat roofs have a limited life and, depending on their age and the quality of workmanship, can fail at any time.</p> <p>There is a mono-pitched slated roof at the rear elevation above the shower room. Within the loft void, the roof structure is of traditional timber frame construction, with timber sarking.</p> <p>The roof appears to have a membrane under the slates. The loft void is insulated to a depth of approximately 300 mm of insulation laid between and over the ceiling joists..</p> <p>Natural slates have an expected lifespan of up to 100 years or more depending on slate quality, source, thickness and cutting skill of the slater. Slates will deteriorate over time; nail fixings will corrode and loosen resulting in on-going maintenance requirements. Close quarter and disruptive inspections may reveal damage to roofing materials, especially where these are original. Regular maintenance should be anticipated particularly after adverse weather conditions.</p> <p>The rear utility (former conservatory) has a new mono-pitched, roof clad in zinc.</p> |
| Rainwater fittings                  | <p>Visually inspected with the aid of binoculars where required.</p> <p>The rainwater fittings are pvc.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Main walls                          | <p>Visually inspected with the aid of binoculars where required. Foundations and concealed parts were not exposed or inspected.</p> <p>The main walls are of solid brick construction, approximately 450 mm thick, externally pointed, and internally plasterboard lined, with a plaster skim.</p> <p>The single-storey rear projection is of cavity brick construction, approximately 300 mm thick, externally pointed and painted and internally plasterboard lined.</p> <p>The rear utility has a cavity brick base wall, externally pointed and painted and internally plasterboard lined.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Windows, external doors and joinery | <p>Internal and external doors were opened and closed where keys were available.</p> <p>Random windows were opened and closed where possible.</p> <p>Doors and windows were not forced open.</p> <p>Windows are PVC framed, double glazed, sash and casement, pivot and top hopper style.</p> <p>External doors are PVC framed with double glazed panels.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

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| External decorations               | <p>Visually inspected.</p> <p>External elevations are pointed and painted.</p>                                                                                                                                                                                                                                                                                                    |
| Conservatories / porches           | <p>Visually inspected.</p> <p>The rear utility (formerly conservatory) construction comprises: concrete floor, cavity brick base wall, PVC framed double glazed windows and door. The roof is mono-pitched and clad and zink.</p> <p>The utility is fixed heating and a worktop with sink unit.</p>                                                                               |
| Communal areas                     | <p>There is a tarmac surfaced communal rear access area defined on the title deed plans.</p>                                                                                                                                                                                                                                                                                      |
| Garages and permanent outbuildings | <p>There is no garage or permanent out buildings.</p> <p>There is a designated parking area to the rear of the apartment block.</p> <p>There is a detached timber workshop/store in the rear grounds.</p>                                                                                                                                                                         |
| Outside areas and boundaries       | <p>Visually inspected.</p> <p>The rear garden has tarmac surfaced parking/seating area, with concrete ramp to rear utility.</p> <p>There is a stone chipped seating area to the rear adjacent to the rear bedroom, with timber framed canopy with mono-pitched roof clad with corrugated plastic sheets.</p> <p>Boundaries are defined by brick/block walls and timber fence.</p> |
| Ceilings                           | <p>Visually inspected from floor level.</p> <p>Ceilings are plasterboard lined, with a plaster skim.</p>                                                                                                                                                                                                                                                                          |
| Internal walls                     | <p>Visually inspected from floor level.</p> <p>Using a moisture meter, walls were randomly tested for dampness where considered appropriate.</p> <p>Internal walls are plasterboard lined with a plaster skim.</p>                                                                                                                                                                |
| Floors including sub floors        | <p>Surfaces of exposed floors were visually inspected.</p> <p>I was not able to inspect the subfloor area.</p> <p>Floors are of suspended timber and solid concrete.</p>                                                                                                                                                                                                          |

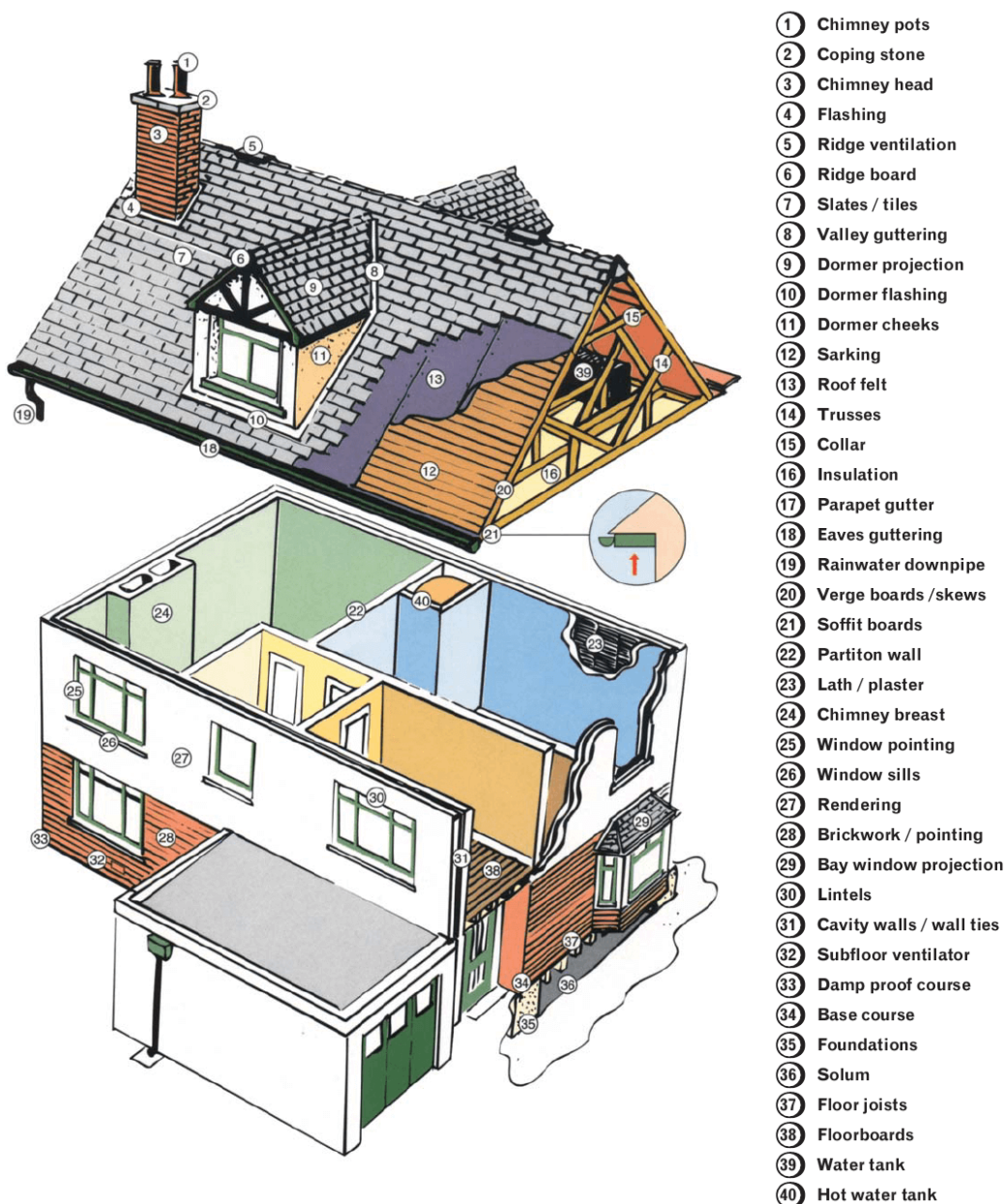
|                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| Internal joinery and kitchen fittings | <p>Built-in cupboards were looked into but no stored items were moved.</p> <p>Kitchen units were visually inspected excluding appliances.</p> <p>Skirtings and architraves are of softwood timber, which have been painted.</p> <p>Internal doors are timber panelled, fire doors, with intumescent strips and self-closers.</p> <p>Kitchen fittings comprise modern fitted timber effect base and wall units, with fitted worktops and stainless steel sink unit.</p> <p>There is also a fitted base unit, with timber effect fitted worktop and stainless steel sink unit in the utility.</p>                                                                                      |
| Chimney breasts and fireplaces        | Chimney breasts and fireplaces have been closed off.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Internal decorations                  | <p>Visually inspected.</p> <p>Internal Walls and ceilings are plastered and painted.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Cellars                               | There is no cellar.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Electricity                           | <p>Accessible parts of the wiring were visually inspected without removing fittings. No tests whatsoever were carried out to the system or appliances.</p> <p>Visual inspection does not assess any services to make sure they work properly and efficiently and meet modern standards. If any services are turned off, the Surveyor will state that in the report and will not turn them on.</p> <p>Mains electricity is connected. The electric meter and consumer unit, which is fitted with circuit breakers, are located in a cupboard at higher level in the kitchen.</p> <p>Wiring, where visible, is PVC sheathed and insulated and there are 13 amp square pin sockets.</p> |
| Gas                                   | <p>Accessible parts of the system were visually inspected without removing fittings. No tests whatsoever were carried out to the system or appliances.</p> <p>Visual inspection does not assess any services to make sure they work properly and efficiently and meet modern standards. If any services are turned off, the Surveyor will state that in the report and will not turn them on.</p> <p>Mains Gas is connected. The external gas meter box is located at the left-hand side gable (when facing the front of the building).</p>                                                                                                                                          |

