



Building
value
into your **home**

SURVEY REPORT

Client Name MackKinnons
Property Address 65 Airyhall Crescent, Aberdeen, AB15
7QS
Email
Telephone Number
Surveyed By Ross Davidson
Survey Date Tuesday 31 Mar 2015 18:00
Survey Reference S00018091-01

Thank you for instructing Wise Property Care Ltd to report on this property. We have confined our inspection to the accessible areas for evidence of damp, fungal decay and an attack by wood boring insects in accordance with your instructions.

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.

We set out below our findings and recommendations in accordance with our standard specification for wood preservative treatments.

The inspection of the property was generally restricted by furniture and fixed floor coverings.

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Barrhead, Glasgow G78 1QB
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glasgow@wisepropertycare.com

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t: 0131 654 1188
edinburgh@wisepropertycare.com

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Aberdeen AB25 3YH
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aberdeen@wisepropertycare.com

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Hawick TD9 9JA
t: 01450 379 500
hawick@wisepropertycare.com

Head Office: 8 Muriel Street
Barrhead, Glasgow G78 1QB
t: 0141 876 9200
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PROPERTY DESCRIPTION

The property is a 2 storey semi detached property.

WEATHER CONDITIONS

At the time of our visit to inspect the above property it was dry.

OCCUPIED STATUS

At the time of our inspection the property was unoccupied.

LOCATION

Situations are described facing the front elevation of the property from Airyhall Crescent.

A. FIRST FLOOR LEVEL/ROOF VOID

1. Room Front Right (Bedroom)
2. Room Front Left (Bedroom)
3. Hall

OBSERVATIONS

Evidence of an infestation by the common furniture beetle (*Anobium punctatum*) was found to be present. This wood-boring insect is responsible for about 75% of all woodworm damage in this country and will attack softwood and hardwood.

Where inspection was possible a slight to moderate scattered infestation was noted to the floor timbers.

TREATMENT RECOMMENDED

Wise Property Care Limited to raise, de-nail and set aside floor boards as necessary for treatment; clean down and prepare roofing timbers; apply spray Insecticidal Fluid to all accessible timbers; floorboards to be re-nailed on completion.

Our operatives will carry out TREATMENT NO 1B as follows:

- Place in a prominent position a warning notice and fire extinguisher as laid out in health and safety guidelines.
- Put in place polythene sheeting to the adjacent areas
- For ground and/or upper floors as specified, the floorboards are to be lifted as necessary and a liberal application of insecticide fluid is to be applied to all exposed surfaces. Relay floorboards previously uplifted.

B. GROUND FLOOR LEVEL

1. Room Rear Right (Porch)
2. Room Rear Left (Conservatory)
3. Room Centre Right (Kitchen)
4. Room Front Right (Lounge)
5. Room Front Left (Bedroom)
6. Room Centre Left (Sitting Room)
7. Hallway

OBSERVATIONS

At the time of our inspection, moisture meter readings coupled with a visual inspection indicated dampness to be present in the walls of area B1 designated for treatment on our enclosed sketch plan.

TREATMENT RECOMMENDED

Our operatives will carry out **TREATMENT NO** as follows:

- Place in a prominent position a warning notice and fire extinguisher as laid out in health and safety guidelines.
- Put in place protective polythene sheeting to the adjacent areas to minimise the damage from plaster dust which unfortunately is unavoidable.
- Remove skirting boards and lay aside for renewal.
- Remove the plasterboard from the walls designated for plaster renewal up 0.5 Mts from the floor level and dispose from site as soon as possible.
- Remove the timber wall framing from the exposed area and dispose.
- Clear debris build up from wall cavity.
- Install new timber wall framing where previously removed.
- Renew the wall plasterboard previously removed as per our standard specification.
- All debris and timber waste resulting from our works will be deposited into polythene bags and removed from site.

Upon completion of the contract and the account being paid in full our **20-year guarantee** will be issued, offering you peace of mind by protecting your property for the future.

In the treatment of timbers for eradication of woodborers, it is possible that a few deep seated larvae may escape the immediate effect of the treatment by being below the limit of chemical penetration. These larvae may subsequently emerge as adult beetles in the three years (for Common Furniture Beetle) following treatment. Should this happen, the beetles will die upon emergence but would give the impression that re-infestation has occurred.

The permanent chemical deposit on the treated timbers will prevent the development of any further eggs and with the final emergences the treatment becomes completely effective, therefore, the infestation will die out. With this position in mind, it is clear that any suspected failure of the treatment cannot be ascertained for at least three years or more after treatment and re-inspection within this period would therefore be inconclusive and serve no useful purpose.

