



Building
value
into your **home**

Survey Report



Client Name	FAO Monster Moves
Company Name	
Client Property Address	Pier House Harbour Road BRORA Sutherland KW9 6QF
Email	sales@monster-moves.co.uk
Telephone Number	01408 525001
Surveyed by:	Angus Milne
Survey date:	17/07/2025
Survey reference:	ENQ810315

Dear FAO Monster Moves

Following my survey of the above property on 17/07/2025, I am pleased to enclose our Survey Report.

In accordance with your instructions, we have confined our inspection to the areas as indicated by you. If there are any omissions or if you believe that we have misinterpreted your survey instructions we apologise and if so we would be obliged if you could inform us as soon as possible so we can rectify any problems.

This Survey Report has been sub-divided into convenient sections so that you may easily find details of the survey, our recommendations and any quotations as applicable as well as other useful information.

In the meantime, if there are any points that you wish to discuss, you can contact me using the details below.

Yours sincerely

PROPERTY DESCRIPTION

The property is a two storey detached property with partially converted roof void and slate finished pitched roof .

WEATHER CONDITIONS

At the time of our visit to inspect the above property it was dry and sunny (20°C).



OCCUPIED STATUS

At the time of our inspection the property was unoccupied.

LOCATION

Situations are described facing the front elevation of the property from the main road.

EXTERNAL OBSERVATIONS

A brief external inspection of the property was completed from the ground level only during our visit and the following defects noted:

- Defective roof coverings



Defective cement work noted to the roof coverings which can lead to water penetration, failure to repair these could result in spoiling of internal wall fabrics and fungal decay to concealed timbers.

Slipped & broken slates were noted to the roof coverings.

A large deflection was noted to the roof area.

vegetation growths were noted to the roof coverings.

Flat roofs should be inspected by a competent roofing contractor.

- **Rainwater Goods including gutters, downpipes...**



Rainwater goods were noted to be in need of maintenance/repair, defective rainwater goods can lead to water penetration of the external walls, failure to do this could result in spoiling of internal wall fabrics and fungal decay to concealed timbers.

Gutters and downpipes carry a significant amount of water during wet weather. Their joints and end stops are particularly prone to failure as are the outfalls which can be easily blocked by leaves and other debris. All rainwater fittings should therefore be regularly checked for defects in order to prevent leakages and spillages which could lead to damp internally.

- Other defects



External ground level was high in areas in relation to internal floor level which may lead to water penetration.

Ground levels abutting the walls should be reduced to a minimum of 150mm below damp proof course levels.

Wall creeper and/or vegetation was noted to the external walls.

Wall creeper is an external defect in buildings caused by the uncontrolled growth of climbing plants or vines along the exterior walls. While some may find the greenery aesthetically pleasing, these plants can pose significant structural issues over time. Their roots can penetrate cracks and joints in masonry, leading to moisture retention and the gradual breakdown of materials like brick and mortar. This persistent dampness can result in mould growth, weakening of the wall structure, and eventual deterioration. Additionally, wall creepers can obstruct inspections and maintenance, allowing underlying damage to go unnoticed until it becomes severe. As such, unchecked wall creeper growth is considered a serious external defect that compromises the integrity and longevity of buildings.

We would recommend a competent builder or roofer thoroughly inspect the property's exterior and perform any necessary repairs to ensure the water tight integrity of the building.

OBSERVATIONS

- Roof Void/Third Floor

RESTRICTIONS

- Inspection of the roof void was limited due to type of construction and insulation material.

- **General observations**



Decay by the wet rot fungus was noted to the exposed timber rafters of the property along with a severe attack by the common furniture beetle (*Anobium punctatum*). It was noted that several timber rafters were sagging due to the above highlighted attacks and these timbers were found to be beyond repair. We would recommend the client appoints a Structural Engineer to inspect the roof structure and recommend repair/renewal.

Mould staining was noted to the wall fabric throughout the roof void area and suitable ventilation should be installed when repairing/replacing the roof structure.

- **Cause of attack**

The penetrating damp appears to be occurring due to the poor condition of multiple areas to the externals of the property which were previously highlighted within the external defects section to this document.

Penetrating damp is the passage of moisture ingressing from the exterior of the property and into the internal. Due to the defective roof coverings and rainwater goods, moisture may penetrate into the property, resulting in the aforementioned defects to the interior.

TREATMENT RECOMMENDED

- No treatment to be carried out to the roof void area by Wise Property Care on the basis of this survey.

Client to appoint a Structural Engineer to inspect the roof structure and recommend repair/renewal.

OBSERVATIONS

- First Floor
- Bedroom x 3, Hallway, Bathroom

RESTRICTIONS

- The inspection of the property was very restricted by furniture, fixed floor coverings and stored items.

- **General observations**



No evidence of penetrating damp was found at the time of inspection within the First Floor areas. However evidence of condensation mould was found on the ceiling and wall surfaces throughout. This mould growth is consistent with high levels of atmospheric moisture (condensation) being present within the property.

It should be noted the property was vacant at the time of survey and correct use of heating and ventilation may alleviate the above noted issues.

It was noted that the Bathroom did not have an extractor fan installed and we would consider this essential in the control of condensation.

Various areas of ceiling and wall fabric were found to be degraded and require repair/decoration.

CONDENSATION IN THE HOME

Condensation is caused when water vapour comes in contact with cold surfaces and condenses to form dampness or water droplets. Air can contain varying amounts of water vapour; the amount of water vapour contained in air is related to air temperature, hence the term 'relative humidity'; warm air can hold more water vapour than cold air. When warm air comes into contact with a colder surface, it cools down and can't retain the same amount of water vapour. The excess water vapour is released and forms condensation. Water vapour is invisible in air and is formed when you carry out

normal daily activities in the home such as boiling kettles, cooking, drying clothes, pets, the use of non-flued heating and even breathing. It can also occur in a new home because building materials, such as mortars and plaster contain a large amount of water until they dry out.

HOW TO PRODUCE LESS MOISTURE:

Leave trickle vents (slotted vents in the window or window frames) open when rooms are occupied even in the winter when your heating is on.

The kitchen and bathroom extract fans (if fitted) should be used when cooking and showering and left on for a period of time afterwards. Ideally a fan with a built in humidistat should be fitted to these areas.

When using the kitchen or bathroom, try and keep the door closed when possible so that moist air is contained within the room for the extract fan to remove.

While cooking, try to cover all pots and pans and avoid leaving anything on the boil for too long to help reduce the steam created.

Furniture should be kept clear of the external walls to allow better air circulation. If unable to keep well clear, keep at least a small gap between the walls and furniture, particularly against 'cold walls' and allow ventilation of any cupboards to keep air flow moving.

Washing should not be dried indoors. If this is not possible, avoid drying laundry on a clothes airer or radiator. If you need to dry clothes indoors, open the window and close the door of the room where the clothes are drying, so that moisture can escape outside rather than circulate around your home.

If you use a vented tumble dryer, make sure it is properly vented through an outside wall or an open window or door.

Keep heating levels within the property at a constant and moderate temperature.

When condensation appears, wipe away as soon as possible and then wring the cloth out in a sink. Drying inside the house will just release the moisture again.

Pets:

If there is too much moisture being produced within a house, then instances of condensation and mould are more likely to occur. The link between pets and condensation is often over-looked, because we don't think of animals as being 'moisture-producers'.

However, it is important to note that assessments of domestic ventilation strategies rely on accurate occupancy level estimations. A two-bedroom house that only has one person living in it will differ drastically from the same property with a family living there. This type of calculation should account for pets as well, because a couple of dogs can have a big effect on the ventilation levels required in a home.

Fish tanks are another factor that can contribute to increased levels of moisture, and is something that isn't covered in the building regulations. It is, however, referenced by the Property Care Association as being linked with higher than typical moisture production, and should therefore be considered as part of any assessment of ventilation.

Condensation can be most apparent on cold surfaces e.g., windows, solid external walls and particularly in areas of poor air flow i.e., corners of rooms, behind furniture, in cupboards etc. Like other sources of moisture, condensation is likely to increase heat loss from the building and can be a contributable factor of fungal decay.

