PETER COX

raising standards in property preservation



Survey Report & Proposal

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4th March 2026

Reference No: ENQ782501
Sonning Golf Club
Duffield Road
Sonning
READING
Berkshire
RG4 6GJ

PROPERTY ADDRESS

Keepers Cottage Duffield Road
Sonning
READING
Berkshire
RG4 6GJ

Dear [redacted]

Following my survey of the above property on 23rd October 2024, I am pleased to enclose our Survey Report.

In accordance with your instructions, we have confined our inspection to the areas as indicated by you. If there are any omissions or if you believe that we have misinterpreted your survey instructions we apologise and if so we would be obliged if you could inform us as soon as possible so we can rectify any problems.

As soon as we receive your signed acceptance form, arrangements will be made to undertake the work.

This Survey Report has been sub-divided into convenient sections so that you may easily find details of the survey, our recommendations and any quotations as applicable as well as 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

Mark Alexander CSTDB

Advanced Surveyor
07554330346
mark.alexander@petercox.com

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PROPERTY DESCRIPTION

The property is a Detached Cottage.

THE SURVEY

In accordance with your specific instructions, we carried out a survey of the undermentioned parts of Keepers Cottage Duffield Road, Sonning, READING, Berkshire, RG4 6GJ on the 23rd October 2024. 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 Damp, 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 inspection it was sunny and dry. The temperature was approximately 15°C.

• The property is a two storey detached cottage.

• The property is South/East facing.

• At the time of the inspection the property was vacant.



• The external inspection of the property was limited to those parts that could be seen from ground level, within the boundaries of the property and from accessible public areas only; therefore various vantage points such as chimneys, roof coverings and windows etc. are limited accordingly.

• On visual inspection from ground level, several of the roof tiles appeared to be dislodged/missing.







• On visual inspection from ground level, the gutters appear to be clear of any debris.

• We advise you to arrange for a reputable contractor to check and maintain/clear as necessary all gutters and rainwater downpipes to ensure they remain free from any debris, and check and maintain/repair as necessary all external joinery timbers and roof coverings as part of a regular maintenance schedule.

• The rainwater down pipe to the front of the property appears to be damaged/dislodged.



• The external walls are not of masonry cavity construction and so no inspection was carried out for wall tie corrosion.

• Mortar point jointing generally to the property was noted to be in poor condition.

Visual evidence indicates a problem of penetrating damp due to defective pointing.







• Overgrown trees/foliage to the rear of the property appears to have caused some damage to the rear wall and windows to the rear of the property.

We were unable to fully inspect the rear wall due to lack of access.

Visual evidence indicates a problem of penetrating damp in this area due to

overgrown trees/foliage.











• There is no evidence of a damp proof course in the external walls.

A damp proof course (DPC) is a horizontal barrier of impermeable material placed in the base of a wall to prevent ground water passing into a building. Rising damp is generally regarded as being the result of a failure or absence of a damp proof course. This may lead to perished plaster, spoilt decorations, decay in skirting boards, structural sub-floor and other timbers.

• Suspended timber ground floors require ventilation to prevent an accumulation of moisture within the floor voids. This is achieved by vents built into the base of the main walls. There are existing air vents in the external walls, and it is important that all vents are kept open and clear of obstructions at all times.

It is also important that the sub-floor voids are kept clear of obstruction to ensure that a good flow of air is maintained to all areas.







• The external ground level is below internal floor level .

• There appears to be no additional external defects that would be contributing to any internal dampness.

• We would recommend that you engage a reputable building contractor to fully inspect and maintain/repair as necessary any external defects that are noted.

Internal Survey

Roof

Roof void

Exposed Beams / Framing Timbers

• Our inspection was restricted due to limited access to the roof void; therefore our recommendations are limited accordingly.



• Where inspection was possible evidence of infestation by Common Furniture Beetle (Anobium punctatum) was present to the exposed timbers.

This wood-boring insect is responsible for about 75% of all woodworm damage in this country and will attack softwood and hardwood.

Deposits of fresh frass were noted to the exposed timbers.













• Instrument readings at the time of inspection indicated the moisture content of the timbers was found to be below 20%. They are therefore not currently considered to be at risk of fungal decay.

Where inspection was possible no apparent evidence of attack by wood-rotting fungi was detected.

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.

• 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 Rights Act 2015.