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.

CLIENT NOTE

In carrying out our inspection of this property our surveyor did not gain access to inspect the structural timbers built into the external wall structure such as window and door timber safe lintels, floor joists and bresummer beams (where relevant). In properties of a certain age, we recommend and it would be considered prudent to have the aforementioned timbers exposed for inspection and test purposes. This would entail providing a safe working access scaffold, cutting pockets/forming holes in the plasterwork to facilitate the test drilling and inspection of the subject matter. Upon receiving 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.

CLIENT RESPONSIBILITIES

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

1. Removal of all fixtures, fittings, floor coverings etc from the areas designated for treatments prior to our commencement on site.

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 **occupied** 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.

In the treatment of timbers for eradication of woodborers, it is possible that a few deep seated larvae may escape the immediate effect of the treatment by being below the limit of chemical penetration. These larvae may subsequently emerge as adult beetles in the three years (for Common Furniture Beetle) following treatment. Should this happen, the beetles will die upon emergence but would give the impression that re-infestation has occurred.

The permanent chemical deposit on the treated timbers will prevent the development of any further eggs and with the final emergences the treatment becomes completely effective, therefore, the infestation will die out. With this position in mind, it is clear that any suspected failure of the treatment cannot be ascertained for at least three years or more after treatment and re-inspection within this period would therefore be inconclusive and serve no useful purpose.

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)

CHOOSING THE RIGHT CONTRACTOR

- **40 years** experience in building preservation.

- **96%** of our customers who completed our questionnaire say they would recommend us to a friend.
- **96%** of our customers who completed our questionnaire say they would use our services again.
- **Wise Property Care Ltd** has been committed to Quality for many years, and has been assessed by the Quality Assurance Systems Ltd. We are Proud to confirm that we are registered as a Quality Assured Firm to **BS EN ISO 9001:2008**
- As **Wise Property Care Ltd** are members of the **Property Care Association**, and of the **Guarantee Protection Insurance Ltd**, in addition to our normal long-term guarantee we can for a once only subscription offer you a back-up guarantee issued by the GPI. A leaflet is enclosed with this report to help explain the benefits of this scheme, however should you require further information please do not hesitate to contact this office.
- **Wise Property Care Ltd** will offer GPI guarantee backup insurance, which will be issued if the fee is paid by the client. If the GPI cost is accepted, upon completion of the **Wise Property Care Ltd** work and settlement of the account, we will forward the guarantee insurance documents to the GPI, who will process them and issue the insurance certificate.
- At **Wise Property Care** our experienced surveyors are qualified to the **Property Care Association's** standard **CSRT & CSSW** qualification.

QUOTATION

The cost of our recommended treatment and associated works (if applicable) is shown 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 coordinator **Laura Bradford** will contact you to arrange a mutually convenient commencement date to carry out the works as detailed in our report.

Alternatively you can contact **Laura Bradford** at our **Dunfermline** office during office hours or by e-mail at **laura.bradford@wisepropertycare.com**.

This report is copyright and is for the above addressee only; we can accept no responsibility for our survey, or this report towards any other person or persons. On no account must it be duplicated or copied in whole or part without the authority of a company director of **Wise Property Care Ltd**.

The surveyor who has been dealing with this property is **Ross Davidson** and can be contacted at our **Aberdeen office** on mobile number **07791 557761**. Alternatively, you can also reach **Ross Davidson** using the branch details at the front of the report or contact him by email at **ross.davidson@wisepropertycare.com**.

Yours faithfully ,



Ross Davidson
Preservation Surveyor
07791 557761
Wise Property Care - Aberdeen Branch
613 George Street,
Aberdeen,
Aberdeenshire,

AB25 3YH

QUOTATION

Quote Acceptance	379 North Deeside Road ,Cults,Aberdeenshire,AB159SX
Property	65 Airyhall Crescent,Aberdeen,AB15 7QS
Date	Tuesday 31 Mar 2015 18:00
ID	S00018091-01

Please find below our quotation to carry out Treatments as per our specification, as detailed in our report.

Total (Ex VAT)	£970.70
Total (Inc VAT)	£1164.84
Recc Deposit	£408.00
Deposit Paid	£0.00
Balance upon Completion	£1164.84

Insurance Back Up Guarantee/s including GPT = £74.20 Per Treatment. The £74.20 figure is made up of the following:-Insurance Premium £35, Administration £35, Insurance Premium Tax 6% £4.20

Please compare the contents of our report when equating cost differences with other contractors.

Wise Property Care Ltd Guarantee The Quality You Deserve.