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| <p>Water, plumbing and bathroom fittings</p> | <p>Visual inspection of the accessible pipework, water tanks, cylinders and fittings without removing any insulation.</p> <p>No tests whatsoever were carried out to the system or appliances.</p> <p>Mains water is connected. Water pipes, where visible, are copper and PVC.</p> <p>There are external taps at the rear elevation of the single-storey extension and at the base wall of the utility.</p> <p>Sanitary fitments comprise:</p> <p>Cloakroom: wc, wall hung wash hand basin.</p> <p>Shower room: wc, wash hand basin with vanity unit below, shower cubicle with mixer shower.</p> <p>Sanitary fitments are in a white suite.</p> <p>Mist sprinklers have been installed throughout the apartment.</p>                            |
| <p>Heating and hot water</p>                 | <p>Accessible parts of the system were visually inspected apart from communal systems, which were not inspected.</p> <p>No tests whatsoever were carried out to the system or appliances.</p> <p>Accessible parts of the system were visually inspected.</p> <p>No tests whatsoever were carried out to the system or appliances.</p> <p>The apartment has a full gas fired central heating system, run from a Worcester Greenstar 4000 combination boiler, which is located in a cupboard in the open plan kitchen/dining/lounge.</p> <p>The central heating system is controlled by a programmer and thermostatic radiator valves.</p> <p>There is no hot water cylinder. The central heating boiler provides domestic hot water on demand.</p> |
| <p>Drainage</p>                              | <p>Drainage covers etc were not lifted.</p> <p>Neither drains nor drainage systems were tested.</p> <p>Drainage is connected to the public sewer.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

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|---------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Fire, smoke and burglar alarms</p> | <p>Visually inspected.</p> <p>No test whatsoever were carried out to any systems or appliances.</p> <p>There is now a requirement in place for compliant interlinked fire, smoke and heat detectors in residential properties. The new fire smoke and alarm standard came into force in Scotland in February 2022, requiring a smoke alarm to be installed in the room most frequently used for living purposes and in every circulation space on each floor. A heat alarm also requires to be installed in each kitchen. The alarms need to be ceiling mounted and interlinked.</p> <p>Where there is a carbon fuelled appliance such as a boiler, open fire or wood burner etc. a carbon monoxide detector is also required.</p> <p>The surveyor will only comment on the presence of a smoke detector etc. but will not test them, ascertain if they are in working order, interlinked and / or fully compliant with the fire and smoke alarm standard that was introduced in 2022.</p> <p>We have for the purposes of the report, assumed the system is fully compliant, if not then the appropriate compliant system will required to be installed prior to sale. This of course should be confirmed by your legal advisor.</p> <p>Smoke and heat detectors are located throughout the apartment.</p> |
|---------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|--------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Any additional limits to inspection</p> | <p>Any additional limits to inspection:</p> <p>At the time of inspection, the property was unoccupied and unfurnished. Floor coverings were not present throughout the property.</p> <p>Only the subject flat was inspected.</p> <p>Windows and external doors were not all fully opened or tested.</p> <p>With properties of this type and age, various parts of the structure, such as joists and lintels, are in direct contact with the main external walls, but are hidden from view behind wall linings etc and cannot be seen or reported upon.</p> <p>Those areas which were not inspected cannot be reported as being free from defect, and any comments regarding the condition of the property must be read in this context.</p> <p>The report does not include an asbestos inspection. However, asbestos was widely used in the building industry until around 2000, when it became a banned substance. If the possibility of asbestos based products has been reported within the limitations of the inspection and you have concerns you should engage a qualified asbestos surveyor.</p> <p>Random testing for dampness was undertaken internally with the use of a moisture meter where accessible and considered appropriate.</p> <p>A physical inspection of the roof void area was restricted to the loft void above the shower room. As a result, the roof void area was only viewed from the access hatch.</p> <p>An inspection of the roof covering was restricted from ground level and some parts were not visible. Surrounding buildings partially blocked sight lines. The flat roof coverings were not visible from ground level.</p> <p>Concealed areas beneath and around the shower tray were not visible. Water spillage in these areas can often be discovered unexpectedly with resultant damage to concealed parts of the fabric.</p> <p>The inspection is not a fire or life safety risk assessment and should not be relied on as a risk assessment inspection. Further advice should be sought if a specific risk assessment of the property and building that it forms part of is required. Where repairs are required at height compliance with Health and Safety legislation often requires the use of scaffolding which can significantly impact on the cost of repair. Pricing repairs is out with the remit of this report but it would be prudent to consider costs and budgeting before offering. The various trades can advise further.</p> <p>We do not carry out an inspection for Japanese Knotweed, which is a plant which is subject to control regulation, is considered to be invasive and one which can render a property unsuitable for some mortgage lenders. We have assumed that there is no Japanese Knotweed within the boundaries of the property or in neighbouring properties. Identification of Japanese Knotweed is best undertaken by a specialist contractor. If it exists, removal must be undertaken in a controlled manner by specialist contractors. This can prove to be expensive.</p> |
|--------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## Sectional Diagram showing elements of a typical house



Reference may be made in this report to some or all of the above component parts of the property. This diagram may assist you in locating and understanding these items.

## 2. CONDITION

This section identifies problems and tells you about the urgency of any repairs by using one of the above 3 categories:

| Category 3                                                                                                                                                                                               | Category 2                                                                          | Category 1                               |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|------------------------------------------|
| Urgent repairs or replacement are needed now. Failure to deal with them may cause problems to other parts of the property or cause a safety hazard. Estimates for repairs or replacement are needed now. | Repairs or replacement requiring future attention, but estimates are still advised. | No immediate action or repair is needed. |

|                     |                                                                                            |
|---------------------|--------------------------------------------------------------------------------------------|
| Structural movement |                                                                                            |
| Repair category:    | 1                                                                                          |
| Notes:              | No obvious evidence of significant movement noted within the limitations of my inspection. |

|                               |                                                                                     |
|-------------------------------|-------------------------------------------------------------------------------------|
| Dampness, rot and infestation |                                                                                     |
| Repair category:              | 1                                                                                   |
| Notes:                        | No obvious evidence of significant dampness, rot or wood boring insect infestation. |

|                  |                                                             |
|------------------|-------------------------------------------------------------|
| Chimney stacks   |                                                             |
| Repair category: | 1                                                           |
| Notes:           | Some open mortar joints were noted at the sandstone blocks. |

| Category 3                                                                                                                                                                                               | Category 2                                                                          | Category 1                               |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|------------------------------------------|
| Urgent repairs or replacement are needed now. Failure to deal with them may cause problems to other parts of the property or cause a safety hazard. Estimates for repairs or replacement are needed now. | Repairs or replacement requiring future attention, but estimates are still advised. | No immediate action or repair is needed. |

## Roofing including roof space

|                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Repair category: | 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Notes:           | <p>Flat roofs have a limited life and, depending on their age and the quality of workmanship, can fail at any time.</p> <p>Natural slates have an expected lifespan of up to 100 years or more depending on slate quality, source, thickness and cutting skill of the slater. Slates will deteriorate over time; nail fixings will corrode and loosen resulting in on-going maintenance requirements. Close quarter and disruptive inspections may reveal damage to roofing materials, especially where these are original. Regular maintenance should be anticipated particularly after adverse weather conditions.</p> <p>The odd chipped corners of slates were noted at the roof elevations.</p> |

## Rainwater fittings

|                  |                                                                                                                                                                                                                                                                                   |
|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Repair category: | 1                                                                                                                                                                                                                                                                                 |
| Notes:           | <p>Weather conditions were dry at the time of inspection, thus restricting a full assessment of the effectiveness of the rainwater conductors.</p> <p>Rainwater conductors should be checked and cleaned out on a regular basis to ensure adequate disposal of surface water.</p> |

