



PROPERTY INTEL

EXTERNAL -- CLIENT-
FACING

Property Health Check

Know exactly where your property stands. Before a problem tells you. Property Intel's Property Health Check delivers a thorough, independent assessment of your property's condition, compliance, and performance -- with prioritised recommendations you can act on.

DOCUMENT ID

PI-ST5-007

VERSION

1.0

CLASSIFICATION

External -- Client-Facing

OWNER

Head of Property Services

REVIEW CYCLE

Bi-Annually

LAST UPDATED

March 2026

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2. Executive Summary

Managing a residential property in London requires navigating a complex and evolving regulatory environment. Gas safety, electrical standards, energy efficiency, deposit protection, licensing, fire safety, and tenant rights legislation all impose obligations that carry serious penalties for non-compliance.

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Property Intel's Property Health Check is a one-off professional assessment that examines every dimension of your property's health: physical condition, compliance status, tenancy documentation, rental performance, health and safety risk, and insurance adequacy. The output is a comprehensive, evidence-based report with clear, prioritised recommendations – each with an estimated cost and suggested timeline.

This service does not assume you are doing anything wrong. It provides an objective, professional assessment that gives you the information you need to manage your property with full confidence and legal certainty. Whether you have managed your property for a decade or acquired it last week, the Property Health Check brings clarity.

SECTION 03

3. Who This Is For

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LANDLORD PROFILE	WHY THIS SERVICE FITS
Self-managing landlords	You manage your own property and want independent confirmation that everything is in order
Landlords who have not had a recent professional review	Compliance requirements evolve; a review ensures you are current
Landlords acquiring a tenanted property	Understand the compliance and condition status before you assume responsibility
Portfolio landlords conducting periodic asset reviews	Systematic, standardised assessment across multiple properties
Landlords who have received a council enquiry or notice	Establish current position before responding or engaging with enforcement
Landlords considering a sale or remortgage	Identify and resolve issues that may affect valuation or lender requirements
Landlords in Tower Hamlets and wider London	Local knowledge of licensing schemes, market conditions, and borough-specific requirements

4. What We Handle

The Property Health Check covers every aspect of your property's status through a structured, professional assessment:

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Physical Condition Assessment

- Room-by-room inspection of all internal areas: condition of walls, ceilings, floors, windows, doors, kitchens, bathrooms, and all fixtures and fittings
- Exterior inspection: roof (from ground level), guttering, drainage, brickwork, pointing, external doors and windows
- Damp assessment: moisture meter readings at key locations, identification of rising damp, penetrating damp, or condensation
- Structural indicators: cracking, bowing, movement, subsidence signs
- All findings documented with high-resolution photography

Compliance Certificate Audit

- Gas Safety Certificate (CP12): validity, coverage, registered engineer confirmation
- Electrical Installation Condition Report (EICR): validity, satisfactory result, qualified person
- Energy Performance Certificate (EPC): validity, minimum E rating compliance
- Smoke and carbon monoxide alarm compliance (2022 regulations)
- Legionella risk assessment: presence and adequacy
- Fire safety assessment: provision and suitability (particularly for HMOs)

Licensing Review

- Mandatory HMO licensing assessment
- Additional HMO licensing (borough-specific scheme review)
- Selective licensing (borough-specific designation check)

Tenancy Documentation Review

- Assured Shorthold Tenancy validity and completeness
- Unfair terms identification (Consumer Rights Act 2015)
- Deposit protection verification: registration, timing, prescribed information
- How to Rent guide compliance
- Right to Rent documentation check (where records available)

Rent Benchmarking

- Comparable market analysis using live data from Rightmove, Zoopla, and ONS sources
- Current rent vs. market rate assessment
- Potential uplift or adjustment recommendations

Health and Safety Risk Assessment

- HHSRS hazard identification across all 29 categories
- Focus on common residential hazards: damp, excess cold, falls, fire, electrical, carbon monoxide
- Category 1 and Category 2 hazard classification

Insurance Adequacy Observations

- Buildings insurance sum insured review
- Landlord liability cover check
- Insurer notification of letting status
- Gaps and observations noted (not professional insurance advice)

5. The Property Intel Process

If we identify any matter requiring urgent attention during the inspection (e.g., gas safety issue, imminent structural risk, or Category 1 hazard), we will notify you within 24 hours -- you will not have to wait for the full report.