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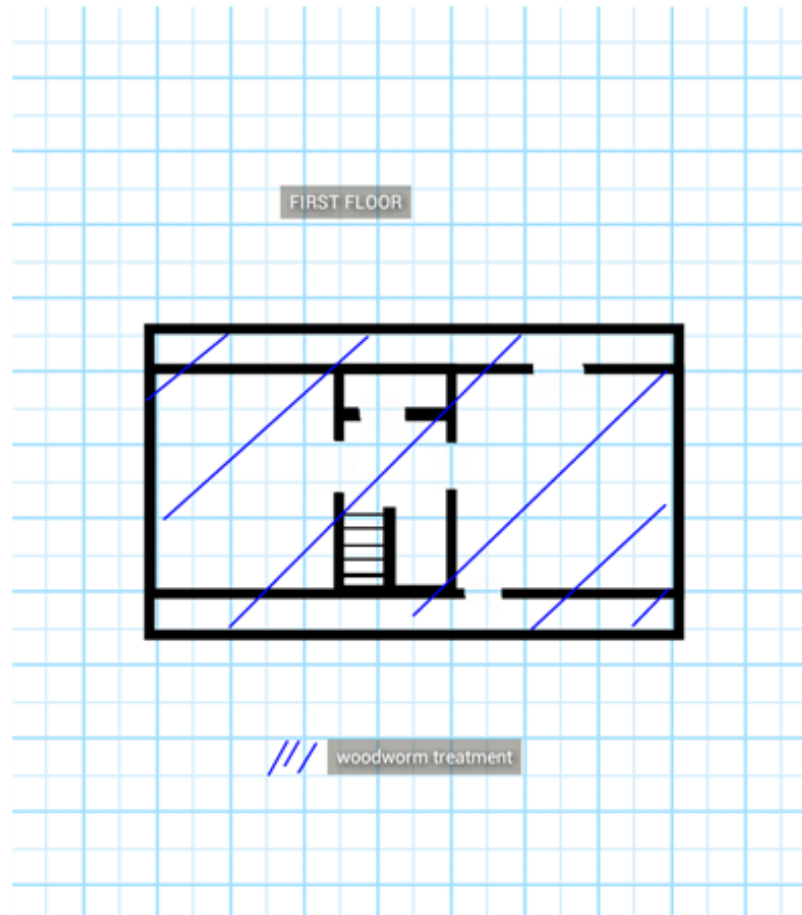
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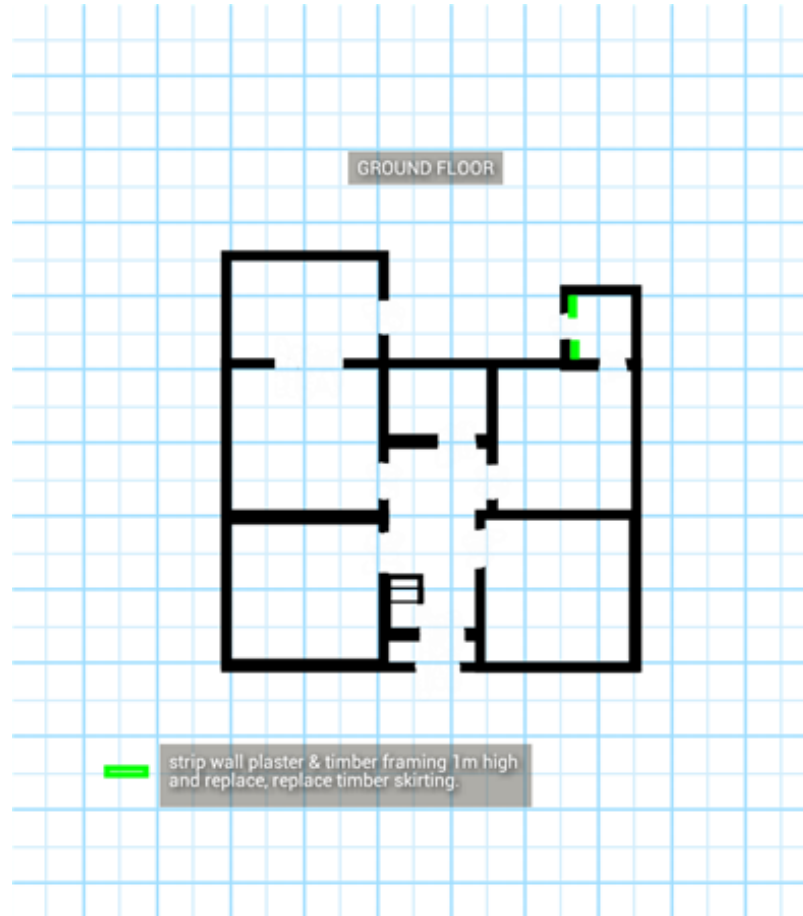
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Important

Please read the terms and conditions overleaf. We trust this report and quotation are in accordance with your instructions and that the necessary repairs will be to your satisfaction. If you have any questions relating to the treatment required, please do not hesitate to telephone us. Alternatively, if you are ready to proceed with the work now, simply complete and sign the attached acceptance form and return it using the correct address details indicated on the right hand side.