## Main walls

|                  |                                 |
|------------------|---------------------------------|
| Repair category: | 1                               |
| Notes:           | No significant defects evident. |

| Category 3                                                                                                                                                                                               | Category 2                                                                          | Category 1                               |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|------------------------------------------|
| Urgent repairs or replacement are needed now. Failure to deal with them may cause problems to other parts of the property or cause a safety hazard. Estimates for repairs or replacement are needed now. | Repairs or replacement requiring future attention, but estimates are still advised. | No immediate action or repair is needed. |

## Windows, external doors and joinery

|                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Repair category: | 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Notes:           | <p>Random windows and doors are opened but not all and inspections can be restricted by window blinds, curtains, ornaments etc. Handles, locks and opening mechanisms can deteriorate through usage and repair or replacement can be anticipated on an ad hoc basis. No assurances can be provided that all window fitments are functional.</p> <p>The seals to older double glazed units often fail resulting in a build-up of condensation between the panes of glass. Failed sealed units can go undetected in certain weather/daylighting conditions. In the case of such failings, the window remains functional albeit not as double glazing. This can occur without warning and may only be seen in certain weather conditions.</p> <p>Windows were not all fully opened or tested, and it should be appreciated that some defects are only evident during certain weather conditions. Within the limitations of the inspection, no significant defects were noted.</p> <p>Windows are of an age and style where a degree of ongoing maintenance should be anticipated to sealed units and opening mechanisms.</p> |

## External decorations

|                  |                                 |
|------------------|---------------------------------|
| Repair category: | 1                               |
| Notes:           | No significant defects evident. |

## Conservatories / porches

|                  |                                 |
|------------------|---------------------------------|
| Repair category: | 1                               |
| Notes:           | No significant defects evident. |

## Communal areas

|                  |      |
|------------------|------|
| Repair category: |      |
| Notes:           | N/A. |

| Category 3                                                                                                                                                                                               | Category 2                                                                          | Category 1                               |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|------------------------------------------|
| Urgent repairs or replacement are needed now. Failure to deal with them may cause problems to other parts of the property or cause a safety hazard. Estimates for repairs or replacement are needed now. | Repairs or replacement requiring future attention, but estimates are still advised. | No immediate action or repair is needed. |

|                                    |      |
|------------------------------------|------|
| Garages and permanent outbuildings |      |
| Repair category:                   |      |
| Notes:                             | N/A. |

|                              |                                                            |
|------------------------------|------------------------------------------------------------|
| Outside areas and boundaries |                                                            |
| Repair category:             | 1                                                          |
| Notes:                       | Garden grounds and boundaries require ongoing maintenance. |

|                  |                                 |
|------------------|---------------------------------|
| Ceilings         |                                 |
| Repair category: | 1                               |
| Notes:           | No significant defects evident. |

|                  |                                 |
|------------------|---------------------------------|
| Internal walls   |                                 |
| Repair category: | 1                               |
| Notes:           | No significant defects evident. |

|                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Floors including sub-floors |                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Repair category:            | 1                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Notes:                      | <p>No significant defects evident.</p> <p>In older properties, there is likely to be a lack of a damp proof membrane to the solum and restricted subfloor ventilation. This increases the risk of decay affecting supporting floor timbers.</p> <p>It is not unusual to discover areas of past water spillage when floor coverings are removed in kitchen and sanitary compartments, revealing the need for further repair and maintenance work.</p> |

| Category 3                                                                                                                                                                                               | Category 2                                                                          | Category 1                               |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|------------------------------------------|
| Urgent repairs or replacement are needed now. Failure to deal with them may cause problems to other parts of the property or cause a safety hazard. Estimates for repairs or replacement are needed now. | Repairs or replacement requiring future attention, but estimates are still advised. | No immediate action or repair is needed. |

## Internal joinery and kitchen fittings

|                  |                                 |
|------------------|---------------------------------|
| Repair category: | 1                               |
| Notes:           | No significant defects evident. |

## Chimney breasts and fireplaces

|                  |      |
|------------------|------|
| Repair category: |      |
| Notes:           | N/A. |

## Internal decorations

|                  |                                 |
|------------------|---------------------------------|
| Repair category: | 1                               |
| Notes:           | No significant defects evident. |

## Cellars

|                  |      |
|------------------|------|
| Repair category: |      |
| Notes:           | N/A. |

## Electricity

|                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Repair category: | 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Notes:           | <p>It should be noted that relevant trade associations recommend that electrical installations be checked every ten years or on change of ownership, in order to keep up to date with frequent changes in Safety Regulations. Further advice will be available from a qualified NICEIC/ SELECT registered Contractor. It should be appreciated that only recently constructed or rewired properties will have installations which fully comply with IET regulations.</p> <p>Current tested certification should be confirmed.</p> |

| Category 3                                                                                                                                                                                               | Category 2                                                                          | Category 1                               |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|------------------------------------------|
| Urgent repairs or replacement are needed now. Failure to deal with them may cause problems to other parts of the property or cause a safety hazard. Estimates for repairs or replacement are needed now. | Repairs or replacement requiring future attention, but estimates are still advised. | No immediate action or repair is needed. |

| Gas              |                                                                                                                                                                                                                                                                                                                                 |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Repair category: | 1                                                                                                                                                                                                                                                                                                                               |
| Notes:           | Trade bodies governing gas installations currently advise that gas appliances should be tested prior to change in occupancy and thereafter at least once a year by a Gas Safe registered contractor. It is assumed that gas appliances comply with relevant regulations.<br><br>Current test certification should be confirmed. |

| Water, plumbing and bathroom fittings |                                                                                                                                                                                                                                                                                             |
|---------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Repair category:                      | 1                                                                                                                                                                                                                                                                                           |
| Notes:                                | Concealed areas around shower tray cannot be inspected however water spillage over a period of time can result in unexpected defects to hidden parts of the building fabric. Seals around shower tray should be checked regularly to ensure that they remain in fully watertight condition. |

| Heating and hot water |                                                                                                                                                                                                                                                                                       |
|-----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Repair category:      | 1                                                                                                                                                                                                                                                                                     |
| Notes:                | It is assumed that the central heating and hot water systems have been properly installed and maintained in accordance with all current regulations, with particular emphasis on flueing and ventilation requirements.<br><br>The central heating boiler has recently been installed. |

| Drainage         |                                                      |
|------------------|------------------------------------------------------|
| Repair category: | 1                                                    |
| Notes:           | From the surface, no evidence of defects were noted. |

Set out below is a summary of the condition of the property which is provided for reference only. You should refer to the comments above for detailed information.

|                                              |   |
|----------------------------------------------|---|
| <b>Structural movement</b>                   | 1 |
| <b>Dampness, rot and infestation</b>         | 1 |
| <b>Chimney stacks</b>                        | 1 |
| <b>Roofing including roof space</b>          | 1 |
| <b>Rainwater fittings</b>                    | 1 |
| <b>Main walls</b>                            | 1 |
| <b>Windows, external doors and joinery</b>   | 1 |
| <b>External decorations</b>                  | 1 |
| <b>Conservatories / porches</b>              | 1 |
| Communal areas                               |   |
| Garages and permanent outbuildings           |   |
| <b>Outside areas and boundaries</b>          | 1 |
| <b>Ceilings</b>                              | 1 |
| <b>Internal walls</b>                        | 1 |
| <b>Floors including sub-floors</b>           | 1 |
| <b>Internal joinery and kitchen fittings</b> | 1 |
| Chimney breasts and fireplaces               |   |
| <b>Internal decorations</b>                  | 1 |
| Cellars                                      |   |
| <b>Electricity</b>                           | 1 |
| <b>Gas</b>                                   | 1 |
| <b>Water, plumbing and bathroom fittings</b> | 1 |
| <b>Heating and hot water</b>                 | 1 |
| <b>Drainage</b>                              | 1 |

## Remember

The cost of repairs may influence the amount someone is prepared to pay for the property. We recommend that relevant estimates and reports are obtained in your own name.

## Warning

If left unattended, even for a relatively short period, Category 2 repairs can rapidly develop into more serious Category 3 repairs. The existence of Category 2 or Category 3 repairs may have an adverse effect on marketability, value and the sale price ultimately achieved for the property. This is particularly true during slow market conditions where the effect can be considerable.

### 3. ACCESSIBILITY INFORMATION

#### Guidance Notes on Accessibility Information

**Three steps or fewer to a main entrance door of the property:** In flatted developments the 'main entrance' would be the flat's own entrance door, not the external door to the communal stair. The 'three steps or fewer' are counted from external ground level to the flat's entrance door. Where a lift is present, the count is based on the number of steps climbed when using the lift.

