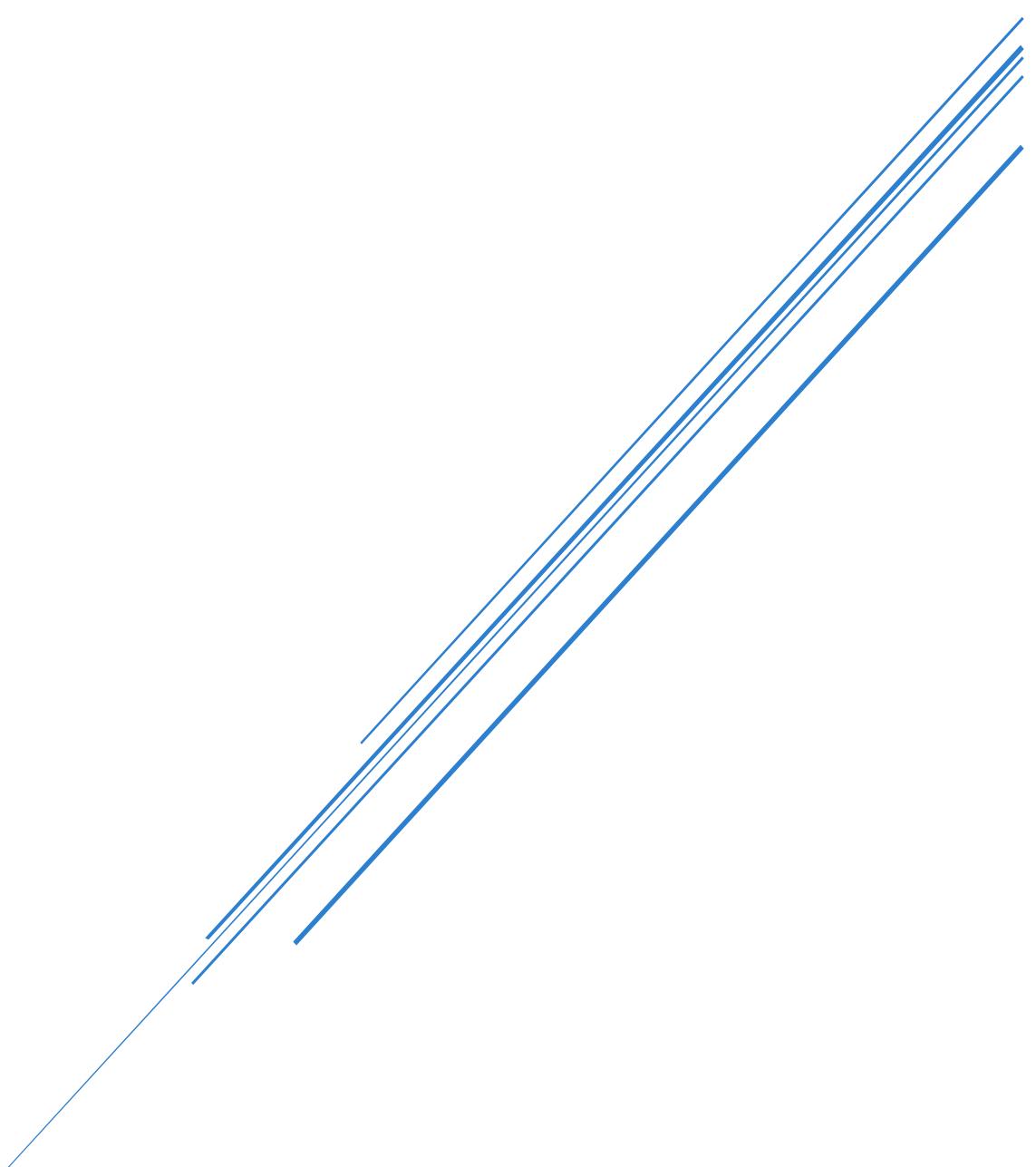


You View Report

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Smart Viewing for Smart Choices

Table of Contents

<i>Disclaimer for ViewForYou Property Viewing Services</i>	2
<i>Viewing Service (3 bedroom property 30 mins, 3+ bedroom 45 mins)</i>	7
Exterior Assessment (front)	7
Interior Assessment	7
Garden and Outdoor Spaces (Back End)	8
Parking	8



Smart Viewing for Smart Choices

Disclaimer for ViewForYou Property Viewing Services

General Disclaimer:

ViewForYou excludes all liability or shall not be held liable, as clients must conduct further investigations. This Report is intended as an initial guide and should not be solely relied upon for purchasing or renting a property. Clients must conduct further investigations and seek professional advice from certified surveyors, valuers, and legal professionals.

The YouView service is provided as a live, interactive virtual tour conducted via a video call allowing clients to direct the viewing process in real-time. This service is intended as a supplemental tool for property viewing and should not replace physical inspections, professional advice and should not be solely relied upon for purchasing or renting a property. Clients must conduct further investigations and seek professional advice from certified surveyors, valuers, and legal professionals.

