

**What are your working days and hours?**

We are closed on Sundays and bank holidays. Otherwise we are open every day of the year.

Normally the earliest appointment is at 9am or 9.30am in the morning. The latest appointment time depends on the season - during summer we start jobs at 4/5pm. In winter the latest we can start a job is 3pm due to shorter daylight hours.

Please note appointment availability varies depending on your local area and at busy times we may not be able to guarantee your preferred time, especially if the job is booked with 2 or 3 days' notice.

**When is the best time to do the inventory?**

When the property is how you wish the tenant to return it to you i.e. after all cleaning and decorating has been finished.

**Do I need to be there for the inventory?**

Just as long as someone is there to meet the clerk at the allocated appointment time. You do not need to stay in the property. If you do stay we ask you give the clerk time and space to complete an independent report.

**What happens when the inventory is finished?**

The report will be added to your Openrent portal on the next working day and you can download from there. If you need the report sooner please inform us at the time of booking and we'll see what we can do.

**Do the tenants need to be there for the inventory?**

No, as the report is conducted so it's not biased in favour of the landlord or the tenant.

**Do the tenants need to be there for the check in?**

Yes, the tenant must be present for this part so they have the opportunity to add their comments and complete the inventory sign up.

**Do the tenants need to be there for the check out?**

The tenant may attend if they're available, however this is not essential and does not affect the report.

**Do I need to bring anything to the inventory such as ID?**

As long as you have the keys to let the clerk into the property you do not need to bring anything other than yourself.

**How long does an inventory last?**

This varies according to property size and level of furnishing. The bookings advisor will be able to provide an estimate at the time of booking but as a rough guide we normally allow 90 minutes for even the smallest unfurnished flat.

### **How long does a check in last?**

The average check in lasts between 30 to 45 minutes.

### **How reliable are the reports?**

miServices is a member of the Association of Inventory Professionals and recognised as independent inventory provider by all three deposit schemes. Our reports are often used as evidence of your property's condition in the event of a dispute over a deposit.

### **What if something changes after the inventory or something has been missed?**

No-one is perfect and we accept there may be an occasion when the clerk doesn't notice something during their time in the property - or something might change after we go in. Landlords & tenants have 7 days from the date of the report to add their own comments. If the service was an inventory only, the inventory will be amended. If a check in was conducted, the comments will be added to the check in report.

### **What is an inventory?**

An inventory (technically also a schedule of condition) is a record of a property's condition at the start of a tenancy. It records the following items:

- all the rooms, furnishings and fittings included in the tenancy
- the conditions of the same
- meter readings which can be used to set up utility accounts
- standard of cleaning in the property
- independent, photographic evidence of the property's general condition

The reports are fully photographic with supporting comments where needed.

In an inventory only service the clerk visits the property and completes the inventory inspection before the tenant moves in. The inventory is provided to the landlord who will have to arrange their own inventory sign up with the tenant.

### **What is not included in an inventory?**

The following are not included in the inventory report:

- testing of electrical appliances, plug sockets, heating systems and other equipment (apart from lights which are tested)
- testing of plumbing, toilets, sinks, taps, showers or baths
- lofts, cellars and other rooms which are locked or unable to be seen
- consumables and items of no commercial value
- opening or closing windows

### **What is a check in?**

With the check in service, the inventory clerk meets the tenant at the property and will carry out the following procedure:

- show the inventory to the tenant and walk them round the property
- record any details the tenant identifies during the walkthrough which were not already listed in the inventory
- tenant electronically signs the inventory on an iPad

- retake the meter readings (if check in is done on a separate day to the inventory)
- picture and list keys given to tenant
- hand over keys to the tenant (if the landlord is not present)

Ideally the check in should take place before the tenant has moved their belongings in the property. However there is no reason an inventory and check in cannot be done on the same day, providing the clerk is given enough time to complete the inventory before the tenants arrive.

### **How does an inventory & check in work?**

We will arrange two times:

- First, a time to meet the landlord or their representative to carry out the inventory
- Second, a time for the tenants to arrive so we can do their check in. This will normally be several hours after the first time.

### **What is a check out?**

A check out is carried out at the end of a tenancy, after the tenant has vacated. The tenant may or may not be present.

The check out inspection only notes items identified as being in a different condition to that recorded in the ingoing inventory. For this reason, it is strongly recommended the clerk is provided with a copy of the inventory so they have a good idea of the property's condition at the start of tenancy.

Check outs are conducted on a room-by-room basis and record the following information:

- maintenance issues that have been created (or added to) during the tenancy
- cleaning issues that have been created (or added to) during the tenancy
- items that need to be removed
- items that are now missing
- the keys the tenant has returned (unless handed to agent/landlord beforehand)
- the tenant's forwarding address (if tenant is present)
- final meter readings

Though the report should not be used as a final statement of tenant responsibility, it can be used as part of the evidence for a landlord to claim from the deposit if needed.

If we are meeting the tenant for the check out, we can return the keys to the landlord if they live within 15 minutes travel of the property.

### **Can you do a check out without an ingoing inventory?**

We can do this by listing all the major cleaning and maintenance issues but we will not be able to judge whether an issue was present at the start of tenancy or if anything has changed i.e. walls painted a different colour or furnishings have been removed. The check out report can still be used as evidence of how the property was left by the tenant.

**Can an inventory be done after a tenant has moved in?**

Yes this can be done but it is not ideal for two reasons. First, it will be very difficult to work out if any issues were caused by the tenant after moving into the property but before the clerk arrived to do the inventory. Second, the clerk will not be able to fully inspect areas covered by the tenant's belongings.

Once the tenant has moved into the property they have certain rights. For example, they may only allow access at certain times or decline permission for us to take photos inside the property. This means a full inventory inspection may not be possible. If we are booked to do an inventory and/or check in after the tenant has moved in we recommend the landlord or tenant take their own meter readings on the day the tenancy starts as readings taken during the inventory may not reflect the original utility usage for calculating bills.

We strongly recommend that enough time and notice is allowed for the inventory to be carried out before the tenant moves in.