

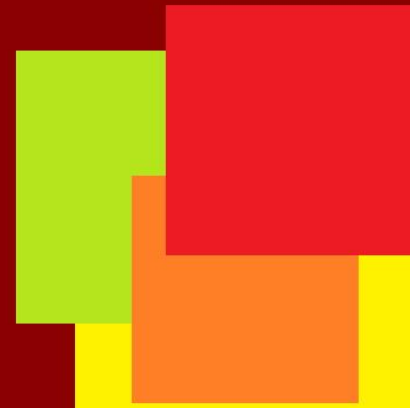
Claire-Louise Consultancy Presentation to



- Introduction
 - Services CLC Provides
 - Case studies and examples of reports
 - Future Services
- Questions Session



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Claire-Louise Consultancy Introduction

I have had chance over the last 18 months to speak to most of you and had the pleasure of working with many of you!

A little on my background, my previous career was running a shopping centre for 20 years back in my hometown of Warrington, it was during this career I gained my 2:1 degree in surveying and property management and I had the responsibility of the H&S of the shopping centre, inspections, compliance, risk assessments, and had to have a good eye for detail, condition, repairs etc.

I left the shopping centre in 2017 and had a few years indulging something completely different, I studied for a diploma in professional dog grooming and ran my own dog grooming business where I realized after a few years of fur, random poo and a carefree attitude to weeing on furniture, I love dogs, but I'd had my fill!

I then worked for a short time in a letting agency as Compliance Manager, where I found my love of domestic property management, compliance, and inspections, and working with tenants and the diplomacy that comes with that, which enabled me to utilise my property skills from my previous career.

From here, the idea for Claire-Louise Consultancy was born, and I set about researching what qualifications I needed, researched software to host the reports. I completed my training to become a qualified domestic EPC assessor and non-domestic energy assessor – which means I can complete domestic and non-domestic / commercial energy performance certificates, and registered to study for the level 3 diploma in Residential Inventory Management and Practice, I qualified last year which allows me to become a member of PropertyMark, which is one of the highest standards for best practice in the industry; I have access to membership only resources and workshops. I complete CPD hours each year and have access to

industry news and legislation changes, which I incorporate into my reporting templates, but more about that in a moment.... I completed training from the TDS workshop; the dispute resolution service what they require and don't require in an inventory, I am also a qualified legionella risk assessor, and soon to be fire risk assessor – studying for my Nebosh Fire Safety Course in November.



Claire-Louise Consultancy Services

[Energy Performance Certificates \(EPCs\)](#)

[EPC Road Mapping to reach MEES](#) (Minimum Energy Efficiency Standards) C grade (now not mandatory but I am finding Landlords still wish to obtain a C rating where possible)

[Legionella Risk Assessments](#)

[Fire Risk Assessments](#)

[Inventories](#)

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[Future Services](#)



EPCs and Road-mapping

Energy Performance Certificates (EPCs)

This is obviously self-explanatory! I offer an EPC assessment lodged on the government database. Obviously if I see something during the assessment that is an easy win, I will engage with you or your agent, to gain those points by making a quick improvement prior to lodging, there are often what we call, some low hanging fruit to be had such as

Water tank insulations

Increase loft insulation to a minimum of 270mm

Low energy light bulbs

Secondary heating lowering the scores

PIVs and mechanical ventilation systems lowering the scores

EPC Road Mapping to reach MEES C grade

This is an exercise I have conducted with several clients; an EPR is produced (EPC assessment that isn't lodged) to understand the current efficiency score, and disregarding the EPC recommendations which is fabric first i.e., external or internal wall insulation; down to solar panels etc, find what the current score is, where points can be gained in analysing different

improvement scenarios, and providing recommendations to achieve those. When those recommendations have been carried out, a second site visit can evidence those alterations, and an EPC lodged with the improved score – it's a useful tool to reach improved scores without just simply having to complete the first improvement of IWI / EWI

RESULTS



Legionella Risk Assessments

Legionella Risk Assessments

- Legionnaires' disease is a potentially fatal form of pneumonia caused by the inhalation of small droplets of contaminated water containing Legionella
 - All man-made hot and cold-water systems are likely to provide an environment where Legionella can grow, especially where conditions are favourable such as
 - suitable growth temperature (between 20°C – 50°C)
 - where water droplets (aerosols) are produced and dispersed
 - where water is stored and/or recirculated or where water is left to stagnate over time
 - where nutrients or 'food' are present for the organism to grow such as rust, sludge, scale, biofilm etc)
- all of which could cause the bacteria to multiply thus increasing the risk of exposure.