**Unrestricted parking within 25 metres:** For this purpose, 'Unrestricted parking' includes parking available by means of a parking permit. Restricted parking includes parking that is subject to parking restrictions, as indicated by the presence of solid yellow, red or white lines at the edge of the road or by a parking control sign, parking meters or other coinoperated machines.

|                                                                                        |                                                                     |
|----------------------------------------------------------------------------------------|---------------------------------------------------------------------|
| 1. Which floor(s) is the living accommodation on?                                      | Ground Floor.                                                       |
| 2. Are there three steps or fewer to a main entrance door of the property?             | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |
| 3. Is there a lift to the main entrance door of the property?                          | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |
| 4. Are all door openings greater than 750mm?                                           | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |
| 5. Is there a toilet on the same level as the living room and kitchen?                 | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |
| 6. Is there a toilet on the same level as a bedroom?                                   | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |
| 7. Are all rooms on the same level with no internal steps or stairs?                   | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |
| 8. Is there unrestricted parking within 25 metres of an entrance door to the building? | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |

## 4. VALUATION AND CONVEYANCER ISSUES

This section highlights information that should be checked with a solicitor or licensed conveyancer. It also gives an opinion of market value and an estimated re-instatement cost for insurance purposes.

### Matters for a solicitor or licensed conveyancer

The road and pavement to the front of the property is understood to be public and maintained by the local authority.

The subjects are a ground floor flat, with first-floor and attic apartment above, and it has been assumed that maintenance/repair course of the common parts of the building will be shared on equitable basis with adjoining proprietors. Exact liability should be confirmed.

The property has recently been converted from commercial use. It is assumed all necessary local authority and other consents were obtained for alterations and the appropriate documentation, including building warrant and completion certificate issued.

There is a shared pedestrian access to the rear of the apartment. The completing conveyancer should verify rights of access and liability in respect of future maintenance.

The estimated reinstatement cost is £325,000.

This figure is an opinion of an appropriate sum for which the property and substantial outbuildings should be insured against total destruction on a re-instatement basis assuming reconstruction of the property in its existing design and materials. Furnishings and fittings have not been included. No allowance has been included for inflation during the insurance period or during re-construction and no allowance has been made for VAT, other than on professional fees. Further discussions with your insurers is advised.

The market value of the property as described in this report is £220,000.

This figure assumes vacant possession and that the property is unaffected by any adverse planning permissions, onerous burdens, title restrictions or servitude rights.

### Estimated re-instatement cost (£) for insurance purposes

£325,000.

Three Hundred and Twenty Five Thousand Pounds.

### Valuation (£) and market comments

£220,000.

To Hundred and Twenty Thousand Pounds.

### Report author:

John Kempsey, BSc (Hons) MRICS

### Company name:

Dumfries - Allied Surveyors Scotland Ltd

|                 |                                             |
|-----------------|---------------------------------------------|
| Address:        | 35 Buccleuch Street<br>Dumfries<br>DG1 2AB  |
| Signed:         | Electronically Signed: 310766-71c61e51-1a33 |
| Date of report: | 09/04/2026                                  |

P A R T 2 .

# MORTGAGE VALUATION REPORT

---

Includes a market valuation of the property.



# Mortgage Valuation Report

## Mortgage Valuation Report

|                     |                                                              |                                                                |
|---------------------|--------------------------------------------------------------|----------------------------------------------------------------|
| Property:           | Lower Dwelling, 15 Queen Street<br>Castle Douglas<br>DG7 1HU | Client: Mrs. Rosslyn Corrie<br><br>Tenure: Absolute ownership. |
| Date of Inspection: | 03/04/2026                                                   | Reference: CD/26/275(a).                                       |

*This report has been prepared as part of the seller's instructions to carry out a Single Survey on the property referred to above. The purpose of this report is to summarise the Single Survey for the purpose of advising a potential lender on the suitability of the property for mortgage purposes. The decision as to whether mortgage finance will be provided is entirely a matter for the lender. You should not rely on this report in making your decision to purchase but consider all the documents provided in the Home Report. Your attention is drawn to the additional comments elsewhere within the report which set out the extent and limitations of the service provided. This report should be read in conjunction with the Single Survey Terms and Conditions (with MVR). In accordance with RICS Valuation – Global Standards 2017 this report is for the use of the party to whom it is addressed or their named client or their nominated lender. No responsibility is accepted to any third party for the whole or any part of the reports contents. Neither the whole or any part of this report may be included in any document, circular or statement without prior approval in writing from the surveyor.*

|                                                                                                                                                      |              |          |                                                                                    |  |
|------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|----------|------------------------------------------------------------------------------------|--|
| 1.0                                                                                                                                                  | LOCATION     |          |                                                                                    |  |
| The property is located in a mixed commercial/residential area, close by to all local facilities and amenities, in the north-east of Castle Douglas. |              |          |                                                                                    |  |
| 2.0                                                                                                                                                  | DESCRIPTION  | 2.1 Age: | Original building circa 1910, conversion (back to residential accommodation 2026). |  |
| The subjects comprise a ground floor apartment, with single-storey rear extensions, within a two-storey and attic building.                          |              |          |                                                                                    |  |
| 3.0                                                                                                                                                  | CONSTRUCTION |          |                                                                                    |  |

**Roofs:** The main roof to the building is of pitched design, timber framed and slated. The ridge is stone. Sandstone skew stones are fitted to the roof slopes.

The single-storey rear extension has a flat roof clad in fibreglass. There is a mono-pitched slated roof at the rear elevation above the shower room.

The rear utility (former conservatory) has a mono-patched, roof clad in zinc.

**Main Walls:** The main walls are of solid brick construction, approximately 450 mm thick, externally pointed, and internally plasterboard lined, with a plaster skim.

The single-storey rear projection is of cavity brick construction, approximately 300 mm thick, externally pointed and painted and internally plasterboard lined.

The rear utility are is a cavity brick base wall, externally pointed and painted and internally plasterboard lined.

**Floors:** suspended timber/solid concrete.

|                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                           |        |      |        |           |        |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------|--------|------|--------|-----------|--------|
| 4.0                                                                                                                                                                          | ACCOMMODATION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                           |        |      |        |           |        |
| The accommodation comprises:                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                           |        |      |        |           |        |
| Ground floor: rear utility, inner hallway, Open Plan Kenshin/dining/lounge, three bedrooms, cloakroom (wc and wash hand basin), shower room.                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                           |        |      |        |           |        |
| 5.0                                                                                                                                                                          | SERVICES (No tests have been applied to any of the services)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                           |        |      |        |           |        |
| Water:                                                                                                                                                                       | Mains.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Electricity:                                              | Mains. | Gas: | Mains. | Drainage: | Mains. |
| Central Heating:                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Full Gas.                                                 |        |      |        |           |        |
| 6.0                                                                                                                                                                          | OUTBUILDINGS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                           |        |      |        |           |        |
| Garage:                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | None, although parking/driveway to the side of apartment. |        |      |        |           |        |
| Others:                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Timber workshop/store to the rear of the apartment.       |        |      |        |           |        |
| 7.0                                                                                                                                                                          | <b>GENERAL CONDITION</b> - <i>A building survey has not been carried out, nor has any inspection been made of any woodwork, services or other parts of the property which were covered, unexposed or inaccessible. The report cannot therefore confirm that such parts of the property are free from defect. Failure to rectify defects, particularly involving water penetration may result in further and more serious defects arising. Where defects exist and where remedial work is necessary, prospective purchasers are advised to seek accurate estimates and costings from appropriate Contractors or Specialists before proceeding with the purchase. Generally we will not test or report on boundary walls, fences, outbuildings, radon gas or site contamination.</i> |                                                           |        |      |        |           |        |
| The property is of traditional construction and materials, and has recently been converted and refurbished from former commercial use, into a modern ground floor apartment. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                           |        |      |        |           |        |
| It forms suitable security for normal mortgage purposes.                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                           |        |      |        |           |        |
| 8.0                                                                                                                                                                          | <b>ESSENTIAL REPAIR WORK</b> (as a condition of any mortgage or, to preserve the condition of the property)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                           |        |      |        |           |        |
| None.                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                           |        |      |        |           |        |
| 8.1 Retention recommended:                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                           | £0.    |      |        |           |        |
| 9.0                                                                                                                                                                          | ROADS & FOOTPATHS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                           |        |      |        |           |        |

Made up and Adopted.

There is a shared pedestrian access to the rear of the apartment. The completing conveyancer should verify rights of access and liability in respect of future maintenance.