Condensation occurs when warm, moisture laden air meets a cold surface and, if dew point is reached, moisture will condense on the surface.

Mould growths associated with condensation can become damaging not only to decorations and furnishings but also to the health of occupants, particularly if dust mites are present. Mould in itself is not normally the problem, unless the person is immuno-suppressed, very young, elderly or has a specific allergy.

Moist stale air may contain mould spores, dust mite allergens and volatile organic compounds (from cleaning products, hair spray, deodorant etc.), which can cause or contribute to respiratory issues.

AIR MONITORING:

It should be noted that our inspection is purely a snapshot of that specific time and that relative humidity, temperatures and any other influences that may increase the likelihood of condensation will vary during any 24 hour period.

To have a more exact finding of when condensation is occurring, we would recommend installing our Air Monitoring System within the property.

This will allow us to monitor temperature, humidity and indoor air quality.

These would be installed for an approximate 14 day period, which at the end an exact report of when condensation is occurring and the internal conditions during that time would be produced.

This would be at a one off cost of £400.00 + vat and can be requested from the surveyor who produced this report.

TREATMENT RECOMMENDED

- No treatment to be carried out by WISE PROPERTY CARE at this time on the basis of this survey.

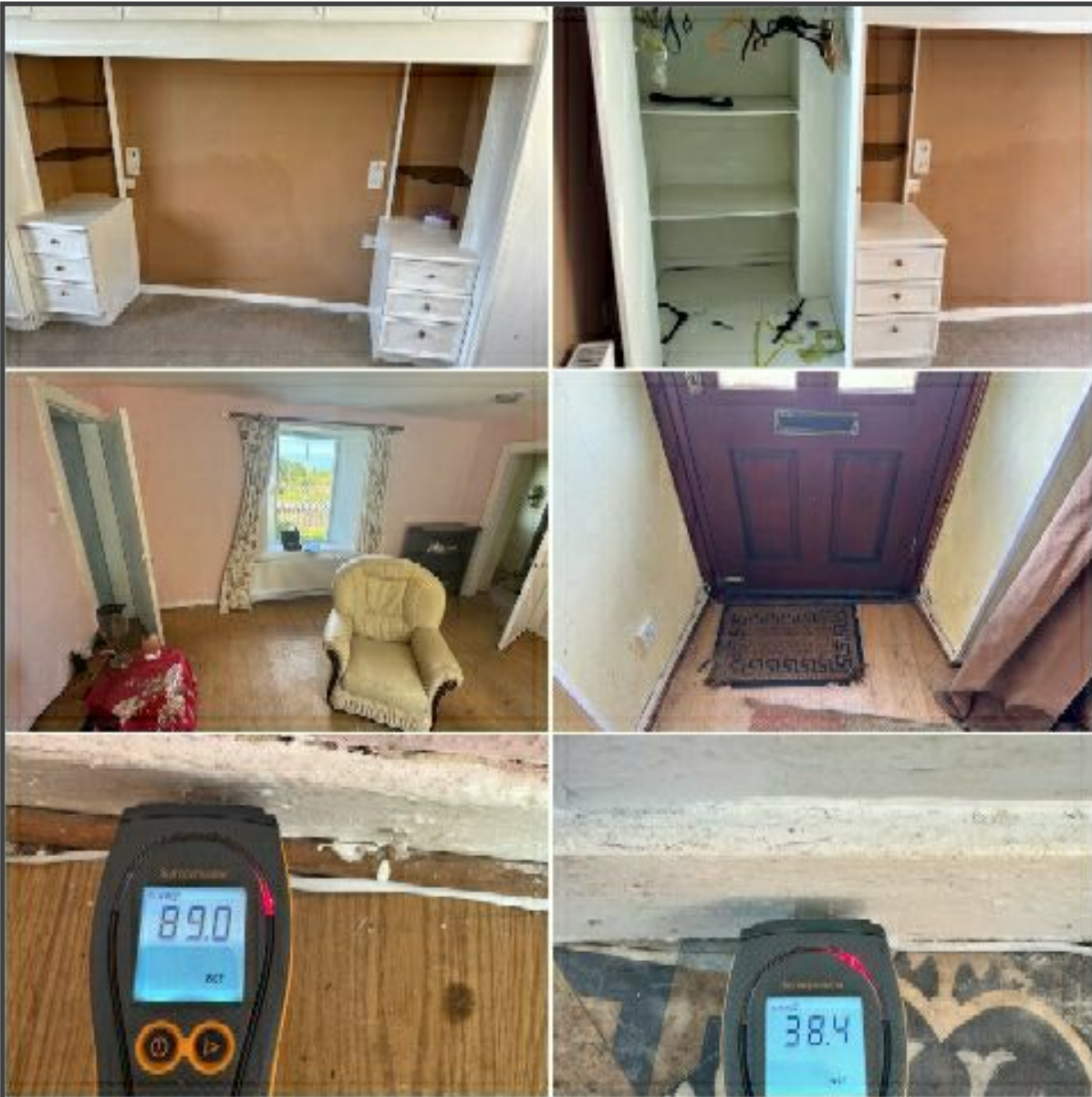
OBSERVATIONS

- Ground Floor
- Bedroom x 2, Wet Room, Hallway, Kitchen, Lounge, W/C, Garage

RESTRICTIONS

- The inspection of the property was very restricted by furniture, stored items and fixed floor coverings.

- **General observations**



Our inspection of the internal ceiling & wall surfaces of the property was carried out by a visual inspection and by the use of an electrical conductivity meter; this indicated penetrating damp to be present in the ceiling & walls of the Bedrooms, Hallway, Lounge & Kitchen designated for treatment on our enclosed sketch plan.

After taking moisture readings of the skirting boards below the damp affected walls, it was evident the skirtings obtained moisture. See the collage of images for reference and the below explanation in regards to how the moisture content of timbers can affect the property.

Moisture content explained:

0% - 17.5% M/C is generally accepted as the range for which new timbers can be introduced to a building and existing timbers are considered safe. 17% - 20% range may still be acceptable, but conditions must be considered.

20% - 30% M/C is the average range for which Dry Rot can colonise and manifest and thrive if the Dry Rot spores are present. Dry Rot has the ability to feed itself and will spread.
at Rot (Dry Rot is not limited to this M/C and can be active outwith this %).

30% - 100% is ideal for various types of Wet Rot to manifest.

If Wet Rot decayed timbers are left in-situ and the source of moisture is reduced as a result of stopping a leak and/or turning the heating on, as these timbers dry out, should Dry Rot spores be present, once the M/C is eventually reduced to 20%-30%, then it is possible that these timbers may be subject to a Dry Rot colonisation.

Evidence of the black spot mould was found on the ceiling and wall surfaces throughout the property. This mould growth is consistent with high levels of atmospheric moisture (condensation) being present within the property.

CONDENSATION IN THE HOME

Condensation is caused when water vapour comes in contact with cold surfaces and condenses to form dampness or water droplets. Air can contain varying amounts of water vapour; the amount of water vapour contained in air is related to air temperature, hence the term "relative humidity"; warm air can hold more water vapour than cold air. When warm air comes into contact with a colder surface, it cools down and can't retain the same amount of water vapour. The excess water vapour is released and forms condensation. Water vapour is invisible in air and is formed when you carry out normal daily activities in the home such as boiling kettles, cooking, drying clothes, pets, the use of non-flued heating and even breathing. It can also occur in a new home because building materials, such as mortars and plaster contain a large amount of water.

Air within the living environment becomes saturated with water vapour. When these conditions prevail the air inside the property becomes saturated.

PRODUCE LESS MOISTURE

Leave trickle vents (slotted vents in the window or window frames) open when rooms are occupied even in the winter when your heating is on.

The kitchen and bathroom extractor fans should be used when cooking and showering and left on for a period of time afterwards. Ideally a fan with a built in humidistat should be fitted to these areas.

When using the kitchen or bathroom, try and keep the door closed when possible so that moist or stale air is contained within the room for the extractor fan to remove.