Certain groups of people are at a higher risk of contracting Legionnaire's Disease than others, including new-born babies and people over 45 years of age, smokers, and heavy drinkers, those with chronic respiratory or kidney diseases, diabetics, lung and heart disease sufferers, and anyone with a suppressed immune system. So if you have those category of contract holders in your properties, this increases the risk of contracting the disease.

The Landlord's Duties

Is a Legionella Risk Assessment mandatory? No, but Landlords have a duty to assess the risk from exposure to legionella to ensure the safety of their Contract Holders, a simple assessment may show that there are no real risks and are being properly managed by the duty holder, along with implementing simple, proportionate, and appropriate control measures. For most domestic hot and cold-water systems; appropriate water temperature is the most reliable way of ensuring the risk of exposure to Legionella bacteria is minimised i.e., keep the hot water hot, cold water cold and not least, keep it moving.

Legionella Risk Assessments

Contract Holder Duties

Contract Holders (The Responsible Persons") have an active part to play in ensuring the water system is effectively managed, one of their key responsibilities as a user of the water system is to keep outlets clean, and to water moving –unclean outlets provide a food source. This life cycle can be avoided by actively practising the guidance set out within this written control scheme.

What is included in the instruction?

A comprehensive appraisal of the hot and cold-water system with an any actions represented within a risk matrix, demonstrating the probability V the impact to provide a scale of insignificant to extreme. This is a comprehensive tool to identify the probability and impact levels of injury and risk exposure, a time frame to deal with these actions, and who is responsible to complete them

Also as part of the instruction, Contract Holders are given their duties within the Written scheme such as not adjusting the boiler settings, clean the shower heads, flush low used outlets

periodically, don't leave hose pipes connected, and report any issues with the water system to the landlord

Risk Level	Risk Score	Description	Action Period
Insignificant	0	Where items are identified which present no health & safety risk	No action required
Low	1 – 3	Where items are identified which present a low health & safety risk	Action within one month and completion within three months
Medium	4 – 6	Where items are identified which present a moderate health & safety	Action within two weeks and completion within one month
High	8 – 16	Where items identified which present a significant health & safety risk. In these cases, immediate action is required to eliminate or reduce this risk	Action is required immediately and completion within one week
Extreme	20 – 25	Where items identified which present an imminent health & safety risk. In these cases, immediate action is required to eliminate or reduce this risk	Action and completion are required immediately

Item	Hazard Identified	Current Risk Score		Control Measures / Actions Required	Photo Ref	Date to be Actioned by	By Whom	Revised Risk Score Following Implementation of Control Measures	
DOCUMENTATION & PROCEDURE REVIEW, AND MANAGING PERSONEL									
1	There are no written records of appointments of positions accepted	5 x 5	E 25	Complete the Nominated Authorities record, which is the Management Structure – include current names and positions of those responsible in the control regime and their deputies; include what cover is arranged for holidays, sickness, unforeseen leave so that the scheme of control remains effective, and keep records of positions accepted in writing	-	Immediately	The Duty Holder	5 x 1 =	M 5
2	There is no training records of individuals and organisations assigned to carry out tasks in the scheme of Legionella control	5 x 5 =	E 25	Complete the Nominated Authorities record, and keep records of all training and competency evidence	-	Immediately	Nominated Responsible Person	5 x 1 =	M 5
3	There is missing information which completes the Written Control Scheme	5 x 4 =	E 20	Ensure the following is documented: <ul style="list-style-type: none">The maintenance, control, and escalation procedures for all the water-based equipment on siteThe safe and correct operation of the system inc manuals and technical detail for the systemWhat control measures and other precautions are in placeWhat checks will be carried out on the control scheme and how often these are carried outRemedial action to be taken in the event that the scheme is shown not to be effective, including control scheme reviews and any modifications made.	-	Immediately	Nominated Responsible Person	3 x 1 =	L 3

Fire Risk Assessments

Fire Risk Assessments

I have been approached by a few landlords and agents about FRAs. The type needed depends on the building use, construction of the building, and what is identified during inspections.