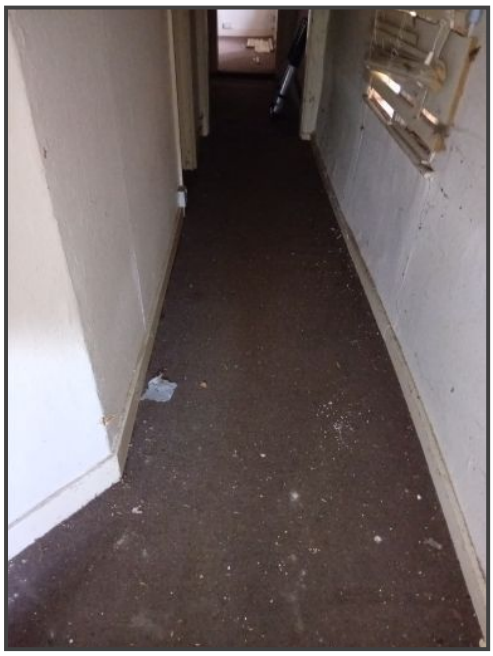
• No work required for the treatment of fungal decay.

First floor

Floor(s)

• Our inspection was restricted due to floor coverings and furniture; therefore our recommendations are limited accordingly.









Recommendations

• We would be pleased to undertake a further inspection if the appropriate arrangements can be confirmed with you.

Walls

• Moisture profile readings obtained with an electronic conductivity moisture meter were taken to all external walls where access was available at the time of inspection. Moisture levels were found to be below the threshold at which we would recommend any remedial damp proof treatments, except for the areas detailed below:





• At the time of our inspection visible signs of dampness, supported by moisture profile readings obtained with an electronic conductivity moisture meter to the rear wall indicated penetrating damp. This appears to be due to the external defects identified by our external inspection above relating to overgrown trees/foliage to the rear of the property.


431


230


258







Recommendations

• As mentioned prviously we would recommend that you engage a reputable building contractor to fully inspect and maintain/repair as necessary any external defects that are noted.

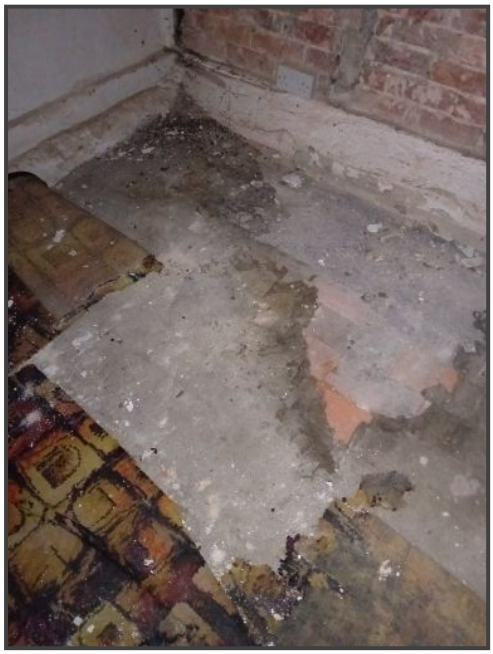
Ground floor

Floor(s)

• The floors to the left, middle and rear rooms are of solid construction and are not included in our survey.

The testing of solid floors to determine the presence and effectiveness of a suitable damp proof membrane falls outside the scope of our inspection due to the necessity for destructive drilling of the floor slab. We are therefore unable to give any warranty as to condition or performance of this element.

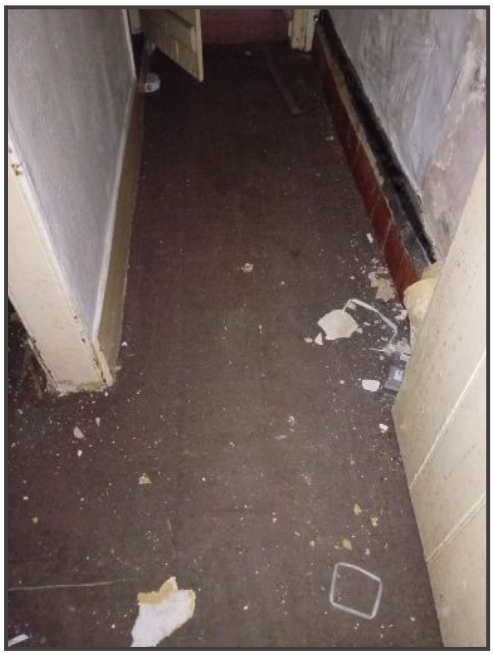






• Our inspection of the suspended timber floor sections was restricted due to floor coverings and furniture; therefore our recommendations are limited accordingly.