While cooking, try and cover all pots and pans and avoid leaving anything on the boil for too long to help reduce the steam created.

Furniture should be kept clear of the external walls to allow better air circulation. If unable to keep well clear, keep at least a small gap between the walls and furniture, particularly against "cold walls" and allow ventilation of any cupboards to keep air flow moving.

Washing should not be dried indoors. If this is not possible, avoid drying laundry on a clothes airer or radiator. If you need to dry clothes indoors, open the window and close the door of the room where the clothes are drying, so that moisture can escape outside rather than circulate around your home.

If you use a vented tumble dryer, make sure it is properly vented to a open window or door or through an outside wall.

As it is cold air that causes warm air to release moisture, keep heating levels within the property at a constant and moderate temperature.

When condensation appears wipe away as soon as possible.

NB. In hacking off plaster it is not unusual for dust to find its way to the remotest parts of the property.

We will take the precaution to minimise this nuisance where practical within the immediate area of our work but we respectfully suggest that you should also take some precautions to protect furniture and the like elsewhere in the property (if required, with prior notice our technician will be pleased to provide you with polythene sheeting, with our compliments).

No responsibility will be accepted by Wise Property Care for cleaning or any damage caused by dust.

After taking moisture readings of the timber skirting boards below the damp affected walls, it was evident the skirtings obtained moisture. See the collage of images for reference and the below explanation in regards to how the moisture content of timbers can affect the property.

• Cause of attack

The penetrating damp appears to be occurring due to the poor condition of multiple areas to the externals of the property which were previously highlighted within the external defects section to this document.

Penetrating damp is the passage of moisture ingressing from the exterior of the property and into the internal. Due to the high external ground levels, coupled with the defective roof coverings and rainwater goods, moisture may penetrate into the property, resulting in the aforementioned defects to the interior.

We have recommend to renew the plaster, however, if the property is not maintained and kept watertight, the dampness will reoccur so it is advised that all external defects are rectified to prevent this from occurring.

TREATMENT RECOMMENDED

- Place in a prominent position a warning notice and fire extinguisher as laid out in health & safety guidelines.

Put in place protective polythene sheeting to the adjacent areas to minimise the damage from dust which unfortunately is unavoidable.

Remove the plaster from the right hand Bedroom ceiling designated for plaster renewal as per attached sketch and dispose.

Remove skirting boards and later renew to the treatment areas.

Remove the hardboard and timber framing from the various walls of the property designated for plaster renewal down 0.5m from the ceiling level as per attached sketch and dispose from site as soon as possible.

Clear all debri from the exposed wall cavities.

Renew the previously removed timber wall framing in new pre-treated timbers (or apply a treatment onsite).

Apply a fungicide treatment to all new and remaining timbers within the treatment areas.

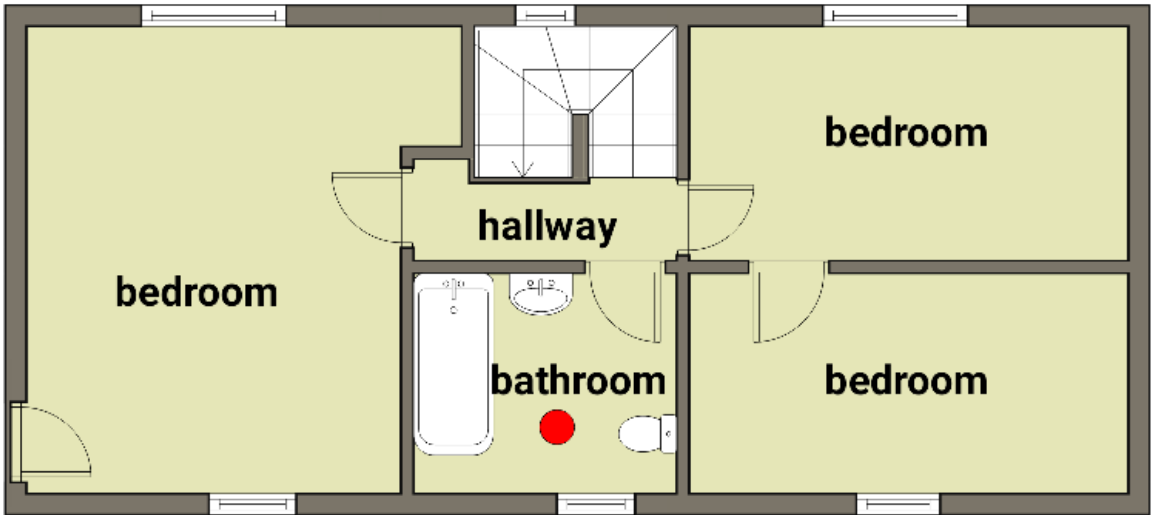
Renew the ceiling & wall fabric previously removed as per our standard specification in plasterboard.

CLIENTS OWN plasterer to apply a plaster bond/skim to all new plasterboard.

All debris and timber waste resulting from our works will be deposited into polythene bags and removed from site.

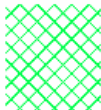
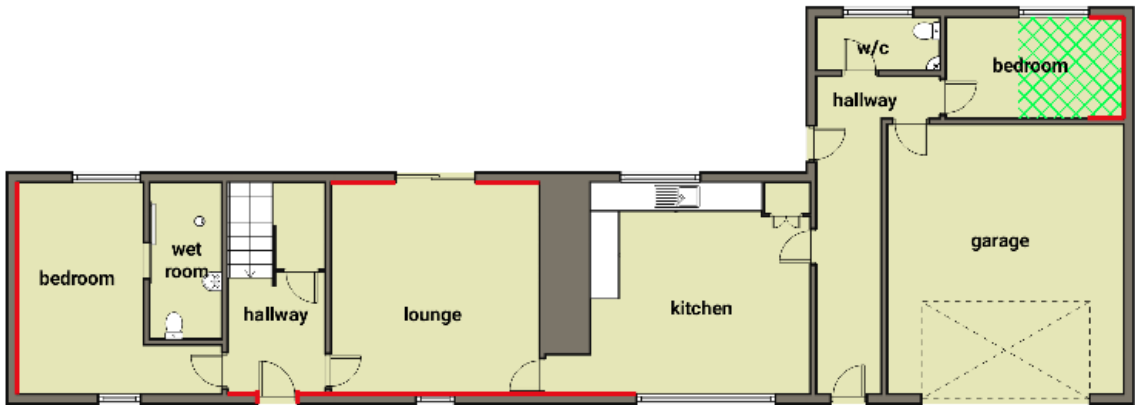
- On removal and re-instatement of any plumbing items, no responsibility can be taken for old or perished / damaged seals, fittings or valves. If any replacement seals, fittings or valves are required, the costs shall be passed onto the client. If no suitable isolating valves can be sourced and the pipes have to be frozen to allow valves to be installed or works to be carried out the costs shall be passed on to the client.
- We cannot offer the benefits of our 20 year treatment guarantee with this type of work.
- No allowance has been made to replace any wall or floor tiles removed or damaged during the course of our works.

SKETCHES 1. First Floor



 **no extractor fan installed**

SKETCHES 2. Ground Floor



remove ceiling plaster



remove wall fabric and timber framing full height

CLIENT RESPONSIBILITIES

The client is to arrange for the following work (WHICH IS NOT INCLUDED FOR IN OUR QUOTATION):

- Removal of all fixtures and fitting from the treatment area(s) prior to our commencement of works on site
- Removal of all floor coverings including underlays from the treatment area(s) prior to our commencement of works on site
- Disconnection and reconnection of plumbing items within the treatment area(s)
- Disconnection and reconnection of electrical items and wiring within the treatment area(s)
- Disconnection and reconnection of radiators within the treatment area(s)
- Any required decoration including re-tiling of walls and floors
- Employment of reputable roofing contractors to inspect, report and repair any faults with the roof coverings, gutters and downpipes
- Cleaning of work area(s) and areas leading up to the work area(s). Our operatives will take steps to minimise dust invasion out with the areas of work(s)
- Supply water, power and light
- Exterior drainage to be maintained in order to allow water to flow freely
- Note: the system installed by Wise will control the environment as far as providing a dry floor or dry surface(s) depending on options taken. However, others will need to design effect effective heating and ventilation so that water vapour caused by occupation does not encourage condensation

Any defects as noted within 'External Observations' will need to be rectified by the client under a separate contract.