The purpose of a fire risk assessment is to assess the risk to life in the property from fire and products of combustion. The assessment will provide recommendations to reduce the risk of a fire occurring and to reduce the risk from fire to relevant persons to as low as possible

This assessment is carried out in accordance with the Regulatory Reform (Fire Safety) Order 2005 and The Fire Safety Act 2021 and appraises compliance to the legislation for FFHH, smoke and co detector compliance, maintenance such as chimney sweeping, documentation compliance such as gas safety and EICR certificates, means of escape, evacuation procedures, fire detection inclusive of occupier requirements – is a contract holder deaf or have limited mobility or sight impairment? All these variables increase the risk of an incident being more serious than if consideration was given to these scenarios.

Whilst I am competent at identifying risks and legislation compliance or non-compliance, I don't have the formal qualification to feel I am a competent person to conduct them, and for liability purposes, I will be sitting the Nebosh Fire Safety and Risk Management course next month.

What is included in the instruction?

A comprehensive appraisal of the building and its occupancy with actions represented within a risk matrix, demonstrating the probability v the impact to provide a scale of insignificant to extreme. This is a comprehensive tool to identify the probability and impact levels of injury and risk exposure, a time frame to deal with these actions, and who is responsible to complete them.



Inventories

Inventories

Why are inventories needed?

However well a property is looked after by the contract holder, it will probably not be in the same condition at the end of the term as it was at the start. There will inevitably be wear and tear to carpets, flooring, and other fixtures, fittings and decorations. Contract holders will be liable for breakages, missing items, or damage to the property (more than fair wear and tear), as well as cleaning. Deciding which of these scenarios applies will depend on having good quality information to demonstrate a property's contents, condition and cleanliness at the start and end of the term, a comprehensive inventory does just that, it provides a fair and accurate detailed record of the contents and condition of the property, its fixtures, fittings and in some circumstances, its contents.

It's compiled before the start of the occupancy and is used as a comparable at the end of the occupancy, to compare any changes and dilapidations that may have occurred during the contract term.

FW&T is taken into consideration for the full term of the contract

I completed the TDS Academy whereby it was interesting to note that their advice is:

- inventories should be carried out at the start of tenancy to create that benchmark, preferably by an independent third party so that the report is unbiased
- Also, most landlord insurance policies require an inventory to make a claim – has that ever been stipulated?

There is a common misconception however that carrying out an inventory is a simple procedure; simply list the contents and

state the décor, noting any marks or damage. But in truth, it isn't that straightforward. A proper inventory should contain both **descriptions** and **photographs** and **level of cleanliness**, and depending on the size of the property, this can easily run up to 40 or 50 pages for an average-sized house. This level of detail is important if a landlord wants to be sure they can claim from a contract holder's deposit for damage at the end of term.

Inventories

The inventory will form part of the contract between the contract holder and landlord, and is an essential document when it comes to deposit disputes; whilst an inventory is not a statutory requirement, a protected tenancy deposit scheme is – and those schemes rely on a comprehensive inventory being in place when it comes to deposit disputes. Unless you have proof of the state of the furniture/property at the beginning in the form of a properly prepared and agreed inventory you are unlikely to succeed when a dispute occurs.

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What is included in the instruction?

I have provided an example report. It includes:

- a 360° tour of each room and externals within the property to ensure every part of the ceiling, walls, floors, and contents are captured- photos can be enlarged to view in closer detail within the report
- A combination of detailed descriptions of property contents, as well as meticulously documenting the property condition and how the contract holder will take the property
- actions tagged to issues or observations which can be directed to any party and what the issue is, so that footprints the responsible persons required action and summarises this at the end of the report for ease and audit trail purposes


Ref	Name	Description	Condition
9.1	Garden Description	Concrete walkway and patio, with timber fence, and a gate leading to the front drive. Grass laid to lawn and flower bed area	Concrete is tired with patch repairs, the material appears safe and secure, and advised that this is to be relaid in due course; Grass is cut short and is in a neat & tidy condition, in keeping with the season; Fence panels are painted brown, the gate does not close flush, and the padlock didn't have a key to test operation of the lock Maintenance - Landlord



