

**PETER
COX**

raising standards in property preservation

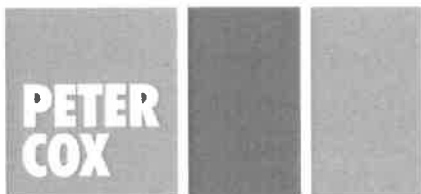


Survey Report & Proposal



Rated 'Excellent' with over 800 reviews





raising standards in property preservation

Reference No: ENQ589245

P P Y Design Ltd
2 Helmsore Road
Holcombe
BURY
Lancashire
BL8 4PA

Lovely Hall
Lovely Hall Lane
BLACKBURN
Lancashire
BB1 9EQ

Dear Mr & Mrs Bennett

Following my survey of the above property on 4th January 2021, I am pleased to enclose our detailed Survey Report.

This Survey Report has been sub-divided into convenient sections so that you may easily find details of the survey, the recommendations for treatments, the quotation and 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



THE SURVEY

In accordance with your specific instructions, we carried out a survey of the undermentioned parts of Lovely Hall, Lovely Hall Lane, BLACKBURN, Lancashire, BB1 9EQ on the 4th January 2021. Our findings and recommendations are set out below and should be read in conjunction with the enclosed General Notes for clients and Health and Safety precautions.

We must draw to your attention that this survey was conducted only in those areas that we were requested to inspect. Solely to identify evidence of Woodboring Insects.

NOTE: The terms left, right, front and rear are used as if facing the front elevation of the building from outside.

SURVEY

External Survey

- At the time of the survey it was noted that some of the gutters were leaking at their joints and allowing rain water to run down the face of the building fabric especially to the rear elevations.

In some areas Ivy has been allowed to grow up the face of the building, above the gutter level, which may cause blockages to the gutters and allow rain water penetration.

The client is to arrange for the above noted defects to be rectified under separate contract.

Internal Survey

Roof voids to the main 'H' section of the property

Exposed Beams / Framing Timbers

- The inspection was limited due to insulation material

No inspection was made to the rear right snug or games room areas.

The roof timber inspected were above 5 Bedrooms, 2 Bathrooms, Dressing room and Landing

Evidence of infestation by Common Furniture Beetle (*Anobium punctatum*) was present. This wood-boring insect is responsible for about 75% of all woodworm damage in this country and will attack softwood and hardwood.

Slight to moderate infestations were noted to the original existing roof timbers especially the larger structural timbers (Purlins, trusses and ridge plates)

Much of the infestation appears to be old, but no assurance can be given that it is inactive due to the inspection being carried out was not during the 'active' season so we would recommend the following treatments and submit our quotation for these works

Recommendations

Peter Cox are to carry out Treatment No. 1 as follows -

All accessible exposed roof timber surfaces are to be prepared and insecticidal fluid is to be applied to all such exposed surfaces.

The ceilings beneath the roof voids to be treated is absorbent. Care will be taken in applying the preservative, but no responsibility can be accepted should staining occur.

Other work

The client is to arrange for the following works to be carried out under separate contract before our Technicians arrive on site -

Removal of all insulation

The isolation of all electrics within the void area

Note - No fungal decay was noted to the roof timber however limited inspection was carried out to the lower eaves areas and it may be found that some roof spar ends may need replacing once the roof coverings have been removed which is to be carried out by the main contractor under separate contract.

Guarantee

Upon completion of the contract our 20-year guarantee will be issued in respect of the specified specialist timber treatments undertaken, offering you peace of mind for your property in the future. A specimen guarantee is available on request or can be viewed at www.petercox.com. Whilst any general building and ancillary works undertaken by Peter Cox are excluded from any treatment guarantees issued, you will of course be protected by your statutory rights under The Consumer Protection

QUOTATION ACCEPTANCE

We would like to undertake the works specified for you, as detailed on the enclosed Quotation Sheet. Where we have provided more than one quotation we feel that you would benefit from using one specialist contractor for all the works. However, we will, of course, be more than willing to undertake individual works as chosen by you.

To arrange for a convenient start date for the works to proceed please complete and return the enclosed acceptance to our local office.

A [redacted] date may be arranged by contacting our Contracts Manager or [redacted]

If [redacted] discuss this report or our treatments in any greater detail or you would like clarification of the works allowed for in our quotation, please contact me through this office or [redacted] any time up to 5.30pm.