Upon completion of the contract and the account being paid in full our guarantee (if applicable) will be issued, offering you peace of mind by protecting your property for the future.

Where a guarantee is issued by Wise Property Care Ltd it will be conditional upon any building defects being corrected and the building being maintained in a weather tight and waterproof condition.

Completion of the contract to your satisfaction will be identified by either a signature on our operative's worksheet when works have been completed, or by means of a telephone call from our Sales Ledger Department.

In order to comply with Health & Safety Regulations regarding the use of our chemicals it is essential that the areas of treatment remain vacant and well ventilated during and for a minimum of 1 hour after treatment.

CLIENT NOTE

- Our specialist survey was restricted to those rooms or areas accessible to us and we therefore cannot comment on the conditions which may prevail elsewhere in the property and any contract arising from or deemed to have been entered into by reason of the survey is limited accordingly.
- Limited inspection only of the roof timbers was possible due to the type of construction & insulation material.
- No inspection of the floor timbers was possible due to fixed floor coverings.

• IMPORTANT DEPOSIT INFORMATION

Prior to our works commencing and where applicable we require a deposit payment to be made, our Contracts Team will advise on the amount required at the time of booking. The final balance will be due immediately upon completion of the work.

- Where the cost of the proposed works exceeds £1,500, our acceptance of your instruction to proceed with these works is subject to appropriate credit checks being obtained first.
- Where applicable, our Technicians will make use of a dust extraction unit.

The unit will be placed centrally within the work area and will extract airborne dust particles from the atmosphere that will be created from our works, meaning less clean up and a reduction in the dust particles moving throughout your home.

The presence of airborne dust particles is an inhalation risk so the use of the unit will minimise exposure to our technicians and customers.

Please note that the unit will not remove all dust from the work area and the client should still take precautions within the property to prevent dust travelling to remote areas and we shall be pleased to provide assistance as required.

The health and welfare of our site teams and customers is of paramount importance to us, together with protecting our customers' properties, and the use of a dust extraction unit further confirms our commitment to the highest levels of customer service.

• GENERAL NOTES FOR CLIENT

These notes contain important information for clients and must be read in conjunction with the Survey Report. Please see the Survey Report for any variations on these General Notes.

1. Instrumental readings or moisture content.

Where we refer to instrumental readings or moisture content in our report, we will have used a resistance meter to ascertain the moisture content of timber and a carbide meter to ascertain the moisture content of mortar samples taken from the walls of the property.

2. Relaying carpets.

Where our Technicians have treated the top surface of a floor or staircase, they will protect treated areas, where necessary, so that carpets may be relaid loosely without delay. In the case of foam/synthetic backed carpets, it is inadvisable to lay these on treated floors until a period of four weeks has elapsed after treatment. For the same reason, vinyl floor coverings should not be laid until three months have elapsed.

3. Roof insulation.

Where insulation material has been removed from a roof, it can be re-laid immediately after treatment by our Technician. If the insulation material is to be relaid by some other party, the work must be delayed until after the expiry of the appropriate safety precautions period.

4. Polythene sheet below suspended timber floors.

Where we have laid polythene sheet on the oversight beneath a suspended timber floor at ground floor level, its purpose is to reduce the evaporation of water from the surface of the oversight. It is essential that the polythene sheet is not disturbed or removed from the oversight otherwise fungal decay may

occur in the floor timbers.

5. Other contractors.

Where we have recommended work that is to be carried out by others, arrangements for such work are the client's responsibility. No allowance for this work is included in our quotation.

6. Water and electricity supply.

The client should ensure that there is an adequate supply of mains water and electricity available prior to the arrival of our Technician to carry out the treatments recommended in the survey report. If electricity is not available, it will be necessary for us to supply a portable generator and this will be subject to an additional charge on completion of the contract.

7. Third party liability.

The survey report is for the sole and confidential use of the client and no liability will be accepted in relation to third parties.

Any such persons relying on the survey report do so entirely at their own risk.

- Wall mounted services: -

There may be some areas of wall which we may not be able to line, such as where boilers, electrical boards are present and cannot be removed from walls.

In such areas, we cannot guarantee these areas unless the items are removed and reinstated by others, however the vast majority would achieve the guarantee.

Where limitations exist, the system may be unable to prevent potential moisture ingress from potential ingress issues as highlighted previously. Any guarantee issued will therefore be limited accordingly.

- Please note that the skirting may be found to be decayed or may be damaged during their removal and may need to be renewed. No allowance has been made for this in our quotation.

- WELFARE FACILITIES

The law states that clients and contractors have responsibilities regarding welfare facilities on construction projects. The nature and scale of facilities required are influenced by the size and type of project, however there are minimum requirements on any project, which include the following:

- Access to adequate toilet and washing facilities (sufficient to wash face/hands/forearms).
- Clean hot/cold running water.
- Drinking water (mains supply is the ideal).

We have priced on the basis that suitable welfare facilities will be provided to us.

POWER SUPPLY

We have assumed the free use of mains power supply will be available for the duration of our works.

WATER SUPPLY

We have assumed the free use of mains water will be available during works.

SITE LIGHTING

We have assumed that site lighting will be provided. We will provide task lighting.

- Standard Work Process:

Once a start date for the work has been confirmed, the following process will apply to all types of work. If you have specific questions related to your project, please feel free to contact us.

Please read this in conjunction with our Terms and Conditions (T&Cs).

1. Deposit Invoice:

The deposit amount will be confirmed by our office and sent via email prior to the agreed start date. Please refer to our Terms and Conditions for details on cancellation charges.

2. Pre-Work Requirements:

Any necessary repairs by third-party contractors (e.g., roofer services) and the removal of items from the work area must be completed by the customer prior to our arrival. Failure to do so may incur delay in works progressing.

3. Work Commencement:

Our team will arrive on site as scheduled. Please direct all on-site queries to the team leader.

4. Site Preparation:

We will protect floors and furnishings in the work area. However, please ensure there is no furniture obstructing access. Allow the team sufficient space to work. Note: damp-proofing and timber treatments may generate dust. While we clean up during and after the process, some dust may still settle after completion.

5. Scope of Work:

Work will be carried out as per your report—this may include damp eradication, timber treatment, and/or waterproofing. All waste will be removed from the site unless agreed otherwise.

6. Unforeseen Issues:

If unexpected issues arise (e.g., insecure or irregular brickwork, spread of rot), these will be assessed and any additional costs will be communicated. Please allow time for our team to evaluate and finalise these costs.

7. Plastering:

If relevant a date for plastering will be arranged in advance and should allow at least two days for drying after the initial work.

8. Post-Completion:

Once all work is finished, any further questions should be directed to our office.

If we receive your instructions to inspect the concealed structural timbers our surveyor will provide a quotation for the required exposure works based on the owner/others removing or setting aside floor coverings/furniture. No allowance is normally made for making good or decorating areas exposed for access. This work should be carried out by the owner/purchaser of the property at their own cost. Wise Property Care Ltd accept no responsibility for the condition of the concealed structural timbers should you decide to proceed without this recommended inspection.

Our inspection was not and should not be relied upon as a substitute for a structural survey. We have not investigated, considered or reported upon any other matter including, without limitations, timbers exposed to the outside or timbers not visible at the time of inspection. However, should you proceed on the present basis; we shall advise you of any other infestation or fungal infection we discover during execution of the works (if any) and advise/quote accordingly.

It may be seen from our specification that we may have included for the removal of the existing plaster. In removing plaster it is not unusual for dust to find its way to the remotest parts of the property. We will take the precaution to minimise this nuisance wherever practical within the immediate area of our work but we respectfully suggest that you should also take some precautions to protect furniture and

the like elsewhere in the property. We regret we can take no responsibility for cleaning or for any damage that may be caused by dust, however if you wish us to include for industrial cleaners to visit the property on completion of our works, we can do so.

