



November 2016

With 750 members nationwide the AIIC is a not for profit membership organisation solely for independent inventory clerks. The AIIC was established in 1996 to maintain the highest industry standards and ensure that our members (currently over 750) are maintaining best practice in all areas of their work.

Patricia Barber – AIIC Chairman

'Excellence Through Independence'

Complaints Against Agents Rise

There has been a 32% rise in formal complaints according to a recently released report by The Property Ombudsman. Around 35,374 agent's offices are signed up to the TPO and of all complaints received 83% were upheld. 50% of complaints were raised by landlords and 47% by tenants with the highest award in a lettings dispute being £16,954 and agents have paid out more than £800,000 in awards.

The top three causes of complain were about:

- * Poor communication and record keeping
- * Marketing and advertising
- * Commission, terms of business, instructions and terminations.

TPO spokesperson Katrine Sporle said ' My message for agents is simple, pay attention to TPO's Codes of Practice and raise your standards.'

Unwelcome Visitors

When one tenant popped into her seldom used spare room recently she discovered 5000 sitting tenants. A colony of wasps had set up home in the bed having eaten their way through bedding and built a nest in the mattress 3ft wide and 1ft deep.

Damage from pest problems costs around £500 million each year according to insurer LV.

Have You Seen a Ghost Tenant?

There are around three and a half million unofficial tenants living in properties the UK according to one Direct Line report. This equates to a ghost tenant in one in ten rentals.

Nearly 50% of letting agents have discovered 'ghosts' following routine inspections and amazingly three quarters of these have been sub-letting for six months of more.

Don't Get Ripped off by Your Contractors

We all need to beware of rogue contractors and due to the huge need for outsourcing this kind of work the lettings industry is a open to abuse by some rogue contractors. A recent report in Property 118 highlighted the problem of one landlord who booked a plumber to check his tenant's leaking

radiator. The contractor arrived four days later, was in the property for just two minutes and the bill came to £90.00. Nice work if you can get it.

This highlights the importance of getting clear quotes from contractors and giving them a clear indication of maximum spend without the need to contact the landlord or agent should any additional problems occur.

Garden Health & Safety

When the Inventory Clerk arrived at a property she found one of the tenants kneeling on the rather overgrown back lawn trimming it with a pair of scissors.

When asked why she said she and the other tenants had been too nervous to use the landlord's small Flymo lawnmower, she thought she might injure herself, so she always cut the grass by hand!

Training Courses in 2016

The AIC runs regular weekend training courses in Berkshire, and the next course will be in February (dates to be released and on our website shortly).

If you cannot wait that long, why not try the comprehensive new online course? This covers everything that you need to know about compiling inventories, carrying out check ins, check outs, fair wear and tear and a host of other useful information. The online content is as detailed as the formal weekend course but the modules can be completed in your own time with self-assessment and final assessment papers checked by our course tutors to ensure that your learning is progressing.

For more details of our training, both online and at our training centre see: www.theaic.co.uk/product-category/training/.

Keeping in Contact

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The Association of Independent Inventory Clerks (AIC) is the UK's largest and longest established membership organisation, with over 750 members nationwide. The AIC is a self-regulatory body with an ongoing monitoring process, Code of Practice, Guidelines and full complaints procedure.

To find out more information about the Association Of Independent Inventory Clerks and the find a member in your area to inspect your properties please see www.theaic.co.uk.

Patricia Barber, Chairman

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