Recommendations

• We would recommend that you engage a reputable contractor to fully inspect the existing solid floor areas and undertake any floor replacement necessary.

Replacement floors should be to modern building standards incorporating a damp proof membrane (DPM) that should be sealed at the horizontal DPC level.

• We would be pleased to undertake a further inspection of the suspended timber floor sections if the appropriate arrangements can be confirmed with you.

Walls

• Our inspection was restricted in some areas due to fitted furniture (such as kitchen units); therefore our recommendations are limited accordingly.

• At the time of our inspection visible signs of dampness, supported by moisture profile readings obtained with an electronic conductivity moisture meter, indicated the presence of rising dampness to those walls indicated for treatment on the attached sketch. The rising dampness appears to be due apparent absence of an effective damp proof course.

Rising dampness is a common, naturally occurring phenomenon caused by moisture rising via capillary action into the walls. Most masonry building materials can be subject to rising dampness to varying degrees and, without suitable protection, your property can suffer from the problem. Effects can include unsightly mineral salts, moisture staining to decorative surfaces and, in severe cases, the breakdown of wall plaster due to salt contamination.

Our method of installing a new damp proof course will control rising dampness above the level of the newly installed damp proof course. However, it will not control dampness below this level.




26.9


43.1


68.3







• As the moisture rises from the ground into a wall, it carries with it soluble salts which may be deposited in the wall fabric and plaster, as the moisture

evaporates. Certain of these salts, in particular chlorides and nitrates, are hygroscopic; i.e, they are capable of attracting and absorbing moisture from the atmosphere when the relative humidity is high.

• Areas of plaster were noted with excessively high moisture levels, generally in poor condition and breaking down due to salt action.













Recommendations

• We will install a chemical damp proof course incorporating our Drywall Diffusion Process to those walls indicated on the attached sketch plan. This method of damp proofing is the most effective barrier to rising damp using a highly concentrated but non caustic water repellent cream.

Our damp proof course can be installed (subject to access) in solid or cavity walls from one side only of the wall to be treated, causing the minimum of disturbance.

Non-flammable and non-toxic material is used in the installation. There is therefore no fire risk, the property can remain occupied with a minimum of inconvenience to the occupants and will have no ill effects on you or occupants of the adjacent property.

• We will apply a Drywall plastering system to the walls marked on the attached sketch plan as follows:

a) Hack off wall plaster to a height of 1.2 metres and clear resultant debris from site.

NB. In hacking off plaster it is not unusual for dust to find its way to the remotest parts of the property.

We will take the precaution to minimise this nuisance where practical within the immediate area of our work but we respectfully suggest that you should also take some precautions to protect furniture and the like elsewhere in the property (if required, with prior notice our technician will be pleased to provide you with polythene sheeting, with our compliments).

No responsibility will be accepted by Peter Cox for cleaning or any damage caused by dust.

b) Re-plaster these areas strictly in accordance with our standard specification incorporating DryWall Salt Retardant Additive.

NB. After re-plastering, hairline cracking of the setting coat may occur. This will not be detrimental to the efficiency of the new plaster and should be made good when decorating.

PLEASE NOTE:

Upon removal of the existing wall plaster or render it may be discovered that an excessive amount of materials have been applied to bring the wall out to level. Under such circumstances additional labour and material costs will be incurred.

• In solid floor areas we will form the Drywall wall floor joint at the junction of the wall and floor as indicated on the attached sketch plan as follows:

Prepare the surface by removing any plaster remains and wooden plugs, pointing up any large holes or voids from below the line of the DPC.

Where the original plaster extends below the floor slab, this will be raked out,

cleaned and the void filled to floor level. A vapour proof slurry coating will then be applied to the wall-floor intersection up to the DPC installation level.

This jointing technique will considerably reduce moisture vapour condensing on both the underside of plaster work and the rear surfaces of skirting boards, extending their life span.

• Where our work is to be carried out internally we will remove the necessary skirting boards, for subsequent re-fixing or renewal by the client following completion of any treatment work.

Decayed, or skirtings found to have high moisture contents should be renewed, and adequately protected prior to fixing.

A separate quotation to supply and fit renewed skirtings can be provided upon request.