Yours sincerely

For and on behalf of Peter Cox

Neil Aspin CSRT, CSSW
Surveyor

Customer Instructions

All insulation is to be removed before our Technicians arrive on site

All electrics are to be isolated before works commence (Client works)

NOTES

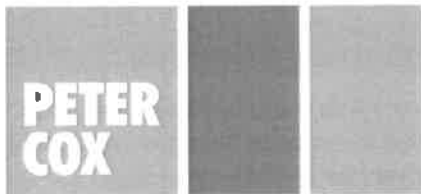
- The nature of timber decay is such that it may be present in other timbers in the property that have not been inspected. We strongly advise, therefore, that further investigation be made and we shall be pleased to arrange this upon receipt of your instructions. We will then submit a supplementary report and quotation should treatment be necessary.
- In a building of this nature there may be many concealed and inaccessible built-in timbers. We are unable to comment on the condition of any such timbers nor have we allowed for any form of treatment to them in our quotation.
- It is understood that the property is a listed building. The proposed works may require approval from the relevant authority and any necessary consent should be forwarded to us before work can proceed.
- Unless otherwise stated no allowance has been made in our quotation for the removal and replacement of floor coverings, furnishings, furniture, pipes, radiators, electrical fittings and other items that may obstruct our work. All electrical circuits should be isolated and fittings removed by a qualified electrician.
- Extent of Survey: The areas we have reported upon are those inspected in accordance with your instructions. If there are any omissions or if you believe that we have misinterpreted your survey instruction, please let us know at once. Where treatment has been recommended, unless otherwise stated above, this is on the understanding that the specified area has not previously been treated and guaranteed.

You should be aware that we have reported upon problems evident to us at the time of our visit. We are not commenting in any general sense on the risks of fungal decay or any other defect not evident at this time or that may develop in the future.

Where we have drawn to your attention items that are outside the scope of our survey as defined earlier, these items should be regarded as helpful suggestions and not a full and complete assessment of any problems that may exist.

Please read carefully the content of this report and all of its enclosures.

This survey must not be regarded as a substitute for a structural survey



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Client Ref. 176D1BCEB4F

Ref: ENQ589245

Client

P P Y Design Ltd
2 Helmsore Road
Holcombe
BURY
Lancashire
BL8 4PA

Lovely Hall Lane
BLACKBURN
Lancashire
BB1 9EQ

QUOTATION	WORK REQUIRED (Excluding VAT)	VAT Amount	Total Amount Payable Incl VAT	Tick box	OPTIONAL INSURANCE	Tick box
Timber Treatments to the roof voids.	£2,375.64	£475.13	£2,850.77	<input type="checkbox"/>	N/A	<input type="checkbox"/>
				<input type="checkbox"/>		<input type="checkbox"/>
				<input type="checkbox"/>		<input type="checkbox"/>
				<input type="checkbox"/>		<input type="checkbox"/>
				<input type="checkbox"/>		<input type="checkbox"/>
TOTAL	£2,375.64	£475.13	£2,850.77		N/A	

Values in the column headed "Work Required" will be plus VAT at current rate at the time of invoicing. Values in the column headed "Optional Insurance" are not subject to VAT but do include Insurance Premium Tax. The purchase of insurance is optional and is not a requirement of accepting the work recommended. Rentokil Insurance will contact you direct for payment.

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.

Consultant Signature:

Customer Signature



PETER COX LIMITED 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 Peter Cox Limited, a company registered in England and Wales. Our company registration number is 2438126 and our registered office is at Riverbank, Meadows Business Park, Camberley, Surrey, GU17 9AB. Our registered VAT number is 523902659.

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;

- (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.

8.3 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.

THIS PARAGRAPH 9 ONLY APPLIES IF YOU ARE A CONSUMER AND YOU HAVE ENTERED INTO A DISTANCE OR OFF-PREMISES CONTRACT.

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.

- (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.

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 found at: https://www.petercox.com/assets/content/files/complaints_procedure.pdf or you can request a copy of our complaints procedure 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.

11.3 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.

12.1 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.

12.3 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.

13.1 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>.

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.

14.4 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.

14.6 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 English law and legal proceedings will be in the English courts.

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.....

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. Peter Cox Insurance.

Where optional insurance is offered under the terms of a Rentokil Insurance policy, the offer will only apply to the relevant areas, which have been inspected and which are detailed within the survey report, and the category or categories of insurance cover referred to on the quotation under the heading "optional insurance".

8. 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.

HEALTH AND SAFETY PRECAUTIONS

Peter Cox Ltd has always been conscious of its health and safety responsibilities to both its clients and staff. Our prices reflect the need to ensure your safety.

The Control of Substances Hazardous to Health (COSHH) Regulations relate to the use and handling of hazardous substances, including pesticides. The law clearly defines the responsibility of companies involved in industries such as the treatment of timber and the installation of damp proof courses.