SKETCHES & IMAGES





	Sarking to be cut back and renewed.		Renew door standard full height
	Rafter together with ceiling joist to be cut back up to 1m and renewed unless otherwise stated.		Clear solum of loose organic material, sterilise solum.
	Joist to be cut back up to 1m and renewed.		Seal solum as per report
	Wall plate to be removed and replaced		Radiator
	Ceiling to be removed and renewed in plasterboard with skim coat finish		Electric Socket
	Wall fabric to be stripped up to ___ m. Exposed masonry to be sterilised.		Positive air pressure wall mounted
	Expose timber safe lintel, if sound treat with deep penetrating fungicide cream		Positive air pressure system fitted in loft.
	Remove and renew timber safe lintel		High external ground level
	Remove and renew casement, reusing sashes		Fix Delta PT Membrane to wall ___ m high. Dot and dab or plaster finish.
	Remove and renew/reinstate cupboard		Fix Delta 500 Membrane to wall, frame plasterboard and skim coat finish.
	Flooring with/without deafening to be removed and renewed		Wall plaster to be stripped to ___ m from floor level. Replastered with limelite plaster.
	Bressumer beam to be renewed full/end		Horizontal damp proof course
	Cut back door standard up to 1m		Vertical damp proof course

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 infected 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



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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.



Conditions of Contract

**For our full terms and conditions please see our website
www.wisepropertycare.com/termsandconditions**

When you sign and submit the Quotation to Us, this does not mean we have accepted your Quotation for Services. Our acceptance of the Quotation will take place as described in clauses 2.5 and 2.6 of our terms and conditions. If we are unable to supply you with the Services, We will inform you of this in writing and we will not process the Quotation.

You will provide us with:

- Access for our vehicles and employees during our normal working hours to all areas to which access is required for providing the Services;
- Adequate supplies of electricity and water and other essential facilities set out in clause 4.4 of our terms and conditions; and
- All facilities that we require in order to ensure the health and safety of our employees and subcontractors while providing the Services.

You will be required to pay a minimum deposit of 35% of the price of the Services and Goods (subject to status) in advance of the supply of the Services and Goods to you.

Your right to cancel

You have a right to cancel a contract with us without giving any reason. The cancellation period starts when we enter into a contract with you and will end 14 days after you have taken possession of the goods and services we are supplying you.

In order to exercise your right to cancel you must inform us of your decision in writing by letter, email or by using the cancellation form below. To meet the cancellation deadline you should let us know that you wish to cancel before the cancellation period has expired.

Information about Us and how to contact us

We are a company registered in Scotland. Our company registration number is SC168153 and our registered Head Office is at 8 Muriel Street, Barrhead, Glasgow, G78 1QB. Our registered VAT number is 671 7424 26

If you have any questions or if you have any complaints, please contact us. You can contact us by telephoning our customer service team at 0800 65 22 678 or by e-mailing us at info@wisepropertycare.com.

Customer Cancellation Notice

Company: Wise Property Care Ltd,
Address: Head Office, 8 Muriel Street, Barrhead, Glasgow G78 1QB
Tel: 0141 876 9200
Email: headoffice@wisepropertycare.com

I/We hereby give notice that I/We wish to cancel my/our contract.

Name of customer:

Reference Number:

Address of customer:

Customer signature: _____

Date: _____

Permission to Start Work Now

Please Note: This form is only applicable if the work at your property is to commence within 14 days from the acceptance of Contract

Company: Wise Property Care Ltd,
Address: Head Office
8 Muriel Street
Barrhead
Glasgow
G78 1QB
Tel: 0141 876 9200
Email: headoffice@wisepropertycare.com

I/We hereby give you permission to start work on our contract as soon as you deliver the materials and/or service that you are supplying as part of the contract into our possession.

I/We understand that I/we have a right to cancel this contract, as described in the information notice, within the cancellation period which ends 14 days after I/we entered into the contract. I/We also understand that following cancellation I/we may have to pay certain labour and material costs or have some reduction of our reimbursement as described above.

Contract/confirmation date: _____

Name of customer(s): _____

Address of customer(s): _____