During our inspection, we carried out an assessment of potential hazards and health risks, which might arise during the course of our works. These were done under the COSHH (Control of Substances Hazardous to Health) regulations 1989. We noted that the property was unoccupied at the time of our inspection and have assumed that it will be occupied when we carry out our works. When you ask us to carry out these works, please let us know if there are any changes in this assumption, or if there are any other material changes when we start work, we can forward a copy of our assessment to you.

The nature of remedial construction works is such that, occasionally, the problem outlined is more extensive than anticipated. Therefore any timescales discussed for the project are indicative only, as extra works may be required. Whilst we make every effort to minimise inconvenience to our customers, we may not, because of other commitments, be able to continue with the extra works immediately. If this is the case, we will schedule the extra works as soon as we possibly can, but cannot be held responsible for difficulties this may cause.

As a company we carry out the following:

- Dry Rot Eradication
- Wet Rot Eradication
- Woodworm Eradication
- Rising Damp control
- Penetrating Damp Control
- Condensation Control
- Basement Tanking (Water management systems)
- Invasive Weed Control (Japanese Knotweed, etc)
- Structural Repairs (Crack stitching, wall stabilisation)

QUOTATION

The cost of our recommended treatment and associated works (if applicable) is shown within the quotation below. on the attached form and is based on the assumption that the work can be carried out in one continuous operation.

Our quotation covers only those items specifically stated in the report to be under taken by Wise Property Care Ltd. All other repairs and/or ancillary works are to be the responsibility of others under separate contract.

Our quotation is issued subject to it being accepted in writing within a period of 28 days, with the work proceeding within three months of acceptance.

Please complete the enclosed acceptance of quotation and return it to this office where our contracts team will contact you to arrange a mutually convenient commencement date to carry out the works as detailed in our report.

Alternatively you can contact us at our Inverness office during office hours on 01463 783 555 or by e-mail at kinrosscontracts@wisepropertycare.com

YOUR SURVEYOR AND HOW TO CONTACT US

The surveyor who has been dealing with this property is Angus Milne and can be contacted on mobile number 07791557761. Alternatively, you can also reach Angus Milne using the branch details at the front of the report or contact him by email at angus.milne@wisepropertycare.com.

Yours faithfully,

Angus Milne

Area Manager

t: 07791557761

Inverness

Unit 8B

Alness Industrial Estate

River Close South

Inverness

IV17 0PD

t: 01463 783 555

e: north@wisepropertycare.com

01463 783 555

Quotation



Client Name FAO Monster Moves

Company Name

Client Property Address

Pier House
Harbour Road
BRORA
Sutherland
KW9 6QF

Date 17/07/2025

ID ENQ810315

Description	Total Excl VAT	VAT Amount	Total Incl VAT
Carry out Damp Treatments.	£8,973.05	£1,794.61	£10,767.66

Are you going to be the end user of the services on this agreement? [NO / YES]

Are you CIS registered? [NO / YES]

Are you VAT registered? [NO / YES]

VAT Number :

Terms and Conditions apply.

I understand the observations and recommendations contained in this report and confirm that they correspond with my instructions to request an estimate for remedial work required in relation to the property. I fully understand and accept the terms of the transferable guarantee, where applicable, which only applies in relation to the areas of the property where remediation work has been identified as being required in the report. I accept that the proposed remediation work does not include carpeting, the moving of furniture, removal of fixtures and fittings, painting, electrical or plumbing work unless this has been specifically provided for in the quotation. I confirm that neither a full exploratory examination nor disruptive exposure has been carried out.

Surveyor Signature:

Customer Signature:

Print Name.....Position.....

Invoice Address (If different from above).....

Date.....Preferred Contact Telephone No.....

Please return this completed form to the above Branch Office address.

WISE PROPERTY CARE STANDARD TERMS AND CONDITIONS

1. THESE TERMS

1.1 These are the terms and conditions on which we undertake any works identified in our survey report which you ask us to carry out.

1.2 In particular your attention is drawn to paragraph 5 which relates to the price payable, paragraphs 8 and 9 which set out your rights to cancel this contract, paragraph 12 which sets out the limit of our liability to you and paragraph 13 which sets out how we may use your personal information.

2. INFORMATION ABOUT US AND HOW TO CONTACT US

2.1 We are Wise Property Care Limited, a company registered in Scotland. Our company registration number is SC168153 and our registered office is at 8 Muriel Street, Barrhead, Glasgow G78 1QB. Our registered VAT number is 671742426.

2.2 You can contact us by telephoning our customer service team on the number set out on our quotation or by writing to us at the address on the same form.

2.3 "Writing" includes emails. When we use the words "writing" or "written" in these terms, this includes emails.

2.4 "Works" includes any works or treatments we provide to you as set out in our survey report and could include some materials and or goods needed to complete those Works.

3. OUR CONTRACT WITH YOU

3.1 Following your enquiry to us, we may decide to send a surveyor to your property to evaluate and assess your requirements. If it is critical that the Works are completed by a particular date you must advise us of this at the time of the survey. The surveyor may give you a quotation on the day as to the likely costs of the Works.

3.2 You may be required to pay a fee for the survey report. If this is required, you will be told at the time of your enquiry. This fee will be refunded in full should you cancel the survey or if you proceed with all the Works recommended in the survey report. However we will not refund the fee if the survey report is for a condensation control system for your property.

3.3 After the visit by our surveyor, we will send to you the survey report confirming our recommendations, our Works and our price.

3.4 The survey report will contain important information describing our Works, the information we may need from you in preparation for the Works and the actions you may need to take to help us. It will also tell you what we are not doing.

3.5 If at the time of receiving the survey report you have not already signed the order giving us permission to proceed with the Works, then if you would like us to perform the Works, you must confirm this in writing. Our acceptance of your order will take place when we contact you whether by email, telephone or letter to accept it, at which point a contract will come into existence. That contract will incorporate these terms and conditions.

4. CHANGES

4.1 If you wish to make a change to the Works, please contact us. If the change is possible, we will let you know about any changes to the price, the timing of supply or anything else which may alter as a result of your request and ask you to confirm whether you wish to go ahead with the change.

4.2 We may change the Works to implement minor technical adjustments and improvements. If we do this then we shall notify you of the changes and any impact on the Works, timing of supply or anything else.

4.3 We will not notify you if we are only substituting materials or equipment of similar quality and performance to those specified in the survey report or any other document issued to you.

5. PRICE AND PAYMENT

5.1 The price of the Works identified in our survey report (which includes VAT) will be the price set out in our quotation or as set out in our survey report to you.

5.2 Sometimes it is not possible to calculate the full price of the Works. Our survey report will clearly set out the price for the Works and materials set out in it. If additional materials or Works are required we will provide you with a new quotation setting out the price for such additional materials/Works in writing and will not proceed with any such additional work without your written acceptance.

5.3 If the rate of VAT changes between your order date and the date we supply the Works, we will adjust the rate of VAT that you pay, unless you have already paid for the order in full before the change in the rate of VAT takes effect.

5.4 We shall require payment in full before we commence the Works or, where appropriate, a deposit. The balance shall be due to us immediately on completion of the Works and on receipt of such payment we shall issue to you an invoice for the whole value of the Works.

5.5 If you do not make payment to us on completion of the Works we may charge you interest on the overdue amount at the rate of 4% a year above the base lending rate of HSBC PLC from time to time. This interest shall accrue on a daily basis from the due date until the date of actual payment of the overdue amount, whether before or after judgment. You must pay us interest together with any overdue amount.

5.6 If you have any queries regarding the payment then please contact us promptly explaining why you think it is wrong and we will not charge you interest until we have resolved the issue

6. PROVIDING THE WORKS

6.1 We will begin the Works on the date agreed with you at the time of the survey or following your acceptance of the Works set out in the survey report. We will let you know before the start of the Works the estimated completion date.

6.2 We may need certain information from you or we may require you to carry out certain actions so that we can carry out the Works, for example, clearing rooms or emptying cupboards. If we require your assistance, this will be stated in the survey report.