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STAGE	WHAT HAPPENS	YOUR INVOLVEMENT	TIMELINE
1	Instruction confirmed; documentation requested	Provide available certificates and documents	Day 1
2	Inspection scheduled	Confirm access arrangements	Within 5 working days
3	On-site inspection (2-4 hours)	Optional attendance; tenant notified if applicable	Inspection day
4	Compliance audit and documentation review	None – we conduct the review	Days 2-5 post-inspection
5	Rent benchmarking and HHSRS assessment	None	Days 2-5 post-inspection
6	Report compiled, reviewed, and approved internally	None	Days 5-9 post-inspection
7	Final report delivered	Receive and review	Within 10 working days
8	Debrief call or meeting	Discuss findings and next steps	Within 3 days of report

If we identify any matter requiring urgent attention during the inspection (e.g., gas safety issue, imminent structural risk, or Category 1 hazard), we will notify you within 24 hours – you will not have to wait for the full report.

6. Risk Protection

The Property Health Check is designed to surface risks before they become liabilities:

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RISK	HOW THE PROPERTY HEALTH CHECK HELPS
Compliance penalties	Every certificate is audited and gap-reported with RAG status
Section 21 validity risk	Deposit protection, prescribed information, and How to Rent guide all checked
Council enforcement action	HHSRS hazards identified and categorised before the council inspects
Rent underperformance	Benchmarking reveals whether your rent reflects current market conditions
Uninsured loss	Insurance adequacy review identifies potential coverage gaps
Deferred maintenance costs	Condition assessment catches issues early, before they escalate
Licensing penalties (up to GBP 30,000)	Licensing status verified against current borough scheme
Inherited compliance failures (acquisitions)	Full review establishes baseline before you assume management responsibility
Tenant fitness for habitation claims	HHSRS and condition assessment identifies hazards that could ground a claim

7. Compliance Assurance

Our Compliance Officer reviews every Property Health Check file to ensure completeness and accuracy. The compliance audit covers:

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- Gas Safety Certificate validity and tenant notification
- EICR validity and satisfactory result
- EPC rating against the minimum E standard
- Smoke and CO alarm compliance with the 2022 regulations
- Legionella risk assessment presence and adequacy
- Fire safety provisions (particularly for HMOs and properties with common areas)
- Deposit protection registration and prescribed information service
- How to Rent guide compliance
- Licensing requirement against the relevant borough's current scheme
- Tenancy agreement review for unfair or missing terms

Every finding is presented with a clear Red / Amber / Green (RAG) status:

STATUS	MEANING
Red	Non-compliant or expired; immediate action required
Amber	Approaching expiry, partially compliant, or requiring attention
Green	Fully compliant and current

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8. Why Property Intel

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DIFFERENTIATOR	WHAT IT MEANS FOR YOU
Comprehensive, not superficial	We inspect every room, audit every certificate, review every document. Nothing is assumed.
Evidence-based reporting	Every finding is supported by photographs, readings, or documentary evidence.
Prioritised recommendations	Each action item is rated by priority (Urgent, High, Medium, Low) with estimated cost and timeline.
Local expertise	We know Tower Hamlets and London. We know the licensing schemes, the council processes, and the local market.
Compliance-first mindset	Our Compliance Officer reviews every report before delivery. Compliance gaps are identified, not overlooked.
Independent and objective	We report what we find. Our assessment is not influenced by a desire to win ongoing management work.
Professional report standard	The report is formatted for clarity: executive summary, detailed findings, RAG status table, and appendices.
Actionable intelligence	The report is designed to be used, not filed. Every recommendation leads to a clear next step.

9. Pricing Positioning

The Property Health Check is a fixed-fee service. The fee is agreed at instruction and covers the complete assessment scope: property inspection, compliance audit, tenancy documentation review, rent benchmarking, HHSRS assessment, insurance review, report compilation, and debrief.

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There are no additional charges for individual assessment components. The fee reflects the professional time, expertise, and thoroughness required to deliver a report of genuine value.

Property Intel does not offer cut-price inspections. The value of this service is measured in:

- Compliance risks identified before they result in penalties
- Maintenance issues caught before they escalate into costly repairs
- Rental income optimised through data-led benchmarking
- Legal exposure reduced through documentation review
- Confidence gained through independent, professional assessment

For landlords with multiple properties, we offer portfolio pricing. Contact us for a tailored quotation.

10. Call to Action

Contact Property Intel to arrange your Property Health Check.

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Ready to understand the true status of your property?

Contact Property Intel to arrange your Property Health Check.

CONTACT METHOD	DETAILS
Telephone	07586479847
Email	contact@property-intel.co.uk
Website	property-intel.co.uk
Office	30 Churchill Place, London E14 5RE

We will confirm the scope, schedule the inspection, and deliver a report you can act on – within 10 working days.

No obligation. Independent, intelligence-led property assessment.

*Property Intel – Intelligence-Led Property Management
London | Tower Hamlets | Residential Lettings*

NEXT ACTION

Discuss this service

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

DOCUMENT OWNER	REVIEW CYCLE	CURRENT ISSUE
Head of Property Services	Bi-Annually	1.0
CLASSIFICATION	LAST UPDATED	PAGE COUNT
External -- Client-Facing	March 2026	22