Scope of Services:

ViewForYou provides property viewing services with four tiers:

1. **Essential View:** Basic report and video walkthrough.
2. **Enhanced View:** Intermediate report with detailed observations and video walkthrough.
3. **Premium View:** Advanced report with comprehensive observations and video walkthrough.
4. **YouView:** Virtual tour conducted via video call.

YouView offers a personalised virtual tour where clients can interact directly with the viewer, ask questions, and request to see specific aspects of the property. The client controls the pace and focus of the viewing, making it a dynamic and client-specific experience.

Qualifications:

Our viewers are self-employed freelance contractors, meaning they are separate entities and are not certified surveyors or valuers. They are trained to provide visual inspections based on their judgement at the time of viewing. Their training includes:

1. Basic Property Inspection Techniques:
 - Identifying key property features and potential issues.
 - Understanding common property defects and signs of wear and tear.
2. Health and Safety Protocols:
 - Safe access and navigation of various property types.
 - Identifying and avoiding hazardous areas and materials.
3. Measurement and Estimation:
 - Using tools to measure rooms and spaces accurately when necessary.
 - Providing rough estimations of property dimensions.

4. Customer Service and Communication:
 - Effective communication skills for providing clear and concise reports.
 - Addressing client queries and providing support during the viewing process.
5. Use of Technology:
 - Conducting video walkthroughs and virtual tours using appropriate equipment.
 - Handling and interpreting data from property agents.
6. Legal and Ethical Standards:
 - Understanding the legal limitations of non-certified property inspections, including:
 - The lack of authority to provide professional valuations or in-depth structural assessments.
 - The limitation to visual inspections without testing of systems (electrical, plumbing, HVAC, etc.).
 - The requirement to clearly communicate the scope and limitations of the inspection to clients.
 - Adhering to confidentiality and data protection regulations.
- Training and Expertise: Our ViewPros are trained to effectively follow client directions and cover requested details during live calls. They provide visual insights based solely on visible conditions. It is important to note that ViewPros do not hold certifications in specialized fields such as structural engineering, legal advisement, or system-specific evaluations.
- Scope of Responses: ViewPros are instructed not to provide assessments or answers in areas requiring certified professional expertise. If clients pose questions that fall outside the visual scope or require specialized knowledge, ViewPros will refrain from giving opinions or advice. They are advised to suggest that clients seek expertise from qualified professionals for such inquiries.
- Limitation of Responsibility: Any guidance or information provided by ViewPros is based on their visual observations and general knowledge only. ViewForYou is not liable for any advice given by ViewPros on matters requiring certified opinion. The responsibility for obtaining professional advice on such matters rests solely with the client.

Report Content:

Reports may include:

- Rough estimations of measurements
- Video walkthroughs
- Information provided by property agents.

Reports are based solely on visible conditions during the visit. No systems, appliances, or structural elements are tested or verified.

Exclusions:

The following areas and systems are not inspected:

- Dangerous or difficult-to-access areas (e.g., attics, cellars)
- Fire alarms, security systems, electrical items, gas appliances, plumbing systems.
- Obstructed views (items will not be moved)

Limitations:

- Reports provide approximate guidance only.
- Measurements and descriptions are rough estimations.
- No responsibility is taken for hidden defects or conditions not visible during the inspection.

Liability:

- ViewForYou endeavors to ensure the accuracy of the reports provided, however, it is not liable for any inaccuracies or omissions to the maximum extent permitted by law. Clients are encouraged to undertake their own due diligence, including professional surveys and legal advice. The Consumer Rights Act 2015 applies, ensuring that terms and conditions meet statutory requirements designed to protect consumers.
- ViewForYou is not liable for omissions or errors based on real-time viewing limitations or client-directed focus areas.
- Clients are encouraged to verify information received during YouView sessions through independent professional advice.

Japanese Knotweed:

ViewForYou's services do not include the identification or confirmation of the presence of Japanese Knotweed. Our viewers are not qualified to identify or assess the presence of this invasive plant species. As such, no liability is accepted for any property transactions that proceed with or without knowledge of the presence of Japanese Knotweed. Clients must carry out their own investigations and seek professional advice regarding the presence of Japanese Knotweed before proceeding with any property transactions.

Any requests for identification or confirmation of Japanese Knotweed by ViewForYou will not incur liability to ViewForYou or its viewers.

Client Responsibilities:

- Directing the viewer to areas of interest and concern during the live video call.
- Asking pertinent questions to obtain necessary information during the viewing.

Clients should use the reports as a preliminary guide and are advised to:

- Conduct their thorough investigations.
- Seek professional advice before making any property decisions.

Real-Time Interaction:

- Clients should be aware that the quality and extent of the viewing may be affected by technical issues or limitations in real-time communication.

- ViewForYou ensures that viewers are equipped to handle and troubleshoot minor technical issues but cannot guarantee uninterrupted service quality.
- In the case that a viewing service is interrupted due to technical difficulties or any other reasons that are at no fault of the client, the client shall be eligible to a full refund or a free “Enhanced View Report”.