6.3 We will contact you to ask for this information or for you to confirm that you have carried out the actions. If you do not give us this information, or if you give us incomplete or incorrect information or if you have not carried out your actions, we may either end the contract or make an additional charge of a reasonable sum to compensate us for any extra work that is required as a result. We will not be responsible for completing Works late or not supplying any part of them if this is caused by you not giving us the information or failing to carry out the actions within a reasonable time of us asking.

6.4 As our access to all parts of your property may have been limited or restricted during our survey, if when we start providing the Works, we discover that the problem is more extensive than we originally thought then we reserve the right to provide a quote to you for this additional work.

6.5 If our completion of the Works is delayed by an event outside our control (including for example unavailability of service staff due to illness) then we will let you know as soon as possible and we will take steps to minimise the effect of the delay. Provided we do this we will not be liable for delays caused by the event, but if there is a risk of substantial delay you may contact us to end the contract and receive a refund for any Works you have paid for but not received.

6.6 If you do not allow us access to your property to perform the works as arranged (and you do not have a good reason for this) we may charge you additional costs incurred by us as a result. If, despite our reasonable efforts, we are unable to contact you or re-arrange access to your property we may end the contract and paragraph 10.2 will apply.

6.7 If we are unable to complete the Works on the date we originally advised to you, unless this is due to circumstances outside our control, then you may end the contract but only if you have told us in writing before we accepted your order that the Works had to be completed by that date.

6.8 If you do not wish to end the contract, you can give us a new deadline to complete the Works, which must be reasonable, and if we do not meet this new deadline you can also end the contract.

6.9 If you do choose to end the contract under paragraphs 6.7 or 6.8 you can cancel your order for any Works only partially completed but we will invoice you for those partially completed Works at the date you have ended the contract.

7. GUARANTEES

7.1 Where the survey report states that our Works come with a guarantee, we shall issue to you the guarantee upon receipt of payment in full. The terms of the Guarantee are shown on the relevant certificate of Guarantee.

8. CANCELLATION RIGHTS

8.1 If you end the contract for a reason set out at (a) to (e) below the contract will end immediately. The reasons are:

- (a) we have told you about an upcoming change to the Works or these terms which you do not accept;
- (b) we have told you about an error in the price or description of the Works you have ordered and you do not wish to proceed;

WISE PROPERTY CARE STANDARD TERMS AND CONDITIONS

- (c) there is a risk that the supply of the Works may be significantly delayed because of events outside our control;
- (d) we have or we wish to suspend the supply of the Works for technical reasons (for example due to the presence of asbestos or bats), in each case for a period of more than twenty-eight days or until we get the appropriate statutory consent, whichever is the later; or
- (e) you have a legal right to end the contract because of something we have done wrong including because we will be unable to complete the Works by the date you specified when you confirmed your acceptance under paragraph 3.5.
- 8.2 To end the contract, please contact the local service office on the telephone number or e-mail address set out in the quotation. Please provide your name, home address, details of the order and, where available, your phone number and email address.
- 8.3 We will refund to you the price you paid for the Works not yet provided, by the method you used for payment. However, we may make deductions from the price (or, if you have not made an advance payment, charge you) the reasonable costs we will incur as a result of you ending the contract.
- 9. STATUTORY RIGHTS TO CANCEL**
THIS PARAGRAPH 9 ONLY APPLIES IF YOU ARE A CONSUMER AND YOU HAVE ENTERED INTO A DISTANCE OR OFF-PREMISES CONTRACT.
- 9.1 **If this applies**, then under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 you have a legal right to change your mind within 14 days.
- 9.2 Because you have this legal right to change your mind, we will not provide the Works to you until after the 14 day period has expired (the "Cooling off period").
- 9.3 If you believe the Works are urgent and you would like us to commence the Works during the Cooling off period then you must sign a waiver giving us permission to start early.
- 9.4 You must realise that by giving us permission during the Cooling off period you may lose your right to cancel and this will mean that:
- (a) if we have completed the Works in full you cannot change your mind, even if the 14 day Cooling off period is still running; or
- (b) if you cancel after we have started the Works but before the Works are completed during the Cooling off period, you must pay us for the Works to the extent completed at the time you tell us that you have changed your mind.
- 9.5 If you are ending within 14 days of signing the contract under paragraph 9.2, please complete the cancellation form at the end of the order form or contact us on the number set out in the quotation
- 10. OUR RIGHTS TO END THE CONTRACT**
- 10.1 We may end the contract for works at any time by writing to you if:
- (a) you do not make any payment to us when it is due and you still do not make payment within seven days of us reminding you;
- (b) you do not, within a reasonable time of us asking, provide information we require or carry the actions that are necessary for us to provide the Works; or
- (c) you do not, within a reasonable time, allow us access to your premises.
- 10.2 If we end the contract in the situations set out in paragraph 10.1 we will refund any money you have paid in advance for the Works we have not provided but we may deduct or charge you reasonable compensation for the net costs we will incur as a result of your breaking the contract.
- 11. IF THERE IS A PROBLEM WITH THE WORKS**
- 11.1 If you have any concerns or complaints about the Works, you can contact us in accordance with our complaints procedure which can be requested by telephoning our customer service team on the number set out on our quotation or by writing to us at the address on the same form.
- 11.2 If you believe there is a fault or problem with the Works we have provided, then you must contact us promptly so that we have an opportunity to fix the problem. If you fail to give this opportunity and instead use another company then any additional charges or losses you have suffered will not be recoverable from us.
- 11.3 If you have not contacted us with any complaint within 6 months of completion of the Works we will be entitled to assume that the Works were performed satisfactorily.

- 12. OUR LIABILITY FOR LOSS OR DAMAGE SUFFERED BY YOU**
- 12.1 If we fail to comply with these terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breaking this contract or our failing to use reasonable care and skill, but we are not responsible for any loss or damage that is not foreseeable.
- 12.2 If we are undertaking Works in your property, we will make good any damage to your property caused by us but our total liability to you arising from the damage will be limited to twenty thousand pounds (£20,000). We shall not in any circumstances be liable for any (a) costs of repairing any pre-existing faults or damage to your property that we discover while providing the Works; (b) loss of profits, economic or financial loss, loss of sale or business, loss of use or business interruption, loss of goodwill; or (c) indirect or consequential loss.
- 12.3 Nothing in this paragraph 12 or elsewhere in this contract excludes or limits our liability for death or personal injury caused by our negligence; for fraud or fraudulent misrepresentation; or to the extent such liability may not be excluded or limited at law.
- 13. HOW WE MAY USE YOUR PERSONAL INFORMATION**
- 13.1 We shall process your personal data, including sending you marketing information, in accordance with applicable data protection legislation and our privacy notice which is located at: <https://www.rentokil-initial.com/site-services/cookie-and-privacy-policy/privacy-policy.aspx>.
- 13.2 If you do not wish to receive marketing information from us you can opt out here: opt-out@wisepropertycare.com. We will continue to send you communications as necessary for the performance of the contract and/or the services we are providing to you.
- 14. OTHER IMPORTANT TERMS**
- 14.1 We may transfer our rights and obligations under these terms to another organisation.
- 14.2 You may only transfer your rights or your obligations under these terms to another person if we agree to this in writing. However, you may transfer our guarantee at paragraph 7.1 to a person who has acquired your property. We may require the person to whom the guarantee is transferred to provide reasonable evidence that they are now the owner of the property.
- 14.3 This contract is between you and us. No other person shall have rights to enforce the terms.
- 14.4 Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.
- 14.5 If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaking this contract, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date.
- 14.6 The parties shall comply with laws relating to this agreement and the Works. Each party shall promptly report to the other party any request or demand for any undue financial or other advantage in connection with this agreement.
- 14.7 Other than payment for the Works, neither party shall be liable for any failure or delay which is caused by circumstances beyond its reasonable control. If the circumstances continue for more than 30 days, either party may terminate this agreement by giving notice.
- 14.8 These terms are governed by Scottish law and legal proceedings will be in the Scottish courts.