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |           |                                  |                       |                      |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|----------------------------------|-----------------------|----------------------|
| 10.0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>BUILDINGS INSURANCE (£):</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | £325,000. | <b>GROSS EXTERNAL FLOOR AREA</b> | Approximately 129 m². | <b>Square metres</b> |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <i>This figure is an opinion of an appropriate sum for which the property and substantial outbuildings should be insured against total destruction on a re-instatement basis assuming reconstruction of the property in its existing design and materials. Furnishings and fittings have not been included. No allowance has been included for inflation during the insurance period or during re-construction and no allowance has been made for VAT, other than on professional fees. Further discussions with your insurers is advised.</i>                                                                                                                                                                                                                                                                                                       |           |                                  |                       |                      |
| 11.0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>GENERAL REMARKS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |           |                                  |                       |                      |
| <p>The road and pavement to the front of the property is understood to be public and maintained by the local authority.</p> <p>The subjects are a ground floor flat, with first-floor and attic apartment above, and it has been assumed that maintenance/repair course of the common parts of the building will be shared on equitable basis with adjoining proprietors. Exact liability should be confirmed.</p> <p>The property has recently been converted from commercial use. It is assumed all necessary local authority and other consents were obtained for alterations and the appropriate documentation, including building warrant and completion certificate issued.</p> <p>There is a shared pedestrian access to the rear of the apartment. The completing conveyancer should verify rights of access and liability in respect of future maintenance.</p> <p>The estimated reinstatement cost is £325,000.</p> <p>This figure is an opinion of an appropriate sum for which the property and substantial outbuildings should be insured against total destruction on a re-instatement basis assuming reconstruction of the property in its existing design and materials. Furnishings and fittings have not been included. No allowance has been included for inflation during the insurance period or during re-construction and no allowance has been made for VAT, other than on professional fees. Further discussions with your insurers is advised.</p> <p>The market value of the property as described in this report is £220,000.</p> <p>This figure assumes vacant possession and that the property is unaffected by any adverse planning permissions, onerous burdens, title restrictions or servitude rights.</p> <p>The apartment offers good size, good quality accommodation, close by to all local amenities.</p> <p>Mist sprinklers have been installed throughout the apartment, as well as smoke and heat detectors, and self closing fire doors with intumescent strips.</p> <p>The apartment is insulated to current building regulations.</p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |           |                                  |                       |                      |
| 12.0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>VALUATION</b> <i>On the assumption of vacant possession and that the property is unaffected by any adverse planning proposals, onerous burdens, title restrictions or servitude rights. It is assumed that all necessary Local Authority consents, which may have been required, have been sought and obtained. No investigation of any contamination on, under or within the property has been made as we consider such matters to be outwith the scope of this report. All property built prior to the year 2000 may contain asbestos in one or more of its components or fittings. It is impossible to identify without a test. It is beyond the scope of this inspection to test for asbestos and future occupants should be advised that if they have any concerns then they should ask for a specialist to undertake appropriate tests.</i> |           |                                  |                       |                      |

|                                          |                                                    |                                             |                                                                                                                                     |            |
|------------------------------------------|----------------------------------------------------|---------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|------------|
| 12.1                                     | Market Value in present condition (£):             | £220,000.                                   | Two Hundred and Twenty Thousand Pounds.                                                                                             |            |
| 12.2                                     | Market Value on completion of essential works (£): | N/A.                                        | N/A.                                                                                                                                |            |
| 12.3                                     | Suitable security for normal mortgage purposes?    | Yes                                         |                                                                                                                                     |            |
| 12.4                                     | Date of Valuation:                                 | 09/04/2026                                  |                                                                                                                                     |            |
| Signature:                               |                                                    | Electronically Signed: 310766-71c61e51-1a33 |                                                                                                                                     |            |
| Surveyor:                                | John Kempself                                      | BSc (Hons) MRICS                            | Date:                                                                                                                               | 09/04/2026 |
| Dumfries - Allied Surveyors Scotland Ltd |                                                    |                                             |                                                                                                                                     |            |
| Office:                                  | 35 Buccleuch Street<br>Dumfries<br>DG1 2AB         |                                             | Tel: 01387 254 425<br>Fax:<br>email: <a href="mailto:dumfries@alliedsurveyorsscotland.com">dumfries@alliedsurveyorsscotland.com</a> |            |

P A R T 3 .

# ENERGY REPORT

---

A report on the energy efficiency of the property.



# energy report

energy report on:

|                         |                                                                             |
|-------------------------|-----------------------------------------------------------------------------|
| <b>Property address</b> | Lower Dwelling, 15 Queen Street<br>Castle Douglas<br>DG7 1HU                |
| <b>Customer</b>         | Mrs. Rosslyn Corrie                                                         |
| <b>Customer address</b> | Lower Dwelling, 15 Queen Street<br>Castle Douglas<br>DG7 1HU                |
| <b>Prepared by</b>      | John Kempself, BSc (Hons) MRICS<br>Dumfries - Allied Surveyors Scotland Ltd |

# Energy Performance Certificate (EPC)

Dwellings

# Scotland

SEABRIGHT VILLA, 15 QUEEN STREET, CASTLE DOUGLAS, DG7 1HU

**Dwelling type:** Ground-floor flat  
**Date of assessment:** 03 April 2026  
**Date of certificate:** 30 April 2026  
**Total floor area:** 103 m<sup>2</sup>  
**Primary Energy Indicator:** 109 kWh/m<sup>2</sup>/year

**Reference number:** 3416-5924-3100-0077-1206  
**Type of assessment:** RdSAP, existing dwelling  
**Approved Organisation:** Elmhurst  
**Main heating and fuel:** Boiler and radiators, mains gas

## You can use this document to:

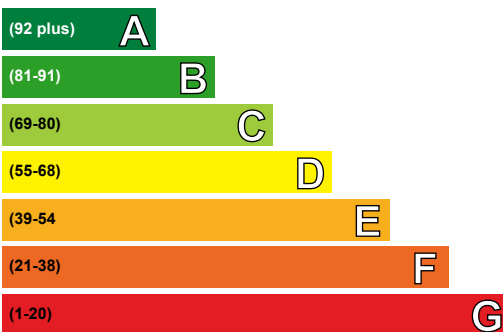
- Compare current ratings of properties to see which are more energy efficient and environmentally friendly

**Estimated energy costs for your home for 3 years\***

**£2,709**

\* based upon the cost of energy for heating, hot water, lighting and ventilation, calculated using standard assumptions

Very energy efficient - lower running costs



Not energy efficient - higher running costs

| Current | Potential |
|---------|-----------|
| 82      | 82        |

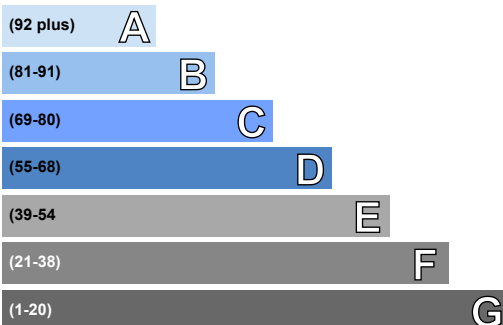
## Energy Efficiency Rating

This graph shows the current efficiency of your home, taking into account both energy efficiency and fuel costs. The higher this rating, the lower your fuel bills are likely to be.

Your current rating is **band B (82)**. The average rating for EPCs in Scotland is **band D (61)**.

The potential rating shows the effect of undertaking all of the improvement measures listed within your recommendations report.

Very environmentally friendly - lower CO<sub>2</sub> emissions



Not environmentally friendly - higher CO<sub>2</sub> emissions

| Current | Potential |
|---------|-----------|
| 84      | 84        |

## Environmental Impact (CO<sub>2</sub>) Rating

This graph shows the effect of your home on the environment in terms of carbon dioxide (CO<sub>2</sub>) emissions. The higher the rating, the less impact it has on the environment.

Your current rating is **band B (84)**

The potential rating shows the effect of undertaking all of the improvement measures listed within your recommendations report.

## Top actions you can take to save money and make your home more efficient

There are currently no improvement measures recommended for your home.

To find out more about the recommended measures and other actions you could take today to stop wasting energy and money, visit [greenerscotland.org](https://www.greenerscotland.org) or contact Home Energy Scotland on 0808 808 2282.