Inventories

- The report is branded to the agent or landlord if this is available
- Any party can comment on, and add a photograph to support a comment, which features underneath the original inventory log, with a footprint of their name, date, time, and comment which once submitted is documented within the report
- Reports can be stored on the software server, or downloaded as a PDF document but can be access any time by either party
- The reports are in a TDS compliant format (should a dispute arise, the report is in a format that TDS adjudicators welcome)

Landlord Responsibilities		
Ref	Action Required	Comments
6.4 Keys » Gate Padlock	Needs Replacing	Key not on the set to test operation
7.2 Front Garden » External Door and Frame (External Side)	Maintenance	The door lock is difficult to engage
7.3 Front Garden » Meter Cupboard Casing	Maintenance	The case to the side of the property has a damaged hinge
9.1 Back Garden » Garden Description	Maintenance	The gate does not close flush
13.3 Lounge » Flooring	Notable Defect	There is a noticeable dip in the floor level, LHS of the lounge to kitchen door
13.10 Lounge » Switches / Sockets / TV aerial	Needs Replacing	The BT OpenReach plastic case is damaged
15.8 Kitchen » Cupboards (Internal) WALL UNITS	Maintenance	Cupboard hinge on the RHS door slips whilst closing
15.10 Kitchen » Window, Frame and Sill	Maintenance	(Large window being replaced in due course)
25.1 Bedroom 2 » Ceiling	Notable Defect	The ceiling material is bowed and cracked, it would be appropriate to check for any leak, possibly from any pipework above, or a missing roof tile
25.3 Bedroom 2 » Flooring	Maintenance	Floorboards creek and move when bearing weight, at the turn of the room; Carpet brand new

9.14	Extractor Hood & Fan	Brushed chrome extractor hood with glass protection and spotlights	Fan and lights are operational
Additional Comments			
Sophie Evans: Filthy. Sticky to tough glass really dirty. Filter dirty.			
21 May 2023 07:16			
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Inventories

- Smoke, heat and carbon monoxide alarms checked for an emitted audible tone, interlinked and defect free, and an English or Welsh legislation compliance checklist completed
- Schedule of condition summary including cleanliness and defects noted and summary after each room
- H&S compliance list, documenting compliance regarding blind cords in the property, furniture labels, electrical certificate date, kitchen extractor operation, is the property free from mould and damp
- meter readings taken and photographed with a time stamp
- any tenant manuals noted and photographed
- all keys photographed
- all windows checked for good operation and security
- all parties have the ability to sign and close the report

Schedule Of Condition			
Ref	Name	Condition	Comments
-	Keys	★ ★ ★ ★ ★	
Additional Comments			
-	How would you rate the overall cleanliness of the property?	★ ★ ★ ★ ★	Lounge chandelier has cobwebs; Bathroom door is heavily stained; radiator and skirting dusty in the bathroom, shower tray is stained;; Glazing is dity on the 1st and 2nd levels; Some stains to the door paintwork throughout
Additional Comments			
-	How would you rate the overall decor of the property?	★ ★ ★ ★ ★	Doors and skirting has minor scuffs and marks in various rooms
Additional Comments			
-	How would you rate the overall odour within the property?	★ ★ ★ ★ ★	Neutral - no pet / smoking / cooking / unventilated odours
Additional Comments			
-	How would you rate the overall level of maintenance issues at the property?	★ ★ ★ ★ ★	RHS of fireplace lamp in the lounge is not operational; BT socket in the lounge requires reassemble; Kitchen window does not open
Additional Comments			
-	How would you rate the overall level of H&S issues at the property?	★ ★ ★ ★ ★	

Signed by the Tenant

SOPHIE EVANS

21 / 05 / 2023 08:21

26. Bathroom - Cleanliness And Condition Summary			
Ref	Name	Answer	Comments
26.1	Cleanliness Summary	Fair	Door is heavily stained; Chrome radiator is dusty, Debris to the skirting under the white radiator; shower tray is grubby
Additional Comments			
26.2	Condition Summary	Good	
Additional Comments			



Mid-Term Inspections

Mid-Term Inspections

A Mid-Term inspection is a visit to the property to document its condition to ensure the contract holder is adhering to the terms of the contract and generally speaking, the asset is being looked after.

The mid term visit is a great way to continue positive relationships with the contract holders whilst checking that the property is being treated in a satisfactory manner, and can speedily resolve issues before the end of the tenancy, reducing the chance of a dispute.