• GUARANTEE

Upon completion of the contract our 20 Year Guarantee will be issued, protecting you against the recurrence of dampness rising through our damp proof course, 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 (including replastering) undertaken by Peter Cox are excluded from any treatment guarantees issued, you will of course be protected by your statutory rights under The Consumer Rights Act 2015.

Customer Instructions

You should arrange for the following preparatory work to be undertaken in the treatment areas, as stated below and/or as identified on the attached sketch. This should be completed prior to our arrival on site.

Please note - If any of preparation work detailed in this report is not carried out prior to our arrival, we may be unable to start work this could result in an aborted visit fee.

The client is to arrange for any obstructions (such as furniture/stored items) to be removed from the treatment area(s) prior to work commencing.

The client is to arrange for any electrical sockets, telephone sockets and cables in the treatment areas to be removed / isolated.

The client is to arrange for any radiators including associated pipework/plumbing in the treatment areas to be removed.

Where work is to be completed internally, the client is to arrange for any carpets / floor coverings in the treatment area(s) to be removed / rolled back / covered.

Please arrange for the required Listed Building consent to be obtained prior to works commencing. Please forward me the approval email/ documents you are provided for our works to proceed.

Where necessary the client is to arrange for a temporary parking permit / arrange suitable parking for technicians during the course of any work carried out.

Where necessary the client is to provide an adequate location as close as possible to the property for a skip to be situated during the course of our treatment work.

Appendix - Floor Plan



NOTES

• For specialist work a certificate of guarantee will be provided when the work has been completed and the account paid in full.

• After the installation of a damp proof course the wall will contain a considerable amount of water, which must dry out. The rate at which a wall dries out is dependant on various factors such as the nature, porosity and thickness of the walling material, hygroscopic salts content and the wall finishes. Generally a wall will dry out at a rate of 1 month for every 25mm of thickness. Externally rendered, coated or painted walls may take considerably longer to dry out.

• 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.

• 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.

• Where carpets are removed during our work, they will be loosely re-laid on completion of our work. You will arrange for the carpets to be securely fitted at a later date.

• The work that we carry out to your property especially the removal of plaster, may result in dust finding its way into the remotest parts of the property. We will take reasonable precautions to minimise this problem wherever practical in the area of our work, and we recommend that you should also take sensible steps to protect furniture, and your other belongings elsewhere in the property. If requested our technicians will be pleased to provide you with polythene sheeting, with our compliments, for your use. We regret that we can take no responsibility for cleaning or for any damage caused by dust.

• Following plastering works, a temporary decoration such as a matt finish vapour permeable emulsion paint can be applied when the new plaster has dried out, usually in about two to four weeks after application. Final decoration should be delayed for at least a year, and the use of impermeable coatings such as gloss paint or impermeable wall coverings should be avoided.

• IMPORTANT
The extent of this report is limited to the areas of the property which the surveyor was instructed to view on the day of the visit. No responsibility or liability whatsoever is accepted for issues which were unobservable on the day of the visit or for areas of the property not made available for observation.

Please note that this report is confidential. The report has been produced by the surveyor on behalf of Peter Cox Ltd, specifically for the stated recipient of this report (the Customer), for their sole use alone. The contents must not be disclosed to any other party without the express permission of Peter Cox Ltd which must be obtained in writing.

Peter Cox Ltd shall have no duty of care beyond that owing to the Customer. Under no circumstances shall Peter Cox Ltd be liable for any reliance by any party, other than the Customer, on the information contained within this report.

This report is provided strictly subject to the Peter Cox Ltd standard terms and conditions.

This report is based on professional opinion. It is not a guarantee or warranty.

Where the cost of the proposed works exceeds £1,500, our acceptance of your instruction to proceed with these works is subject to appropriate credit checks being obtained first.

Where applicable, our Technicians will make use of a dust extraction unit.

The unit will be placed centrally within the work area and will extract airborne dust particles from the atmosphere that will be created from our works, meaning less clean up and a reduction in the dust particles moving throughout your home.

The presence of airborne dust particles is an inhalation risk so the use of the unit will minimise exposure to our technicians and customers.

Please note that the unit will not remove all dust from the work area and the client should still take precautions within the property to prevent dust travelling to remote areas and we shall be pleased to provide assistance as required.

The health and welfare of our site teams and customers is of paramount importance to us, together with protecting our customers' properties, and the use of a dust extraction unit further confirms our commitment to the highest levels of

customer service.

No allowance has been made to replace any wall tiles removed or damaged by our work.

