

issw

EXECUTIVE



Country

The Property Assessment
Experts for Fine, Country
& Executive Lettings



Executive and Country - meeting the needs of agents representing the top end of the residential lettings market.

ISSW Executive & Country is the luxury property division of Inventory Services South West, the leading experts in the field of Inventory provision to the residential lettings market.

A family run Inventory service, ISSW is the region's only established Inventory Company:

- o 5 years successful experience as the region's leading professional inventory service
- o 20 years combined experience in the property sector
- o Property care portfolio ranging from £500 to £10,000 pcm, with 5000 properties per annum entrusted in our care
- o Our reputation as Inventory providers to the region's leading national & independent agents and significant portfolio landlords is unparalleled within the UK.
- o The trusted South West outsourcing partner for all major London inventory companies
- o Offices in Clifton, Bristol & Bathampton, Bath

The Inventory company

ISSW has earned its reputation within the industry by providing a service and documentation unrivalled within the lettings industry. ISSW are the only Inventory company renowned for documenting properties not only on appearance but with recognition of quality of finish, value and rarity. Our vast experience in property assessment ensures that documentation is compiled pre-emptively of potential dilapidation, with acute attention to detail. We are proud of our flawless track record within the Deposit Dispute Services- a testament to our skill in accurate and exhaustive assessment of property, irrespective of value or complexity.

Listening to our clients, learning from our experience...

'Executive & Country' is Inventory Services South West's response to demand from clients for a tailored solution to the complexities of safeguarding dilapidations claims on high-value, luxury residential property. ISSW Executive & Country are The only Inventory Company to specialise in this field. Mindful of the investments made by each party, the pitfalls of managing period & executive property alike, and the magnitude of potential deposit claims on high-end residential property, ISSW Executive & Country are the only Inventory providers to trust to protect your portfolio.

The tailored, adaptable solution to Inventory provision

ISSW's Executive & Country service is the product of monitoring dilapidations on over 5000 properties per annum, tenancy upon tenancy. Our unique layout and flexible approach to compiling documentation takes into consideration the individual nature of executive and country properties, without the restrictions of templates used by other inventory companies.

All ISSW's documentation is compiled to unrivalled standards, with our precise description pre-emptive of all possible dilapidation, and to meet the requirements for efficient check-out assessment. Furthermore, our documentation is fully adaptable, allowing for repeated updating without loss of consistency, and in keeping with our long-term approach to property care.

The Executive & Country service

Overview

ISSW Executive & Country offers the service Agents and Landlords in the Fine, Country & Executive lettings sector demand;

- Dedicated telephone & e-mail contact, with a guaranteed 1-hour response
- A personalised service, tailored to the needs of Landlord, Tenant & property, with personal mobile & email contact for each property's designated Relationship Manager
- Guaranteed 48-hour availability & 24-hour Priority Service, regardless of location within the mainland Britain.
- Guaranteed 48-hour turnaround on all documentation, irrespective of property size
- Personalised solutions to Agent representation & service level, including customised Agent branding on documentation, plus a flexible, multi-level service to suit the vastly-differing needs of all our clients
As well as all the benefits of the standard ISSW service, including;
- Unrivalled levels of accuracy, professionalism & reliability
- Full Public Liability & Professional Indemnity insurance
- An unparalleled recognition of quality of finish, value & rarity, with documentation fully appreciative of style, individuality & exclusivity

Executive & Country Products

1. Pre-Tenancy Services

- Inventory & Schedule Of Condition Compilation, including
 - Provisional site visit
 - Digital photographic evidence, including optional digital video tour
 - Full key listing & verification
 - Comprehensive utility transfer service
 - Bespoke Property Information Guide