With the legislative changes last year, it is so important for landlords to regularly check the condition of the property, and have that condition documented and a benchmark in time to refer back to, it ensures the property continues to be fit for habitation, and provides an agreement signature by both parties.

A mid-term report could actually service as evidence should a dispute occur relating to FFHH should the contract holder suggests for example, that something has been a breach of the FFHH regulations for longer than has been reported. It's a great tool to be able to prove adequate fitness, and a proactive management of the asset.

What is included in the instruction?

- An appointment with the contract holder to meet at the property to view the condition of the property and its contents
- Check the property is being used by the named contract holders only and no obvious breaches are taking place such as running a business at the premises / unaccounted for occupants / such as smoking / pets in the property
- Provide a checklist to the contract holder of damp, mould and condensation preventative measures
- Provide a FFHH compliance report on all smoke and carbon monoxide alarms to test they emit an audible tone and meet the legislative requirements

Provide a list of defects; maintenance work that may need carrying out, and tag actions to issues which can be directed to any party, which footprints the responsible persons required action and summarises this at the end of the report for ease and an audit trail purposes

Check-Out Reports

Check-Out Report

A check-out report is carried out at the end of a contract term, once the property has been vacated (although the contract holder can be present if they wish). It's good practice to source the original inventory if not produced by the same inventory clerk, and review the condition and cleanliness of each room compared to the ingoing condition and cleanliness, including any maintenance issues but disregarding fair wear and tear.

Without an ingoing inventory it will be harder to evidence any damage for deposit deductions, which relays the importance of the ingoing inventory.

What is included in the instruction?

- My software allows me to utilise the ingoing inventory template along with the original descriptions to provide a side by side account of each room and each piece of furniture or fixing. It can compare a crack brand new work top to one with a pan burn present, and have these images side by side, which is TDS compliant as the evidence for damage is indisputable.
- similar to the inventory, a 360° tour of each room and externals within the property to ensure every part of the ceiling, walls, floors, and contents are captured - photos can be enlarged to view in closer detail within the report
- All smoke and heat and carbon monoxide alarms checked for an audible tone, and interlinked
- schedule of condition including a maintenance summary or observations noted
- meter photos and readings taken
- All manuals noted and photographed
 - Key collection and drop off to the responsible person / agent
 - Report link sent by email and can be viewed, commented on and signed by all parties
 - Reports customised to the landlord's / agents branding

Digital Floor Plans

Digital Floorplans

Whether you require a floorplan for marketing a property, or renewing a HMO license, a floorplan is often the first detail a potential buyer or prospective tenant looks for, which helps to visualise the space on offer:

Abandonment Notices

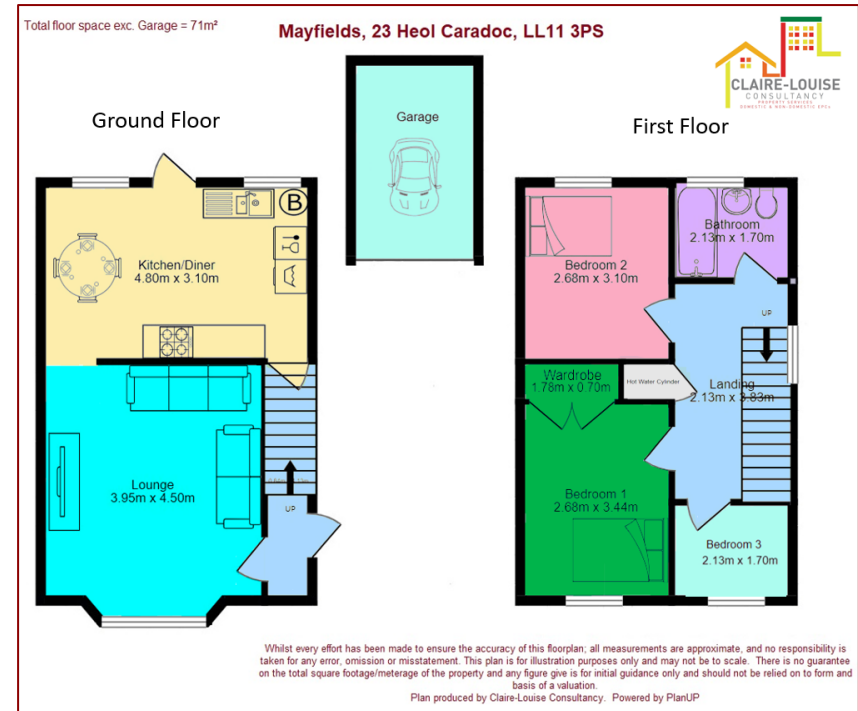
Whilst this is not a regular instruction, there is the opportunity to provide an abandonment notice on a property that has possibly been abandoned. There are 2 offered solutions of