No Fault of the Client:

- Technical failures of ViewForYou’s equipment: issues related to our equipment that impact the quality of service.
- Connectivity Issues: Connectivity issues on the ViewPro’s side such as service or network disruptions.
- Viewer Error: Mistakes or oversight by the ViewPro such as navigating to the wrong property or miscommunicating information.

In these scenarios, the client is eligible for a refund or a Complimentary Enhanced View service.

Fault of the Client:

- Client’s poor connectivity: Issues due to inadequate internet speed or stability on the client’s end that prevent a clear video call.
- Client’s Equipment Failure: Problems with the client’s own hardware or software that impair the viewing experience.
- Unpreparedness or Misuse of the Service: Client failure to follow scheduled viewing times, inappropriate use of the service, or inability to guide the viewer effectively during the call.

In these scenarios, the client is not eligible for a refund or Complimentary Service

External Factors (Case-by-Case Basis):

- Severe Weather Conditions: Extreme weather impacting internet connectivity or viewer safety, potentially on either side.
- Unexpected Legal or Political Disruptions: Such as new regulations or strikes affecting service provision.
- Technical Failures of Third-Party Services: For example, widespread outages affecting major internet service providers or software platforms crucial to the viewing.

In these scenarios, ViewForYou retains the right to review these and if deemed to be no fault of the client, may receive a refund or a Complimentary Enhanced View Service, at the discretion of ViewForYou.

Responsibilities of ViewForYou (Guarantees and Limitations):

- Guarantees: ViewForYou ensures all viewers are equipped and trained to manage minor technical issues and will strive to resolve such issues promptly.

- Limitations: While minor technical disruptions are managed, major unforeseen issues like server outages or software bugs may not be immediately resolvable and are subject to the terms of service regarding disruptions.

Add-Ons:

In our YouView service, every session is tailored to the specific needs and interests of the client through direct, real-time interaction with our ViewPros. Unlike our other services, YouView does not feature standard add-ons because clients have the flexibility to explore any aspect of the property during the live session. Clients are encouraged to prepare questions and areas of focus beforehand to fully utilize the potential of this personalized viewing experience.

This approach maximizes the value and efficiency of each session, ensuring clients receive the information most relevant to them without the need for predefined service enhancements.

YouView Session Duration Guidelines:

To ensure efficiency and maintain the highest quality of our interactive property viewing services, YouView sessions are subject to the following time constraints:

- Properties with 3 Bedrooms or Less: Sessions will be capped at 30 minutes. This duration is typically sufficient to provide a comprehensive overview of smaller properties, allowing clients to explore key areas and address specific questions effectively.
- Properties with More than 3 Bedrooms: Due to the larger size and complexity, sessions for these properties are extended to a maximum of 45 minutes. This additional time allows for a more detailed exploration of the property, ensuring all significant aspects are covered.

Maximizing Your Session: To make the most of your YouView session, we recommend that clients prepare a list of priorities and specific questions beforehand. This preparation helps in focusing the session on the areas most important to you and ensures that your most pressing concerns are addressed within the allotted time.

Session Extensions: Clients reserve the right to extend their YouView sessions beyond the initial 45 minutes, if available. Extensions can be made in 15-minute increments at a cost of £10 per 15 minutes. This option allows clients to delve deeper into the property details or to explore additional areas not covered within the standard session time.

Adjustments and Accommodations: We strive to accommodate the unique needs of each client. If you believe your viewing requirements might exceed the standard time limits due to special circumstances, please contact us in advance to discuss possible adjustments. We are committed to providing a tailored viewing experience that meets your needs while respecting the constraints of scheduled viewings.

Legal Compliance:

This disclaimer and our services comply with UK law. All personal data handling complies with GDPR. For more details on our data handling practices, please refer to our Privacy Policy.

Governing Law:

Any disputes arising from our services will be governed by the laws of England and Wales, applying to both the interpretation and enforcement of these terms.

Viewing Service (3 bedroom property 30 mins, 3+ bedroom 45 mins)

Information on Property Details will be included in a form after the video call is complete, and the report will be sent to the client. If any comments were made during the viewing, that are worth noting, such as any damage, for example, this will also be included in the report. The service otherwise is predominantly video call based.

The following viewing service is purely an example of what the video call may go through, however, the client reserves the right to coordinate the viewing during the video call.

Property Details

Name:

Contact Information:

Date of Viewing:

Property Address:

Asking Price:

Property Type (House, Apartment, etc.):

Furnished?

How many floors?

Exterior Assessment (front)

Video call will start off showcasing the external view of the property, showcasing any external features, outbuildings, etc.

Interior Assessment

Video call will then be directed to go into the property viewing, every single floor(s).

Specific Rooms

Whilst viewing the interior of the property, the call will focus on specific rooms such as those described below:

Kitchen

Living and Dining Areas

Bedroom(s)

Bathrooms/Toilet (ensuite and detached from bedroom):

Once the interior is completed the video call may then showcase:

Garden and Outdoor Spaces (Back End)

Parking

Ends.