

# How does our paperless inventory process work?

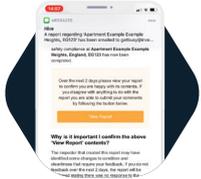


You will receive an email and text message on behalf of:



## Step 1: Before you move in

We will require you to sign confirming safe receipt of your inventory email (using a touch screen device or mouse). Please note: You are only signing to confirm you have received your inventory email at this stage – not to approve the contents. **Please note: We are unable to handover the keys to the property until this 'Step 1' has been completed.**



## Step 2: After you move in

View your report contents promptly (via the emailed link). The cleanliness and condition of ALL items will be described as 'Good' unless otherwise stated. If you disagree with any of the descriptions, it's very important that you add a comment and provide a supporting photo. In doing so, you will avoid any unnecessary disagreements when you move-out.

### Happy to approve?



Simply sign and 'Submit Report'. A PDF report will then be emailed to you.

### Have some feedback?



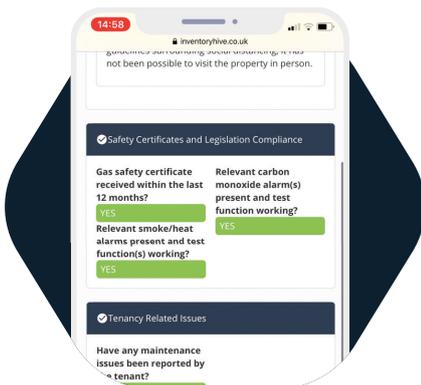
Type your comments against the relevant items and add/take a photo to evidence your feedback.

### Forget to Reply?



Reminders will be sent by text and/or email. If you still don't reply, your 'Step 1' signature will be used to auto approve. A PDF report will then be emailed to you.

## Inspector Responds



Response comments will be added by the report inspector/creator.



After response comments have been added a PDF report will then be emailed to you (within 7 days).

# Paperless inventories questions answered...

## What is an inventory?

An property/accommodation inventory report provides descriptions of fixtures and fittings, along with their cleanliness and condition. In some instances, safety compliance checklists and key/fob handover will also be recorded. It helps to provide a clear record of the property/accommodation at a given moment in time.

## Why is an inventory important?

An inventory is designed to protect both property/accommodation providers and tenants/occupants. It should provide a mutually agreed report about the condition, cleanliness and safety compliance standards. This allows comparisons to be made 'before' and 'after' moving-in and out of the property/accommodation. It's therefore extremely important to ensure the report is mutually agreed and any concerns are raised early at the beginning of the tenancy/occupancy (it avoids potential disagreements at the end).

## Why do I have to sign 'Step 1' before receiving the keys?

You are required to sign 'Step 1' electronically (using a smartphone, tablet or desktop). By signing you are only confirming you have received your inventory email – not to approve the contents (see 'Step 2' below). We are unable to handover the keys to your accommodation until 'Step 1' has been completed.

## What happens at 'Step 2' after I move-in?

You will then have the opportunity in which to view the online inventory report. You may approve the report or feedback within the time frame explained within your email. If there is an issue you wish to raise, relevant photographs should be uploaded directly from a smartphone, tablet or desktop with supporting comments.

## I haven't received my inventory report email?

This could be due to the email being filtered by 'junk' or 'spam'. Please check these folders first. If it's not there, it could be your email address has been entered incorrectly. Please contact us (contact details overleaf).

## My inventory report link has expired?

If you haven't provided feedback within the allocated time set by your property/accommodation reminder and you have an issue that you wish to highlight, please contact us to discuss this (contact details overleaf).