A – placement of 3 separate written warnings placed at the property requesting communication with the landlord / agent, and recovery of any arrears. Photographic evidence of each visit to the property evidencing the display of the notice. This option is for when a warning keeps getting removed.

B – placement of 1 written warning placed at the property requesting communication with the landlord / agent, and recovery of any arrears. Photographic evidence of each visit to the property evidencing the display of the notice. This option is for when a warning is left in situ and evidences this.

Vacant Property Inspection Reporting

Again whilst this is not a regular instruction, there is the opportunity to provide this report, customised to your bespoke requirements, such as security, trespass, garden condition, post buildup etc



Future Services

Fire Risk Assessments

I'm currently concentrating in completing the Nebosh Fire Safety and Risk Management course next month, and then will be able to undertake Fire Risk Assessment instructions

Warm Wales Referrals

ECO (Energy Company Obligation) phase 4 is a government energy efficiency scheme designed to tackle fuel poverty and help reduce carbon emissions. Warm Wales have advised that the funding opportunities for Wrexham in terms of grants and funding is now opening up. Warm Wales work with partners ECO approved to ensure Welsh residents are living in warm and safe homes, and improve health outcomes by tackling the root causes and alleviate fuel poverty through energy advice, education, behaviour change. Support can be accessed via a self referral form for your contract holders who are in receipt of certain benefits and the Flexible Scheme for people not on benefits, to assist more people with fuel poverty. I am happy to work with you and your contract holders to complete the self-referral forms and complete their applications with them

Mould, Damp & Condensation Appraisals

I'm currently designing a report which appraises the damp, mould and condensation potential within client properties, which will be similar to the comprehensive section in the mid-term report which discusses with the contract holder their habits, evidence of damp and mould, check on ventilation, external wall damage or gutters full of vegetation mortar missing, vent grills blocked, and distribute a fact sheet for the contract holder and provides an appraisal of any observations within a report to the landlord

Future Services

Future Services

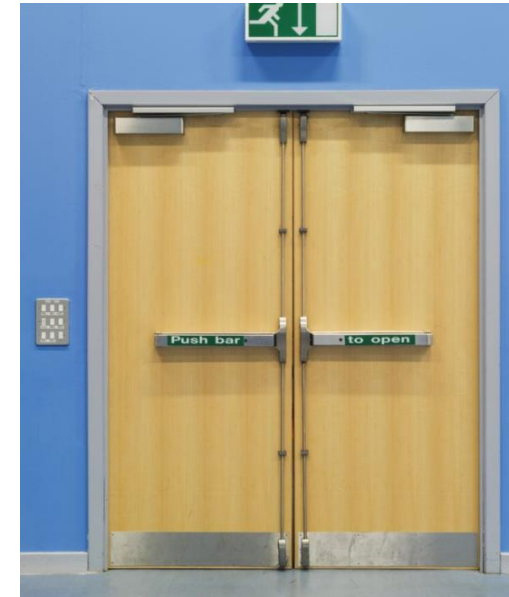
Health & Safety Checks

I have worked with a few landlords this year who are responsible for apartment blocks, or HMOs, both with common areas and have H&S duties such as

- H&S warnings - highlight any hazard i.e., "roof access, authorised persons only, keep out"
- Test emergency lighting
- test smoke alarms / fire panel call point and log tests in the Fire Log Book / provide a Fire Log Book
- conduct evacuation drills of a property
- Write to tenants about refuse or property in common areas
- address smoking in the building
- inspect fire doors and means of escape for defects and free of obstruction

Etc!

Feel free to discuss your specific inspection needs with me, if I can help I'd love to!



Q & A s

Questions please!



The end, thanks for listening! – I'll ask Susie if she would kindly email my presentation to all