EXPRESS REQUEST TO COMMENCE THE DELIVERY OF WORKS EARLY

I hereby request the immediate performance of the works and acknowledge that I will lose my right of withdrawal from the contract once the works are fully performed. I also understand that if I cancel and the works are part complete I will be liable to pay for any works up to the date I cancelled.

Please commence the works within the Cooling off Period

Signed.....

Date.....

What makes us great?



Recognised by Which?

1st Scottish Preservation Company to be endorsed and recognised by Which? Visit trustedtraders.which.co.uk to see what makes a trader with this status so special.

Average Rating



Rated and Recommended

Average 4.5 star rating online. In addition, our customer questionnaires show that 96% of customers would recommend us



Award Winning Contractors

Property Care Association Award Winners in 2014 and commended in 2011. Also awarded 'Best Business Turnaround' and recent finalist in both 'The Entrepreneur of the Year' and 'Chamber of Commerce Business Awards'



40 Years Experience - Scottish Based

40 years experience in building preservation serving Scotland with local branches Scotland wide. Scottish company...local service.

Our Professional Memberships and Accreditations



For more information about our professional memberships, watch our video at:

wisepropertycare.com/approvedcontractor

Specifications

The company reserves the right to change these specifications at any time without notice, subject to changes in technique, improvement in materials or in particular cases where a change might be found necessary, during the course of the work.

1. Woodworm

The purpose is to treat as many available surfaces of the infested timber as possible. The treatment in this section covers infestation by Common Furniture Beetle *Anobium punctatum*, Death Watch Beetle *Xestobium rufovillosum* and Powder Post Beetle *Lyctus* Sps. In cases of infestation by House Longhorn Beetle *Hylotrupes bajulus*, these treatments are supplemented as follows: After cleaning, cut away heavily decayed sapwood, reinforce or renew any timbers whose structural strength is seriously impaired.

A Roof Void Treatment

Clean down as deemed necessary all exposed roof timbers. Apply insecticide to all exposed surfaces of all the timbers

B Floor Treatment

Lift sufficient floor boards. Apply insecticide to all exposed surfaces. Re-lay existing floor boards renewing where specified in our report.

C Joinery and Timber Treatment

Form holes to 2/3 of the depth of the infested timber in the least conspicuous position, to supplement existing flight holes. Apply insecticide to all accessible unpainted surfaces of the timber. This treatment may be supplemented by recommendations in our report.

D Staircase Treatment

Apply insecticide to all exposed timber surfaces. Joinery timber treatment may also be specified for wall strings and other timbers whose reverse sides are not accessible.

2. Wet Rot

- A Remove any timber that our surveyor has deemed seriously weakened or unsightly. Remove from the area, debris resulting from our work.
- B Replace with sound timber, any timbers removed in paragraph (a). All such timber to be pretreated or treated on site.

3. Dry Rot

The true dry rot fungus *Serpula lacrymans* attacks the timber under conditions of damp and inadequate ventilation. It forms special water conducting strands, which enable it to travel rapidly, penetrating most building material and attacking timber from the original source of decay. Small portions of the fungus left untreated in timber or wall areas are capable of developing independently, and it is therefore essential that the fullest extent of any attack be determined and subsequently treated. Our report will, as far as possible, outline the extent of the attack and specify the appropriate sections of the following treatments. See also section 4.

- A Cut away all timbers as specified in our report, and remove from the premises.
 - B Remove plaster and rendering coats as specified above.
 - C Clean all exposed walls and other surfaces to remove surface mycelium of the fungus. Drill holes at staggered centres in a band around the perimeter of the exposed area to a depth of 1/3 to 2/3 of the wall thickness.
- Irrigate each hole and apply fungicide to all surfaces specified in our report.
- D Apply fungicide liberally to all timber surfaces as specified.
 - E Replace any timbers that have been removed with sound timber, either pre-treated or treated with fungicide on site. Joist ends to be treated with fungicidal paste and in very damp conditions to be capped with damp proof material.
 - F Re-render all previously rendered surfaces according to our plastering specification.
 - G Provide and fix new air bricks, as specified in our report.
 - H Drill and irrigate around perimeter of door and window openings within the dry rot area.

4. Fungal Decay (Special Note)

In respect of attacks by both wet and dry rot fungi, our report will, where possible, determine the source of the dampness and specify any other repairs that may be necessary to remedy it. One of the most important measures in the remedy of fungal decay is the reinstatement and maintenance of dry conditions which, in some instances, would be adequate to ensure its eventual eradication. Treatment is required to hasten this process, to replace decayed timber, and to protect elements of the building at risk. However, it is vital that the measure taken to ensure dry conditions be perpetrated thereafter and this is an essential condition of our guarantee.

5. Chemical Damp-proof Course

The insertion of a chemical damp-proof course is recommended for most types of walling, and involves the injection of chemical under pressure into holes drilled at intervals into the wall, at levels decided where practicable, by our surveyor at the time of his inspection.

- A Drill 9mm to 16mm holes 75mm to 225mm apart into the masonry at the level to be damp proofed as directed by our surveyor.
- B Irrigate each hole under pressure with chemical solution ensuring even distribution.
- C Make good external holes with sand cement mortar or mastic.
- D Cavity walls may be drilled and injected either from one side only or from both sides, depending upon the circumstances surrounding the operation.
- E All skirtings and fittings will either be renewed by our operators or by our client's builder, as specified in our surveyor's report.

NOTE: In certain circumstances we recommend the transfusion process for chemical dampproofing. This specification is available when required.

6. Injection Creams

- A 12mm diameter holes drilled horizontally into the mortar joint at 120mm centres and to a depth of 10-20mm from the opposite face.
- B Fill boreholes with injection cream using a low pressure sprayer or cartridge gun.

7. Electro Osmotic Damp-proof Course

- A Drill 14mm holes to a depth of approximately 100mm, 925mm apart into a mortar joint at a level determined by our surveyor.
- B Insert anodes, fill with cement and clip titanium wire into mortar joint.
- C Fix power unit and connect to 13 amp unswitched socket.
- D Drive standard earth rod into ground at least 2 metres from the nearest anode so that the top is lower than any of the wall anodes.
- E Fix one end of the earth wire to the earth rod and make waterproof. Fix the other end to the power box. Switch on mains power and the light emitting diode will illuminate. The system is then working.
- F Skirtings and architraves will either be fitted or renewed by our operators or the client's builder, as specified in our surveyor's report.

8. Plastering

- A Whenever dampness arises in a wall, certain contaminants, either acidic or alkaline are introduced into the wall.

This contamination will migrate to this surface as the wall dries, leaving a crystalline efflorescence. These deposits can absorb and retain moisture from the air and the walls thus tend to become damp, particularly during humid conditions. This dampness usually occurs where the wall has been replastered after the installation of a damp proof course and is often confused with rising damp. It is because of this that correct replastering is of paramount importance to ensure a dry wall.

- B Wherever rising damp has contaminated plaster, that plaster must be removed to an area 300mm beyond the damp staining. This need not be done when the damp course is inserted.
- C The wall should be replastered using Limelite Renovating Plaster to manufacturers specification as stated in British Board of Agrément Certificate.

UNDER NO CIRCUMSTANCES SHOULD ANY OTHER PREMIX PLASTER BE USED

- D The bottom edge should be stopped 25mm from the floor. Great care should be taken to ensure that all plaster droppings are removed and are not left behind the skirtings.
- E All skirtings and fixings should be treated with fungicide prior to fixing.
- F The floor to wall joint should be sealed with a waterproof compound to prevent the upward movement of water vapour between the wall and the floor slab or damp proof membrane in the floor slab. This waterproof coating should extend 100mm up the wall and 50mm across the floor slab (applies only to solid floors).

Client Information

THE FOLLOWING HELPFUL INFORMATION SHOULD BE READ IN CONJUNCTION WITH OUR REPORT AND QUOTATION. IT IS AN INTEGRAL PART OF OUR REPORT AND QUOTATION. WHERE ADVICE IS GIVEN TO CLIENTS, IT SHOULD BE ACTED UPON IN THE TIME SCALE SHOWN. IF THIS IS NOT POSSIBLE WISE PROPERTY CARE SHOULD BE NOTIFIED IN WRITING IMMEDIATELY.