Existing or renewed internal or external plaster/render should not be allowed to form a 'bridge' over the damp proof course. Wall plaster/render should stop above the line of the damp proof course, unless of a waterproof nature.

IMPORTANT INFORMATION – Client to Note
In the event of a re-infestation, the guarantee will provide for us to carry out chemical treatment to the affected areas only. The client should also be aware that ‘post treatment emergence holes’ may be observed for up to 3 years after any woodboring insect treatment.

No allowance has been made in our quotation for the removal and/or subsequent replacement of any electrical, plumbing or other services etc., necessary for the undertaking of our work.

Where our survey was restricted our examination and findings are necessarily curtailed. We will be pleased to carry out another inspection when notified by you that full access is available.

A supplementary report could then be submitted together with a covering specification and quotation if applicable.

We draw your attention to the need for you to remove fittings, floor coverings etc. from the treatment areas prior to our arrival on site.

In the event you or your employees, tenants, agents or contractors fail to allow access, or provide proper instructions to Peter Cox and/or its nominated subcontractor Peter Cox shall be entitled to charge you at a rate of £450 for; (a) any wasted journeys; (b) failure to keep any appointment; (c) delays in carrying out the work; or (d) cancellations.

• 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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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;

PETER COX LIMITED STANDARD TERMS AND CONDITIONS

(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.

8.2 To end the contract, please contact the local service office on the telephone number or e-mail address set out in the quotation. Please provide your name, home address, details of the order and, where available, your phone number and email address.

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.

9. STATUTORY RIGHTS TO CANCEL

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

9.1 **If this applies,** then under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 you have a legal right to change your mind within 14 days.

9.2 Because you have this legal right to change your mind, we will not provide the Works to you until after the 14 day period has expired (the "Cooling off period").

9.3 If you believe the Works are urgent and you would like us to commence the Works during the Cooling off period then you must sign a waiver giving us permission to start early.

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.

9.5 If you are ending within 14 days of signing the contract under paragraph 9.2, please complete the cancellation form at the end of the order form or contact us on the number set out in the quotation

10. OUR RIGHTS TO END THE CONTRACT

10.1 We may end the contract for works at any time by writing to you if:
(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.

10.2 If we end the contract in the situations set out in paragraph 10.1 we will refund any money you have paid in advance for the Works we have not provided but we may deduct or charge you reasonable compensation for the net costs we will incur as a result of your breaking the contract.

11. IF THERE IS A PROBLEM WITH THE WORKS

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.

11.2 If you believe there is a fault or problem with the Works we have provided, then you must contact us promptly so that we have an opportunity to fix the problem. If you fail to give this opportunity and instead use another company then any additional charges or losses you have suffered will not be recoverable from us.

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. OUR LIABILITY FOR LOSS OR DAMAGE SUFFERED BY YOU

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.

12.2 If we are undertaking Works in your property, we will make good any damage to your property caused by us but our total liability to you arising from the damage will be limited to twenty thousand pounds (£20,000). We shall not in any circumstances be liable for any (a) costs of repairing any pre-existing faults or damage to your property that we discover while providing the Works; (b) loss of profits, economic or financial loss, loss of sale or business, loss of use or business interruption, loss of goodwill; or (c) indirect or consequential loss.

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. HOW WE MAY USE YOUR PERSONAL INFORMATION

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.

13.2 If you do not wish to receive marketing information from us you can opt out here: opt-out@petercox.com. We will continue to send you communications as necessary for the performance of the contract and/or the services we are providing to you.

14. OTHER IMPORTANT TERMS

14.1 We may transfer our rights and obligations under these terms to another organisation.

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.

14.3 This contract is between you and us. No other person shall have rights to enforce the terms.

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.

14.5 If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaking this contract, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date.

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.

EXPRESS REQUEST TO COMMENCE THE DELIVERY OF WORKS EARLY

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……...

Peter Cox Ltd Client Information

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. 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

PETER COX
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 CHAS, Constructionline and Safecontractor approved.

Trustmark
Peter Cox is an approved contractor under the TrustMark Scheme.

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

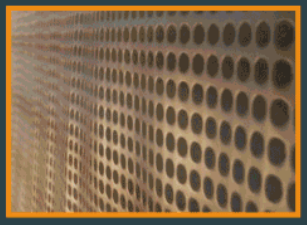
Which? Trusted trader

Raising Standards in Property Preservation Since 1951

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
Uxbridge

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