**THIS PAGE IS THE ENERGY PERFORMANCE CERTIFICATE WHICH MUST BE AFFIXED TO THE DWELLING AND NOT BE REMOVED UNLESS IT IS REPLACED WITH AN UPDATED CERTIFICATE**

## Summary of the energy performance related features of this home

This table sets out the results of the survey which lists the current energy-related features of this home. Each element is assessed by the national calculation methodology; 1 star = very poor (least efficient), 2 stars = poor, 3 stars = average, 4 stars = good and 5 stars = very good (most efficient). The assessment does not take into consideration the condition of an element and how well it is working. 'Assumed' means that the insulation could not be inspected and an assumption has been made in the methodology, based on age and type of construction.

| Element               | Description                                                                         | Energy Efficiency   | Environmental       |
|-----------------------|-------------------------------------------------------------------------------------|---------------------|---------------------|
| Walls                 | Solid brick, with internal insulation<br>Cavity wall, as built, insulated (assumed) | ★★★★★<br>★★★★★      | ★★★★★<br>★★★★★      |
| Roof                  | (another dwelling above)<br>Flat, insulated<br>Pitched, insulated                   | —<br>★★★★★<br>★★★★★ | —<br>★★★★★<br>★★★★★ |
| Floor                 | Suspended, insulated (assumed)<br>Solid, insulated (assumed)                        | —<br>—              | —<br>—              |
| Windows               | High performance glazing                                                            | ★★★★☆               | ★★★★☆               |
| Main heating          | Boiler and radiators, mains gas                                                     | ★★★★☆               | ★★★★☆               |
| Main heating controls | Programmer, room thermostat and TRVs                                                | ★★★★☆               | ★★★★☆               |
| Secondary heating     | None                                                                                | —                   | —                   |
| Hot water             | From main system                                                                    | ★★★★☆               | ★★★★☆               |
| Lighting              | Good lighting efficiency                                                            | ★★★★☆               | ★★★★☆               |

## The energy efficiency rating of your home

Your Energy Efficiency Rating is calculated using the standard UK methodology, RdSAP. This calculates energy used for heating, hot water, lighting and ventilation and then applies fuel costs to that energy use to give an overall rating for your home. The rating is given on a scale of 1 to 100. Other than the cost of fuel for electrical appliances and for cooking, a building with a rating of 100 would cost almost nothing to run.

As we all use our homes in different ways, the energy rating is calculated using standard occupancy assumptions which may be different from the way you use it. The rating also uses national weather information to allow comparison between buildings in different parts of Scotland. However, to make information more relevant to your home, local weather data is used to calculate your energy use, CO<sub>2</sub> emissions, running costs and the savings possible from making improvements.

## The impact of your home on the environment

One of the biggest contributors to global warming is carbon dioxide. The energy we use for heating, lighting and power in our homes produces over a quarter of the UK's carbon dioxide emissions. Different fuels produce different amounts of carbon dioxide for every kilowatt hour (kWh) of energy used. The Environmental Impact Rating of your home is calculated by applying these 'carbon factors' for the fuels you use to your overall energy use.

The calculated emissions for your home are 20 kg CO<sub>2</sub>/m<sup>2</sup>/yr.

The average Scottish household produces about 6 tonnes of carbon dioxide every year. Based on this assessment, heating and lighting this home currently produces approximately 2.0 tonnes of carbon dioxide every year. You could reduce emissions by switching to renewable energy sources.

### Estimated energy costs for this home

|           | Current energy costs | Potential energy costs | Potential future savings |
|-----------|----------------------|------------------------|--------------------------|
| Heating   | £1,968 over 3 years  | £1,968 over 3 years    | Not applicable           |
| Hot water | £555 over 3 years    | £555 over 3 years      |                          |
| Lighting  | £186 over 3 years    | £186 over 3 years      |                          |
| Totals    | <b>£2,709</b>        | <b>£2,709</b>          |                          |

These figures show how much the average household would spend in this property for heating, lighting and hot water. This excludes energy use for running appliances such as TVs, computers and cookers, and the benefits of any electricity generated by this home (for example, from photovoltaic panels). The potential savings in energy costs show the effect of undertaking all of the recommended measures listed below.

### Recommendations for improvement

None

## Low and zero carbon energy sources

Low and zero carbon (LZC) energy sources are sources of energy that release either very little or no carbon dioxide into the atmosphere when they are used. Installing these sources may help reduce energy bills as well as cutting carbon.

**LZC energy sources present:** There are none provided for this home

## Your home's heat demand

In this section, you can see how much energy you might need to heat your home and provide hot water. These are estimates showing how an average household uses energy. These estimates may not reflect your actual energy use, which could be higher or lower. You might spend more money on heating and hot water if your house is less energy efficient. The table below shows the potential benefit of having your loft and walls insulated. Visit <https://energysavingtrust.org.uk/energy-at-home> for more information.

| Heat demand                  | Existing dwelling | Impact of loft insulation | Impact of cavity wall insulation | Impact of solid wall insulation |
|------------------------------|-------------------|---------------------------|----------------------------------|---------------------------------|
| Space heating (kWh per year) | 6,105.32          | N/A                       | N/A                              | N/A                             |
| Water heating (kWh per year) | 2,231.86          |                           |                                  |                                 |

## About this document

This Recommendations Report and the accompanying Energy Performance Certificate are valid for a maximum of ten years. These documents cease to be valid where superseded by a more recent assessment of the same building carried out by a member of an Approved Organisation.

The Energy Performance Certificate and this Recommendations Report for this building were produced following an energy assessment undertaken by an assessor accredited by Elmhurst ([www.elmhurstenergy.co.uk](http://www.elmhurstenergy.co.uk)), an Approved Organisation Appointed by Scottish Ministers. The certificate has been produced under the Energy Performance of Buildings (Scotland) Regulations 2008 from data lodged to the Scottish EPC register. You can verify the validity of this document by visiting [www.scottishepcregister.org.uk](http://www.scottishepcregister.org.uk) and entering the report reference number (RRN) printed at the top of this page.

|                             |                                                                                                |
|-----------------------------|------------------------------------------------------------------------------------------------|
| Assessor's name:            | Mr. John Kempself                                                                              |
| Assessor membership number: | EES/018212                                                                                     |
| Company name/trading name:  | Allied Surveyors Scotland Ltd                                                                  |
| Address:                    | 35 Buccleuch Street<br>Dumfries<br>DG1 2AB                                                     |
| Phone number:               | 01387 254 424                                                                                  |
| Email address:              | <a href="mailto:dumfries@alliedsurveyorsscotland.com">dumfries@alliedsurveyorsscotland.com</a> |
| Related party disclosure:   | No related party                                                                               |

If you have any concerns regarding the content of this report or the service provided by your assessor you should in the first instance raise these matters with your assessor and with the Approved Organisation to which they belong. All Approved Organisations are required to publish their complaints and disciplinary procedures and details can be found online at the web address given above.

## Use of this energy performance information

Once lodged by your EPC assessor, this Energy Performance Certificate and Recommendations Report are available to view online at [www.scottishepcregister.org.uk](http://www.scottishepcregister.org.uk), with the facility to search for any single record by entering the property address. This gives everyone access to any current, valid EPC except where a property has a Green Deal Plan, in which case the report reference number (RRN) must first be provided. The energy performance data in these documents, together with other building information gathered during the assessment is held on the Scottish EPC Register and is available to authorised recipients, including organisations delivering energy efficiency and carbon reduction initiatives on behalf of the Scottish and UK governments. A range of data from all assessments undertaken in Scotland is also published periodically by the Scottish Government. Further information on these matters and on Energy Performance Certificates in general, can be found at [www.gov.scot/epc](http://www.gov.scot/epc).

P A R T 4 .

# PROPERTY QUESTIONNAIRE

---

The owner of the property is required to complete this document which asks for information on the property such as 'Which council tax band?' etc.