GENERAL TO ALL SERVICES CARRIED OUT BY WISE PROPERTY CARE.

- 1 The client should ensure that mains water and electricity are available at all times whilst Wise Property Care are on site.
- 2 The Wise Property Care Quotation is based on, unless reported differently, the client being responsible for ensuring that all furniture, floor coverings and other household possessions, including plants, are removed from the treatment area prior to the commencement of the work and subsequently replaced. It is not recommended that floor coverings of any type be replaced for at least five days, or as recommended by the manufacturer, whichever is the longest.
- 3 Wise Property Care cannot accept any responsibility for any damage to hidden services not previously brought to their attention by the client.
- 4 Where Wise Property Care have included for the removal and replacement of any electrical, gas or water service to facilitate their work, they do so on the basis that the respective services are without defect. At the time of replacing a service any apparent defect which prevents Wise Property Care from effectively doing so will be brought to the clients attention. If additional work is necessary, a supplementary report and Quotation will be submitted.
- 5 Party walls are the joint responsibility of adjoining owners. Where work on a party wall is necessary the client must advise the owner of the adjoining property beforehand.
- 6 Where work to an external wall is to be carried out from the neighbours property, it is the responsibility of the client to obtain written permission beforehand and to ensure free working access at all times.
- 7 When working on the outside of the property Wise Property Care will take every care of plants and shrubs adjacent to the external working area but cannot accept any responsibility for damage.
- 8 Wise Property Care reserves the right to change or vary its recommendations from time to time, without notice, in order that the customer may obtain the benefits of either improved techniques, better materials or improved working methods.
- 9 With regards to the area specified for treatment, care should be taken by the client to ensure that the building is maintained in a waterproof and weatherproof condition, prior to, during and after treatment by our Operatives. Roof coverings should not be removed until such time as treated timbers are touch dry. Treated timbers and masonry should not be exposed to weather penetration which will negate the effectiveness of any treatment and invalidate the guarantee.

Certificate of Guarantee

Client _____

Contract No. _____

Assignee _____

Report Date _____

Property _____

Date Treatment _____

Completed _____

- ✓ **A** This Guarantee is issued to the above named client in respect of work carried out by Wise Property Care Ltd. Henceforth referred to as WPC at the above named property in accordance with the above mentioned report, estimate and contract.
- ✓ **B** WPC guarantee for a period of 20 years from the date that the contract was complete that any continuation or recurrence of infestation by wood boring insect or attack by a wood rotting fungus in any of the timbers treated against such decay will be treated free of charge to include such re-instatement as may be necessary, excluding redecoration.
- ✓ **C** Should the damp course installed as detailed in the report fail to prevent the rise of dampness from the earth into the walls within a period of 20 years from the date that the contract was completed, WPC guarantees to repair the failure free of charge, excluding redecoration.
- ✓ **D** In the event of a claim under the terms of this guarantee, it is essential that this guarantee certificate and all of the original reports (and sketches where applicable) are provided by the claimant, to the company, together with the then appropriate investigation charge (this charge will be refunded in full if any treatment covered by clause B and C above has failed, subject to the conditions in clause E below). Failure to provide the aforementioned documents and/or fee will invalidate this guarantee.
- ✓ **E** This Guarantee will become invalid in any one or more of the following circumstances
- (i) Where the property has not been kept in a good and proper state of maintenance including rainwater goods and disposal systems, domestic plumbing, internal and external ground levels relative to the damp proof course, adequate sub-floor ventilation and general structure of the property.
 - (ii) Where recommendations given by WPC have not been complied with.
 - (iii) Where, subsequent to the completion of treatment, there has been any disturbance of the works carried out by way of structural alterations, repairs, settlement or subsidence of the building or otherwise.
- ✓ **F** This Guarantee does not extend to furniture and doors.
- ✓ **G** The rights conferred upon the client by this document shall be in addition to any rights the client may have at Common Law.
- ✓ **H** In the event of disposal of the property, the subject of this Guarantee and the benefits of this Guarantee shall be assigned by the client named above to the new owner provided that within three months of the change of ownership of the property, the new owner shall have
- (i) Given written notice of the change to WPC
 - (ii) Permitted WPC's representative to inspect the property to ensure that all conditions have been complied with.
 - (iii) Paid WPC's then current transfer and inspection fee
 - (iv) This Guarantee is conditional upon WPC receiving payment in full for the work carried out at the above named property in accordance with the above mentioned report, estimate and contract.

For and on behalf of Wise Property Care

Date: _____

wisepropertycare.com

For all guarantee enquires, contact our Head Office at:

8 Muriel Street, Barrhead, Glasgow G78 1QB

T: 0141 876 9200

F: 0141 876 9900

E: headoffice@wisepropertycare.com

Alternatively, find your local branch details at

wisepropertycare.com/branches



Ensure your guarantee is safe
Be Sure - Insure



- ✓ PCA Approved
- ✓ Provides cover where contractor ceases to trade
- ✓ Provides access to Financial Ombudsman Service
- ✓ Individual insurance certificates for multiple properties
- ✓ GPI is a member of the Financial Services Compensation Scheme
- ✓ Automatic free assignment on sale of property
- ✓ GPI is a UK authorised and regulated insurance company

wisepropertycare.com/gpi
0800 65 22 678



WET ROT | DRY ROT | WOODWORM | RISING DAMP | CONDENSATION | BASEMENT SYSTEMS | GUARANTEES

The Wise Choice?

Scotland's Leading Provider of Property Care Services

Wise Property Care has grown dynamically over the last decade by providing high quality and technologically advanced services. Wise Property Care has become the professional's first choice for in-depth low disturbance investigations and sympathetic remediation regimes.

Privately Owned and Local

While Wise Property Care is a national company, it continues to be owned and operated by Scottish experts for Scottish property owners. Wise Property Care operates on the principle of providing services that the owners would themselves expect to experience and is proud of its local coverage and quality of service.

True Value for Money

"It is unwise to pay too much, but it is unwise to pay too little. The common law of business balance prohibits paying a little and getting a lot. It cannot be done. If you deal with the lowest bidder, it is well to add something for the risk you run."

John Ruskin (1819 – 1900)

We offer Value for money without compromising quality of work or materials.

Local Coverage

Wise Property Care realise the importance of employing local people who have the benefit of local knowledge and the ability to serve an area promptly. Regional offices in Glasgow, Edinburgh, Falkirk, Kinross, Dunfermline, Aberdeen, Hawick and Ayrshire support our countrywide surveying staff.

Minimum Disruption to Your Life

In recent years there have been substantial advances in the products used to treat preservation problems. So much so, that in the majority of cases, it is possible to re-enter a treated area after 1 hour. Today, all products are water rather than solvent based meaning there are now no offensive odours. These innovations translate into reduced disruption to the lives of our customers and clients can be assured that it is safe to have preservation work carried out. Wise Property Care wish to reduce inconvenience as much as possible and can discuss any special requirements with individual home owners.

Award Winners

Wise Property Care's performance is reflected in awards bestowed upon the company by independent organisations. In recent years, the company has been awarded 'Best Business Turnaround' at the National Business Awards of Scotland 2001; been 'Commended for Innovation'



by the 'Property Care Association' and has been named as a finalist in the 'Entrepreneur of the Year' awards, 'Chamber of Commerce Business Awards' and the 'IOD Scotland Director of the Year Awards'

Guaranteed Peace of Mind

Wise Property Care is a member of the Property Care Association (PCA), helping to build best practice within the industry. The company is also a member of 'Guarantee Protection Insurance', an independent organisation which offers insurance-backed guarantees in addition to the Wise Property Care 20 year company guarantee. Wise Property Care is actively involved in ensuring the highest industry standards to the extent that since 1997, Les Meikle (MD) has been chairman of the Scottish Region of the PCA and is currently the Deputy Chairman of the PCA in the UK.

Assured Quality

Wise Property Care is an approved ISO 9001: 2000 and ISO 14001 registered firm demonstrating our commitment to quality in company administration systems.

