



PROPERTY INTEL

CLIENT — GENERAL

Inventory & Check-In Service — Client Brochure

Protect Your Deposit Position.
Professional Inventory Evidence.

DOCUMENT ID

PI-STS-027

VERSION

1.0

CLASSIFICATION

Client — General

OWNER

Managing Director

REVIEW CYCLE

Bi-annual

LAST UPDATED

March 2026

Contents

1.0 Executive Summary _____ 3

2.0 Who This Is For _____ 4

3.0 What We Handle _____ 6

4.0 The Property Intel Process _____ 8

5.0 Risk Protection _____ 10

6.0 Compliance Assurance _____ 12

7.0 Why Property Intel _____ 13

8.0 Pricing Positioning _____ 15

9.0 Call to Action _____ 17

Executive Summary

A professional inventory is the single most important document in any deposit dispute. Without one, a landlord has virtually no prospect of recovering deductions — regardless of the damage caused. Property Intel provides institutional-quality inventory, check-in, and check-out services with evidence prepared to Alternative Dispute Resolution (ADR) standards.

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SECTION 03

2.0

Who This Is For

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CLIENT TYPE	TYPICAL NEED
Self-managing landlords	Professional inventory they cannot produce themselves
Portfolio landlords	Consistent standard across all properties
Overseas investors	Cannot physically attend check-in or check-out
Landlords with prior ADR losses	Evidence quality upgrade for future tenancies
HMO landlords	Room-by-room evidence for multi-tenant properties

SECTION 04

3.0

What We Handle

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- Pre-tenancy inventory: room-by-room photographic and written record
- Check-in: walk-through with tenant, sign-off, key handover
- Mid-term inspections: quarterly condition monitoring
- Check-out: comparison against original inventory, fair wear and tear assessment
- Deposit dispute evidence preparation for DPS, MyDeposits, or TDS ADR

SECTION 05

4.0

The Property Intel Process

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Step 1 — Inventory — We inspect the property 48 hours before the tenant moves in. Every room is photographed from multiple angles with timestamped, geotagged images. All fixtures, fittings, appliances, and existing marks are recorded.

Step 2 — Check-In — We meet the tenant at the property, walk through the inventory, demonstrate all systems and appliances, and obtain a formal sign-off.

Step 3 — Mid-Term Inspections — Quarterly inspections monitor condition and identify issues early, creating an evidence trail throughout the tenancy.

Step 4 — Check-Out — Upon vacating, we inspect the property against the original inventory. A side-by-side comparison report with photographs is delivered within 48 hours.

Step 5 — Dispute Support — If the tenant disputes proposed deductions, we prepare the full ADR evidence pack to the deposit scheme's requirements.

SECTION 06

5.0

Risk Protection

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RISK

OUR PROTECTION

No evidence for deposit claim

Comprehensive photographic inventory

Tenant disputes condition at start

Signed check-in with walk-through

Fair wear and tear argument

Professional assessment included in check-out

Adjudicator rejects evidence

Reports prepared to ADR evidential standards

Compliance Assurance

Our service ensures your deposit process complies with the Housing Act 2004 (deposit protection), the Tenant Fees Act 2019 (deposit cap), and the prescribed information requirements. All evidence is stored securely in compliance with UK GDPR.

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SECTION 08

7.0

Why Property Intel

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DIFFERENTIATOR	DETAIL
ADR-standard evidence	Reports prepared to the standard required by DPS, MyDeposits, TDS
Timestamped, geotagged photographs	Impossible to dispute date or location
Side-by-side comparison	Clear, objective comparison of start and end condition
Fair wear and tear expertise	Realistic assessments that adjudicators uphold
Dispute support included	Full ADR evidence pack prepared if needed

8.0

Pricing Positioning

Property Intel's inventory service is priced as a fixed fee per appointment, agreed in advance. The fee varies by property size and service level (inventory only, full check-in/check-out, or comprehensive package including mid-term inspections).

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For context: the average cost of an inventory is recovered many times over from a single successful deposit claim. Without professional evidence, the entire deposit is at risk.

SECTION 10

9.0

Call to Action

To book a professional inventory for your property, contact Property Intel.

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Phone: +44 (0) XXXX XXX XXX

****Email:** contact@property-intel.co.uk **Web:** property-intel.co.uk

End of Document — PI-STS-027 v1.0

NEXT ACTION

Discuss this service

For scope, fees, onboarding timelines, or portfolio-fit questions, route the next conversation through Managing Director or the relevant Property Intel service lead.

DOCUMENT OWNER

Managing Director

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19