Dependant on requirements

- **Check-in & Property induction Service**

2. Mid-Tenancy Services

- **Periodic Inspection**
- **Keyholding Service**

3. Post-Tenancy Services

- **Check-out assessment with Inventory Update**

1. Pre-Tenancy services:

● Provisional site Visit

Upon booking, your designated Property Assessor will arrange to make a provisional site visit to assess the size and complexity of the property, photograph aspects of the property requiring expert assessment/ identification, ensure all required keys for outbuildings & internal areas are present, and gather preliminary information required for the Property Information Guide. Your Assessor will also collect a copy of the Tenancy Agreement from the Agent and arrange to meet to discuss the intricacies of the contract and any specific clauses which should be drawn to the tenant's attention. Following the provisional site visit, a finalised costing and schedule for completion of the work will be given*

● Inventory Compilation

Compilation of the Inventory will be carried out on a pre-advised date(s) by audio dictation for transcription following completion of the Audio inventory by our dedicated transcription team. The Inventory & Schedule of Condition is compiled in unsurpassed detail in a unique, easy-to-read, logical layout – the fabric, construction and decorative condition of each individual area, its fixtures & fittings and, where applicable, all moveable contents, are documented on appearance & style, quality of finish, number & location, and condition, leaving no aspect of any room undocumented.

● Photography

A digital image library of the property will be compiled, including general reference photographs of all internal & external areas, photographs of all specific significant damages & images of all items of particular rarity or value. Digital video tours of properties are available on request. General reference photographs are integrated within the Inventory document.

● Keys

All keys provided by the Agent for access, along with all keys found within the property (e.g. for internal doors, storage areas, outbuildings) will be listed and photographed, including tagging of unmarked sets where appropriate**

● Property Information Guide

A completely unique service available exclusively from ISSW E&C, the Property Information Guide is a fully-updatable reference guide to the running and maintenance of the property.

By digitising and collating all essential documentation, not only does the Property Information Guide ensure easy access, with all required information available in one place, but safeguard against loss of original copies, guaranteeing availability for all successive tenancies.

Collated and supplied electronically & in bound hard copy, the Property Information Guide comes complete with all necessary information to ensure the Tenant is fully equipped for safe & trouble-free enjoyment of the property, including:

- Essential Information & Emergency Contacts sheet – including:
 - locations of water/gas stopcocks, consumer units/fuse boxes
 - contact details for utility & other emergency services e.g. Transco
 - Landlord representative contact
 - Leasehold management contacts where applicable
 - preferred emergency contractors e.g. for plumbing/electrical issues
- Digitised copies of essential documentation, including:
 - Appliance/Boiler instruction manuals & Warranty information
 - Alarm system manuals
 - Fixed Wiring Test, PAT & Gas Safety Certificates
 - Energy Performance Certificate

- Supplier information for all standard utilities, as well as local suppliers of Oil, LPG & solid fuels where appropriate
- Maintenance sheet including specific instructions for operation of non-standard features e.g. swimming pools/saunas, care guide for aspects of the property with delicate finish or intricate working
- Contract/Tenancy Agreement summary, giving a précis of Tenant & Landlord obligations and clarification of specific non-standard clauses.

The Property Information Guide will also include advice on minimising dilapidations, contact details for contractors likely to be required to prepare the property for return at the end of the tenancy, and a customised checklist to ensure smooth handover of the property.

AT COMMENCEMENT OF TENANCY:

● Check-in Inspection

On commencement of the Tenancy and following settlement/signing of contracts, your Assessor will return to the property for handover to the tenants, following a thorough inventory walk-through, with amendment if necessary, and checking/signing of the pre-typed Check-in report by the incoming Tenant; the Check-in report will be compiled such that, along with a general overview of the condition of the property, the most significant aspects of the inventory are highlighted. Secondary verification of Utility meter readings and keys will occur. Tenants will receive an induction to the property before the Assessor's departure, at which Tenant requests & queries will be listed for referral directly to the Agent/Landlord.

Where the Inventory is supplied by the Landlord, Agent or another party and not by Executive & Country, the Check-in report will include an itemised Inventory Addendum of supplementary notes or corrections to ensure that the maximum level of protection is given to either party, and that ambiguities within the Inventory are safeguarded against.