## Property Questionnaire

Property Address

Lower Dwelling, 15 Queen Street

Castle Douglas

DG7 1HU

Seller(s)

Rosslyn Corrie

Completion date of property questionnaire

Note for sellers

|    |                                                                                                                                                                                                                                                                                        |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. | <b>Length of ownership</b>                                                                                                                                                                                                                                                             |
|    | <b>How long have you owned the property?</b><br>Since 2014                                                                                                                                                                                                                             |
| 2. | <b>Council tax</b>                                                                                                                                                                                                                                                                     |
|    | <b>Which Council Tax band is your property in? (Please circle)</b><br>[ ]A [ ]B [ ]C [ ]D [ ]E [ ]F [ ]G [ ]H                                                                                                                                                                          |
| 3. | <b>Parking</b>                                                                                                                                                                                                                                                                         |
|    | <b>What are the arrangements for parking at your property?</b><br><b>(Please tick all that apply)</b><br><br>Garage [ ]<br>Allocated parking space [ ]<br>Driveway [ ]<br>Shared parking [x]<br>On street [x]<br>Resident permit [ ]<br>Metered parking [ ]<br>Other (please specify): |

|           |                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                            |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|
| <b>4.</b> | <b>Conservation area</b>                                                                                                                                                                                                                                                                                                                                                 |                                                                                                            |
|           | Is your property in a designated Conservation Area (that is an area of special architectural or historical interest, the character or appearance of which it is desirable to preserve or enhance)?                                                                                                                                                                       | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO<br><input type="checkbox"/> Don't know |
| <b>5.</b> | <b>Listed buildings</b>                                                                                                                                                                                                                                                                                                                                                  |                                                                                                            |
|           | Is your property a Listed Building, or contained within one (that is a building recognised and approved as being of special architectural or historical interest)?                                                                                                                                                                                                       | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO                                        |
| <b>6.</b> | <b>Alterations/additions/extensions</b>                                                                                                                                                                                                                                                                                                                                  |                                                                                                            |
| a         | (i) During your time in the property, have you carried out any structural alterations, additions or extensions (for example, provision of an extra bath/shower room, toilet, or bedroom)?                                                                                                                                                                                | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO                                        |
|           | If you have answered yes, please describe below the changes which you have made:<br><br><i>2022 - Converted from children's nursery into residential accommodation.</i>                                                                                                                                                                                                  |                                                                                                            |
|           | (ii) Did you obtain planning permission, building warrant, completion certificate and other consents for this work?                                                                                                                                                                                                                                                      | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO                                        |
|           | If you have answered yes, the relevant documents will be needed by the purchaser and you should give them to your solicitor as soon as possible for checking.                                                                                                                                                                                                            |                                                                                                            |
|           | If you do not have the documents yourself, please note below who has these documents and your solicitor or estate agent will arrange to obtain them:<br><br><i>Dumgal Planning: 22/0906/FUL - Converted back into residential accommodation. Building warrant, completion certificate and other consents for this work held by Builder (Riddick + Son, Haugh of Urr)</i> |                                                                                                            |
| b         | Have you had replacement windows, doors, patio doors or double glazing installed in your property                                                                                                                                                                                                                                                                        | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO                                        |
|           | If you have answered yes, please answer the three questions below:                                                                                                                                                                                                                                                                                                       |                                                                                                            |
|           | (i) Were the replacements the same shape and type as the ones you replaced?                                                                                                                                                                                                                                                                                              | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO                                        |
|           | (ii) Did this work involve any changes to the window or door openings?                                                                                                                                                                                                                                                                                                   | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO                                        |
|           | (iii) Please describe the changes made to the windows doors, or patio doors (with approximate dates when the work was completed):<br><br>Please give any guarantees which you received for this work to your solicitor or estate agent.                                                                                                                                  |                                                                                                            |
| <b>7.</b> | <b>Central heating</b>                                                                                                                                                                                                                                                                                                                                                   |                                                                                                            |

# property questionnaire

|            |                                                                                                                                                                                                                               |                                                                                                                |
|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|
| a          | Is there a central heating system in your property? (Note: a partial central heating system is one which does not heat all the main rooms of the property - the main living room, the bedroom(s), the hall and the bathroom). | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO<br><br><input type="checkbox"/> Partial    |
|            | If you have answered yes or partial - what kind of central heating is there? (Examples: gas-fired, solid fuel, electric storage heating, gas warm air).<br><br><i>Gas Combi Boiler and Radiators</i>                          |                                                                                                                |
|            | If you have answered yes, please answer the three questions below:                                                                                                                                                            |                                                                                                                |
|            | (i) When was your central heating system or partial central heating system installed?<br><br><i>2026</i>                                                                                                                      |                                                                                                                |
|            | (ii) Do you have a maintenance contract for the central heating system?                                                                                                                                                       | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO                                            |
|            | If you have answered yes, please give details of the company with which you have a maintenance contract                                                                                                                       |                                                                                                                |
|            | (iii) When was your maintenance agreement last renewed? (Please provide the month and year).                                                                                                                                  |                                                                                                                |
| <b>8.</b>  | <b>Energy Performance Certificate</b>                                                                                                                                                                                         |                                                                                                                |
|            | Does your property have an Energy Performance Certificate which is less than 10 years old?                                                                                                                                    | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO                                            |
| <b>9.</b>  | <b>Issues that may have affected your property</b>                                                                                                                                                                            |                                                                                                                |
| a          | Has there been any storm, flood, fire or other structural damage to your property while you have owned it?                                                                                                                    | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO                                            |
|            | If you have answered yes, is the damage the subject of any outstanding insurance claim?                                                                                                                                       | <input type="checkbox"/> YES <input type="checkbox"/> NO                                                       |
| b          | Are you aware of the existence of asbestos in your property?                                                                                                                                                                  | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO<br><br><input type="checkbox"/> Don't know |
|            | If you have answered yes, please give details:                                                                                                                                                                                |                                                                                                                |
| <b>10.</b> | <b>Services</b>                                                                                                                                                                                                               |                                                                                                                |
|            |                                                                                                                                                                                                                               |                                                                                                                |

# property questionnaire

|            |                                                                                                                                                                                                                                                           |                                  |                                  |
|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|----------------------------------|
| a          | Please tick which services are connected to your property and give details of the supplier:                                                                                                                                                               |                                  |                                  |
|            | Services                                                                                                                                                                                                                                                  | Connected                        | Supplier                         |
|            | Gas or liquid petroleum gas                                                                                                                                                                                                                               | Y                                | Scottish Gas                     |
|            | Water mains or private water supply                                                                                                                                                                                                                       | Y                                | Scottish Water                   |
|            | Electricity                                                                                                                                                                                                                                               | Y                                | Scottish Gas                     |
|            | Mains drainage                                                                                                                                                                                                                                            | Y                                | Scottish Water                   |
|            | Telephone                                                                                                                                                                                                                                                 | N                                |                                  |
|            | Cable TV or satellite                                                                                                                                                                                                                                     | N                                |                                  |
|            | Broadband                                                                                                                                                                                                                                                 | N                                |                                  |
| b          | Is there a septic tank system at your property?                                                                                                                                                                                                           |                                  | [ ] YES [x] NO                   |
|            | If you have answered yes, please answer the two questions below:                                                                                                                                                                                          |                                  |                                  |
|            | (i) Do you have appropriate consents for the discharge from your septic tank?                                                                                                                                                                             | [ ] YES [ ] NO<br>[ ] Don't know |                                  |
|            | (ii) Do you have a maintenance contract for your septic tank?                                                                                                                                                                                             | [ ] YES [ ] NO                   |                                  |
|            | If you have answered yes, please give details of the company with which you have a maintenance contract:                                                                                                                                                  |                                  |                                  |
| <b>11.</b> | <b>Responsibilities for shared or common areas</b>                                                                                                                                                                                                        |                                  |                                  |
| a          | Are you aware of any responsibility to contribute to the cost of anything used jointly, such as the repair of a shared drive, private road, boundary, or garden area?<br><br>If you have answered yes, please give details:<br><br><i>See Title Deeds</i> |                                  | [x] YES [ ] NO<br>[ ] Don't know |
| b          | Is there a responsibility to contribute to repair and maintenance of the roof, common stairwell or other common areas?<br><br>If you have answered yes, please give details:<br><br><i>See Title Deeds</i>                                                |                                  | [x] YES [ ] NO<br>[ ] N/A        |
| c          | Has there been any major repair or replacement of any part of the roof during the time you have owned the property?                                                                                                                                       |                                  | [x] YES [ ] NO                   |
| d          | Do you have the right to walk over any of your neighbours' property- for example to put out your rubbish bin or to maintain your boundaries?<br><br>If you have answered yes, please give details:<br><br><i>See Title Deeds</i>                          |                                  | [x] YES [ ] NO                   |