In the last few years, Peter Cox Ltd has developed a range of treatment techniques aimed at reducing the amount of pesticides and solvent used without affecting the quality of protection offered to our clients.

Our treatments are designed to cause the minimum of inconvenience and our technicians are trained to use our formulations safely and with care. All treatments have been approved for use by the Health and Safety Executive under the Control of Pesticides Regulations, where appropriate.

You should observe the warning signs that will be displayed in a prominent place before work commences.

1. Access to all work areas:- you should not enter an area whilst work is in progress.

2. Allergies:- it is recommended that people who suffer from respiratory problems, such as asthma, should not enter the property whilst work is in progress.

3. Pets:- cats, dogs, birds and other household pets should be removed from the work area.

4. Fish:- should be removed from the work area.

5. Plants:- should be removed from the work area.

6. Food and drink:- should be removed from the work area.

7. Other items:- should be protected or removed from work area, where necessary

8. Naked flames:- all naked flames (fires, pilot lights, boilers) in or adjacent to the work area should be extinguished.

You should also observe the warning signs that will be displayed in a prominent place after the work has been completed.

The type of work undertaken and the ability to ventilate the work areas will determine the time for which the safety precautions will need to apply after completion of the work. The minimum access restriction that will apply after treatment and of which you need to be aware is two hours.

However, it may be necessary to restrict access to certain areas for longer periods of time. For example, we would recommend that the minimum access restriction be extended to 24 hours for people who are known to suffer from allergies.

PETER COX LTD LONG TERM GUARANTEES

1. WOODBORING INSECT TREATMENTS

We undertake the necessary treatment should an attack by woodboring insects reoccur in the timbers treated by us. Your protection lasts for 20 years.

2. WOOD-ROTTING FUNGI TREATMENTS

We undertake any necessary treatment, including timber replacement, should an attack by wood-rotting fungi reoccur in the timbers treated or replaced by us. We ask you to keep the property in good repair so as to keep the water out. Your protection lasts 20 years.

3. RISING DAMP

We undertake to repair our damp proof course should any defect occur in our work. In addition, where we carried out re-plastering work in association with our damp proof course installation, we undertake to carry out any necessary re-plastering work in such cases. Your protection lasts for 20 years.

4. WALL TIE CORROSION

We undertake to replace any of our stainless steel wall ties should they corrode. Your protection lasts 20 years.

Accreditations



raising standards in property preservation

► A long tradition

As the experts in our field, Peter Cox aim to offer the right service and price for your needs. Over 500,000 long term guarantees, up to 20 years for some of our services, have been issued since the company was founded in 1951. You can use our guarantee certificates with confidence if you ever wanted to sell your house, or have any future renovations.

► National Coverage, Local Surveyors

Peter Cox branches cover England, Scotland and Wales, meaning a branch on your doorstep and surveyors with local knowledge and expertise. With over 75 CSRT/CSTDB Or CSSW qualified surveyors and 100 specially trained technicians who are directly employed, you can rely on our professionals to complete projects on time at an exceedingly high standard.

► Industry-leading Associations

Peter Cox are a member of the Property Care Association, and are CHAS, Constructionline and Safecontractor approved.

► Trustmark and GPI

Peter Cox is an approved contractor under both the TrustMark and the Guarantee Protection Insurance Schemes.

► ISO 9001

We have been committed to quality for many years and currently hold ISO 9001 accreditation.

► BS 6576:2005

The Peter Cox DryWall DPC system carries a British Board of Agrément Certificate and complies with BS 6576:2005.

► A Safe Contractor

All Peter Cox surveyors and technicians are fully trained in safe working practices while our treatment fluids are HSE approved and generally odourless and non-flammable.

► Trustpilot

We pride ourselves on being the market leaders in property preservation, and this comes from our passion for quality customer service. With over 800 reviews our customers have rated us 'Excellent' - meaning from start to finish we are the company to trust.

★ Trustpilot



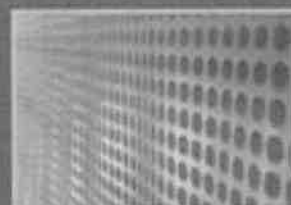
► Peter Cox Products and Services



Damp Proofing



Wet & Dry Rot Control



Basement & Structural
Waterproofing



Woodworm & Timber
Treatments



Cavity Wall Tie Repair



Condensation Control

► A Nationwide Team of Experts

Manchester
Birmingham
Bristol
Edinburgh
Glasgow
Leeds
Lincoln
Liverpool
Newcastle
Preston
Uxbridge