Where required, Executive & Country will collate any required information and make contact with utility suppliers to arrange for accounts to be transferred to the incoming tenant.

Following Check-in, signed copies of both the Inventory & Check-in reports will be digitised and supplied along with all digital images and the Property Information Guide directly to Agent, Landlord & Tenant.

2. Mid-tenancy services

● Periodic Inspection

Quarterly or bi-annual inspections will be carried out against the original Inventory, inspecting for unwarranted dilapidation, alteration to fixtures/fittings, neglect of moisture control, upkeep of grounds/external areas, and removal of significant contents. A detailed area-by-area report, complete with digital photography for general reference & specific dilapidations, will be compiled, along with a general overview of the upkeep of the property, and recommendations on items to be actioned by Landlord & Tenant.

● EXECUTIVE & COUNTRY KEYHOLDING

Our keyholding service, introduced directly on request of our longest serving clients, provides our Agents, Landlords & Tenants with the reassurance that, in an emergency, Executive & Country will provide the response that Agents, restricted by office hours, and busy or distant landlords cannot. For a minimal monthly fee, we offer a secure keyholding service with duplicates at our Bristol & Bath sites, along with a dedicated 24-hour telephone number and a guaranteed minimum 12-hour availability period (4 hours for out-of-office hours). We also offer the facility for the keys to be couriered to a specified location (e.g. to the property, to the landlord, or to a local contractor) for a small additional call-out charge, 24 hours a day, thereby ensuring that emergencies are dealt with swiftly with the minimum of inconvenience to all parties.

3. Post-tenancy services

● Check-out Inspection

At the end of the tenancy, your designated Assessor will return to the property at a time agreed with tenant to conduct a thorough inspection against the original inventory & check-in report, compiling a full report on all changes to the condition of the property, with all items to be rectified from the tenant's deposit highlighted. Liability for the highlighted issues will be admitted by the tenant by way of signature on the report, copies of which will be forwarded to the Agent, Landlord & Tenant within 72 hours.

Drawing on the information collated at the provisional site visit, Executive & Country will gather at the Check-out Inspection copies of all relevant invoices/receipts pertaining to the tenant's end-of-tenancy obligations, for example oil delivery, professional cleaning/fumigation, service of swimming pool/other machinery, as well as proof of closure of utility accounts. Where required, Executive & Country will make arrangements to close utility accounts directly, and for the forwarding of final statements to the tenant's forwarding address.

Dependant on whether the property is to be relet, the check-out report and annotation against the inventory will be used (in conjunction with any subsequent check-in report) to rework the inventory for use for any successive tenancy; new photographs of the property will be taken to supersede any original images, along with a full update of the property information guide.

Eligibility

Why Executive & Country? Why not just an Inventory Clerk?

Executive & Country offers the only specialist Inventory & Inspection service for fine, country and executive lettings. Founded on extensive experience, ISSW's Executive & Country Service provides not only the most detailed Inventory & inspection service available, but a complete service tailored to the needs and expectations of Tenants and Landlords of properties at the upper end of the residential lettings market.

Is the Executive & Country Service right for me / my clients?

ISSW Executive & Country is suitable for the following types of property:

- Fine, country & period property of unusual character, complexity or value
- Property of luxuriant finish, high decorative specification, special architectural style or high furnishing specification
- Property furnished with luxury modern or valuable antique furniture/contents
- Property marketed at a premium rent for its size/location, aimed at the highest quality of applicant
- Property with atypical numbers of receptions/other ancillary rooms/areas beyond those expected for a property of its number of bedrooms, unusual rooms/areas or premium/bespoke features
e.g. swimming pools, saunas
- Fully-furnished country or contemporary property to be let on a Corporate tenancy/relocation arrangement

Owing to the nature of residential property, it is difficult to give exact criteria for a property suited to the Executive & Country service; our guideline criteria according to rental value is:

Location	Rental Cost for E&C eligibility
London	£900 pw minimum
Rest of UK	£2000 pcm minimum (£1750 pcm for inner-city or apartments)

Properties outside of these criteria which are of unusually high specification or fine character may also qualify; please call us to discuss.