# property questionnaire

|                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                               |
|--------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|
| e                                                | <p>As far as you are aware, do any of your neighbours have the right to walk over your property, for example to put out their rubbish bin or to maintain their boundaries?</p> <p>If you have answered yes, please give details:</p> <p><i>See Title Deeds</i></p>                                                                                                                                                                               | [x]YES [ ]NO                  |
| f                                                | <p>As far as you are aware, is there a public right of way across any part of your property? (public right of way is a way over which the public has a right to pass, whether or not the land is privately owned.)</p> <p>If you have answered yes, please give details:</p>                                                                                                                                                                     | [ ]YES [x]NO                  |
| <b>12. Charges associated with your property</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                               |
| a                                                | Is there a factor or property manager for your property? If you have answered yes, please provide the name and address, and give details of any deposit held and approximate charges:                                                                                                                                                                                                                                                            | [ ]YES [x]NO                  |
| b                                                | Is there a common buildings insurance policy?                                                                                                                                                                                                                                                                                                                                                                                                    | [ ]YES [x]NO<br>[ ]Don't know |
|                                                  | If you have answered yes, is the cost of the insurance included in your monthly/annual factors charges?                                                                                                                                                                                                                                                                                                                                          |                               |
| c                                                | Please give details of any other charges you have to pay on a regular basis for the upkeep of common areas or repair works, for example to a residents' association, or maintenance or stair fund.                                                                                                                                                                                                                                               |                               |
| <b>13. Specialist works</b>                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                               |
| a                                                | As far as you are aware, has treatment of dry rot, wet rot, damp or any other specialist work ever been carried out to your property?                                                                                                                                                                                                                                                                                                            | [ ]YES [x]NO                  |
|                                                  | If you have answered yes, please say what the repairs were for, whether you carried out the repairs (and when) or if they were done before you bought the property.                                                                                                                                                                                                                                                                              |                               |
| b                                                | As far as you are aware, has any preventative work for dry rot, wet rot, or damp ever been carried out to your property?                                                                                                                                                                                                                                                                                                                         | [ ]YES [x]NO                  |
|                                                  | If you have answered yes, please give details:                                                                                                                                                                                                                                                                                                                                                                                                   |                               |
| c                                                | If you have answered yes to 13(a) or (b), do you have any guarantees relating to this work?                                                                                                                                                                                                                                                                                                                                                      | [ ]YES [ ]NO                  |
|                                                  | If you have answered yes, these guarantees will be needed by the purchaser and should be given to your solicitor as soon as possible for checking. If you do not have them yourself please write below who has these documents and your solicitor or estate agent will arrange for them to be obtained. You will also need to provide a description of the work carried out. This may be shown in the original estimate. Guarantees are held by: |                               |

|            |                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                 |
|------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>14.</b> | <b>Guarantees</b>                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                 |
| a          | Are there any guarantees or warranties for any of the following:                                                                                                                                                                                                                                                                       |                                                                                                                                                                                 |
| (i)        | Electrical work                                                                                                                                                                                                                                                                                                                        | <input checked="" type="checkbox"/> NO <input type="checkbox"/> YES <input type="checkbox"/> Don't know <input type="checkbox"/> With title deeds <input type="checkbox"/> Lost |
| (ii)       | Roofing                                                                                                                                                                                                                                                                                                                                | <input checked="" type="checkbox"/> NO <input type="checkbox"/> YES <input type="checkbox"/> Don't know <input type="checkbox"/> With title deeds <input type="checkbox"/> Lost |
| (iii)      | Central heating                                                                                                                                                                                                                                                                                                                        | <input type="checkbox"/> NO <input checked="" type="checkbox"/> YES <input type="checkbox"/> Don't know <input type="checkbox"/> With title deeds <input type="checkbox"/> Lost |
| (iv)       | National House Building Council(NHBC)                                                                                                                                                                                                                                                                                                  | <input checked="" type="checkbox"/> NO <input type="checkbox"/> YES <input type="checkbox"/> Don't know <input type="checkbox"/> With title deeds <input type="checkbox"/> Lost |
| (v)        | Damp course                                                                                                                                                                                                                                                                                                                            | <input checked="" type="checkbox"/> NO <input type="checkbox"/> YES <input type="checkbox"/> Don't know <input type="checkbox"/> With title deeds <input type="checkbox"/> Lost |
| (vi)       | Any other work or installations? (for example, cavity wall insulation, underpinning, indemnity policy)                                                                                                                                                                                                                                 | <input type="checkbox"/> NO <input checked="" type="checkbox"/> YES <input type="checkbox"/> Don't know <input type="checkbox"/> With title deeds <input type="checkbox"/> Lost |
| b          | <p>If you have answered 'yes' or 'with title deeds', please give details of the work or installations to which the guarantee(s) relate(s):</p> <p><i>New Worcester gas boiler: Serial No. 8290-580-165427-7733600373. The date of commission/installation was 26.03.2026. UPVC Windows 10 Year guarantee Sidey Contract 515262</i></p> |                                                                                                                                                                                 |
| c          | Are there any outstanding claims under any of the guarantees listed above?                                                                                                                                                                                                                                                             | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO                                                                                                             |
|            | If you have answered yes, please give details:                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                 |

|                                                          |                                                                                                                                                                                                                     |                                                                                                            |
|----------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|
| <b>15.</b>                                               | <b>Boundaries</b>                                                                                                                                                                                                   |                                                                                                            |
|                                                          | So far as you are aware, has any boundary of your property been moved in the last 10 years?                                                                                                                         | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO<br><input type="checkbox"/> Don't know |
|                                                          | If you have answered yes, please give details:                                                                                                                                                                      |                                                                                                            |
| <b>16.</b>                                               | <b>Notices that affect your property</b>                                                                                                                                                                            |                                                                                                            |
| In the past three years have you ever received a notice: |                                                                                                                                                                                                                     |                                                                                                            |
| a                                                        | advising that the owner of a neighbouring property has made a planning application?                                                                                                                                 | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO                                        |
| b                                                        | that affects your property in some other way?                                                                                                                                                                       | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO                                        |
| c                                                        | that requires you to do any maintenance, repairs or improvements to your property?                                                                                                                                  | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO                                        |
|                                                          | If you have answered yes to any of a-c above, please give the notices to your solicitor or estate agent, including any notices which arrive at any time before the date of entry of the purchaser of your property. |                                                                                                            |

**Declaration by the seller(s)/or other authorised body or person(s) I/We confirm that the information in this form is true and correct to the best of my/our knowledge and belief.**

|               |                                                    |
|---------------|----------------------------------------------------|
| Signature(s): | Rosslyn Corrie                                     |
| Capacity:     | [ ] Owner<br>[x] Legally Appointed Agent for Owner |
| Date:         | 30/04/2026                                         |

# Certificate of Registration

This is to certify that the

**Greenstar 4000 30kW Combi NG**

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serial number

**82905801654277733600373**

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installed by

**W Johnstone & Sons Ltd**

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is covered under the Worcester Bosch manufacturer's guarantee until

**26-03-2034**

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Jo Shepherd  
Sales & Marketing Director

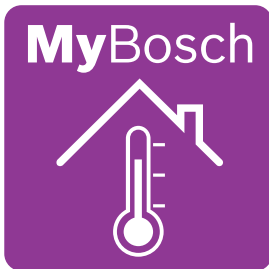
## What you need to know:

This guarantee covers your Worcester Bosch appliance against faults or defects in materials or manufacture for the period stated on this document, subject to our full Guarantee Terms & Conditions.

In order for your Guarantee to be valid, the appliance must have been correctly installed and commissioned by a competent and officially certified installer (e.g. Gas Safe, OFTEC, MCS, FGAS) in accordance with the manufacturer's instructions, applicable legal requirements and industry standards. The appliance must also be serviced annually. This certificate (and the requirements summarised on this document) reflects certain key elements of our full Guarantee Terms & Conditions, which contain additional conditions and exclusions. Your guarantee is strictly subject to our full written Guarantee Terms & Conditions and we recommend that you read them in full. We may update our Guarantee Terms & Conditions from time to time.

The issuance of this Certificate by us does not indicate or confirm acceptance by us that your appliance has been installed in accordance the manufacturer's instructions, applicable legal requirements and/or industry standards, or that the conditions and requirements of our Guarantee Terms & Conditions have been satisfied. We reserve our rights at all times to strictly enforce our Guarantee Terms & Conditions.

For up-to-date terms and conditions please visit  
**[worcester-bosch.co.uk/guarantee-terms-and-conditions](https://worcester-bosch.co.uk/guarantee-terms-and-conditions)** or scan the QR code.



### Say hello to MyBosch - your home heating portal.

Create an account today to access everything you need to know about your product, at any time.

MyBosch allows you to easily find your product's service history, your installer's contact details, and much more!

Sign up to MyBosch here **[worcester-bosch.co.uk/MyBosch](https://worcester-bosch.co.uk/MyBosch)**

## Top Customer Care

Our team are here to help you get the best from your Worcester Bosch product throughout its lifetime.

### Enquiries

For boiler related queries:

[service.mailbox@uk.bosch.com](mailto:service.mailbox@uk.bosch.com)

0330 123 9559

[worcester-bosch.co.uk/send-enquiry](https://worcester-bosch.co.uk/send-enquiry)

For heat pump and air conditioning queries:

[renewable.worcester@uk.bosch.com](mailto:renewable.worcester@uk.bosch.com)

0330 123 9339

[worcester-bosch.co.uk/send-enquiry](https://worcester-bosch.co.uk/send-enquiry)

### Technical Advice

[technical-advice@uk.bosch.com](mailto:technical-advice@uk.bosch.com)

0330 123 3366