Of course, we acknowledge that most Agents cover all ends of the residential lettings spectrum – our standard ISSW service is available for all properties outside of the Executive & Country criteria.

Service Guide

	Provisional Site Visit	Inventory Compilation	Photography	Key listing	Check-in & Induction Service	Utility Account Transfer	Keyholding Service	Periodic Inspection	Check-out Assessment
E&C Platinum	Y	Y	Y	Y	Y	Y	Y	Y	Y
E&C Gold	Y	Y	Y	Y	Y				
E&C Silver		Y	Y		Y				
Inventory -only Service		Y	Y						
Check-In only service				Y	Y				
Check-out only service				Y					Y
E&C Keyholding							Y		

Pricing

Platinum service: The fully-inclusive service as detailed above, including:

Provisional Site visit
 Inventory preparation & supply in bound copy & electronic format
 Full digital photography
 Full key listing
 Property Information Guide
 Check-in & Induction Service
 Utility Account transfer
 12 months of quarterly Periodic Inspections
 Check-out Assessment
 Keyholding Service

15% of 1 month's rent for unfurnished properties
 17% of 1 month's rent for furnished properties

Illustration: 5 bedroom unfurnished country property at £5,000 pcm – Inventory & Property Information Pack cost, with Check-in, Check-out & all ancillary services as detailed above, with 12 months quarterly inspections: £ 750 all inclusive

Gold Service

Full Inventory & Check-in Service, including:

Provisional site visit
 Inventory compilation & supply in bound copy & electronic format
 Full digital photography
 Full key listing
 Check-in & Induction Service

12.5% of 1 month's rent for unfurnished properties
 15% of 1 month's rent for furnished properties

Silver Service

Inventory compilation with digital photography, supplied in electronic format

£15 per room/area for unfurnished properties
 £17.50 per room/area for furnished properties

E.g. 3 bedroom unfurnished Georgian townhouse at £3,500 – average of 14 rooms/areas – cost £210

Check-in & Induction Service**

Properties with existing Inventories can be checked-in by E&C at the following rates, including full Inventory upgrade addendum:

Property Type	Unfurnished Property	Furnished Property
1 bedroom	£65	75
2 bedroom	£75	85
3 bedroom	85	95
4 bedroom	95	105
5 bedroom	105	115
6 bedroom	115	125
7 bedroom	125	135
8 bedroom	135	145

Fully inclusive of key listing, photography & Inventory Addendum document.

Check-out Assessment & Inventory Update**

Property Type	Unfurnished Property	Furnished Property
1 bedroom	£65	75
2 bedroom	£75	85
3 bedroom	85	95
4 bedroom	95	105
5 bedroom	105	115
6 bedroom	115	125
7 bedroom	125	135
8 bedroom	135	145

** South West region only; Inventory Addendum fee of 50% Silver service rate applies to properties outside of this area

Periodic Inspection

Priced at 1% of 1 month's rent.

e.g. 3 bedroom furnished townhouse at £3,500 pcm - £35 per inspection

Keyholding Service

Keyholding charge:

0.1% of monthly rent per key held, per calendar month (minimum 2 keys held)

Key collection from Bath or Bristol sites during office hours – Free of charge

Key collection from Bath or Bristol sites outside office hours - £25

Key courier service to property/contractor outside office hours, 24 hours per day - £75

Courier service limited to 15 miles from Bristol or Bath offices – additional fee of 50p per mile applicable.

Property Information Guide

Full digitised record of all essential documentation pertaining to property, with bespoke reference guide to the running of the property and local/preferred suppliers/contractors.

£105.00

All services are available separately.

Contact us

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