



Building Condition Report

On the Property

Situate and Known As

**Units F13, F14/15 & D8 Fieldhouse Industrial Estate
Rochdale
OL12 0AA**



Prepared on behalf of:

Bizspace

Prepared by:

**Roger Hannah Ltd
Chartered Surveyors
Century Buildings
14 St Mary's Parsonage
Manchester
M3 2DF
Tel: 0161 817 3399**

Date:

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Revision:

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1.0 INTRODUCTION AND INSTRUCTIONS

In accordance with instructions received from Andrew Ainsworth from Bizspace, we confirm that an inspection of the above-mentioned property was undertaken on Tuesday 24 January 2023, by James Rowcroft BSc (Hons) MRICS, to provide a report on the current condition of units F13, F14/15 and D8 Fieldhouse Industrial Estate, Rochdale.

We hereby submit this Building Condition Report prepared in accordance with our standard terms of engagement, a further copy of which is included at Appendix 3.

2.0 SURVEY

Our inspection was visual in nature only and we did not open up any part of the building for inspection.

We have not commissioned or instructed inspections or investigations in relation to hazardous or deleterious materials.

We have not commissioned or instructed any inspections or tests in relation to the mechanical or electrical installations.

We jointly inspected the property with Lester Smith of CCS Consulting (structural engineer). CCS assessed the buildings from a safety perspective and provided on site commentary, which we have used for the basis of our report.

The property was inspected both internally where accessible and externally from respective floor and ground levels only. As no parts of the property were dismantled or in any other way opened up, we must therefore state that we have not inspected any timber or other parts of the property which were covered, unexposed or inaccessible and cannot report that such are free from rot, beetle or any other defect.

The following areas were not/could not be inspected:

- Areas concealed or hidden by the Tenant's fixtures and fittings.
- Below ground drainage pipework.
- Tenanted areas and units which were mainly inaccessible at the time of inspection.

Inspection of the roofs was limited to viewing from ground floor level and from available vantage points at distance.

Inspection internally to unit F14/15 was undertaken with torch due to no power being available within the unit.

Please note that the contents of the report are confidential and must not be divulged to any third party other than your own professional advisors without our specific written consent. Any third party relying upon the report, or any part thereof does so entirely at their own risk.

Please note that all reference in this report to "left" or "right" is taken looking from the front of the property towards the rear.

3.0 DESCRIPTION AND BACKGROUND

Fieldhouse Industrial Estate is based 2 miles North of Rochdale Town Centre and within 3 miles of junctions 20 and 21 of the M62, which provide easy access to Manchester Town Centre (12 miles), Leeds (32 miles) and Liverpool (37 miles).

The nearest railway station is Smithy Bridge, circa 1.7 miles away with the Rochdale rail and tram stations located approximately within 2.7 miles of the site.

The site consists of a range of different types of buildings, which are sub-divided into a series of blocks ranging from blocks A to F, and which are sited within a series of shared yards and grounds externally to cover the full extent of the site.

Unit D8 was constructed around the 1960's and is generally consist of steel framed buildings with part brick-built cavity walls and part clad with vertical profiled sheet steel and asbestos cement cladding. Blockwork internal dividing walls, timber and steel personnel and loading bay doors. All under profiled asbestos cement roof coverings.

Units F13 is a low height warehouse building. The building structure is of solid one brick thick walls. Two dual pitched, timber trussed roofs with a central valley gutter, the trusses bear onto brick piers. The roof is covered with slate and Georgian wired roof lights. The building is served with a roller shutter door to the front elevation and has timber single glazed windows. We estimate that the building was constructed around the 1930's / 1940's.

F14/15 consist of a combination of older single and 2 storey mill / warehouse buildings. The building is a pre-war construction and consist of concrete framed with solid brick-built walls, timber doors and windows, external steel / cast iron escape stairs and shared circulation corridors, stairs, services to other units within the same block. All under a combination of flat (assumed) asphalt deck to the two-storey building.

4.0 ACCOMMODATION AND TENURE

The site is situated within an area of mixed industrial and residential properties, with residential housing developments evident to the immediate areas surrounding the site.

The units in which the report relates to are in poor condition and are vacant and unoccupiable in their current condition.

We have not inspected any documents of title or leases and for the purposes of this report we have assumed that the subject interest is unencumbered and free from any unduly onerous or unusual easements, restrictions, outgoing, covenants or rights of way.

5.0 ENVIRONMENTAL MATTERS

We have not been provided with an Environmental Assessment and therefore cannot comment on any potential material effect upon the property.

A cursory search Coal Authorities Interactive Map identifies that the property is within a coal mining reporting area. We recommend a precautionary coal mining search be raised.

A cursory search on the Environmental Agencies flood map identified the property is classed as low risk of flood from river, water courses and surface water. Meaning a there is a less than 0.1% chance of flooding from rivers and seas each year and a risk between 0.1% and 1% each year of risk from flooding due to surface water.

6.0 CONTAMINATION

We are not aware of the content of any environmental audit or other environmental investigation or soil survey which may have been carried out on the property and which may draw attention to contamination or the possibility of any such contamination. We have not carried out any investigation in to past or present uses either of the property or of any neighbouring land to establish whether there is potential for contamination to the subject from these uses or sites and have therefore assumed that none exists.

We have not been provided with an up to date asbestos management plan or survey for the property and as such, the presence of deleterious materials such as asbestos should be assumed until a report is made available.

9.0 CONDITION SURVEY

Unit F13

Unit 13 is in a very poor condition, part of the dual pitched roof to the left of the property has already collapsed / fallen into the building, the front mono pitched roof is severely bowing and has only been prevented from full collapse by temporary internal support. However more concerning relates to two parts of the building which are in danger on imminent collapse:

The first area in danger of collapse is the rear section of the building, whereby two roof trusses and associated tie beams have slipped off their padstones, with the purlins / roof spread forcing the right elevation wall to rotate outwards towards the road – these trusses will continue to slip down the masonry and are at increased risk due to their exposure to water ingress and location directly adjacent the road where articulated lorries regularly pass and cause vibrations. In addition to the failed truss supports, the purlins which connect to the trusses to the gable wall are deteriorated to the extent that they are not providing lateral restraint to the gable, with the upper section of the wall rotating in towards the building and is also in danger of collapse. It is worth noting that this gable elevation has historically been re-constructed.

The second location which poses significant health and safety concern is to the front right corner of the building. Vehicular impact damage has already occurred to this section of the building, with the front window and surrounding sections of brickwork having been forced into the building. Connected to this brick elevation, at the corner of the building is a column, which is supporting one end of a steel beam, which in turn is connected to / supporting a live gas main. The bowing mono pitched roof as indicated in the first paragraph of this section of the report also ties into the brickwork which is tied into the column, the head of this wall is rotating in towards the building and has only been prevented from collapse by the internal temporary support previously mentioned. If the column collapses the live gas main will be taken down with it.

In both above cases, the building is in danger of imminent collapse. Heras fencing has been installed to the perimeter of the building to create an exclusion zone. However, the site security told us that the lorry drivers keep moving the fencing back towards the building to give themselves more space to turn the bend in the road, this brings the vehicles perilously close to the corner of the building which is already in danger of collapse.

The remainder of the building is generally in poor condition with water ingress / staining and efflorescent prevalent in numerous locations both to the external and internal walls. Around 30% of bricks are either spalled or have open mortar joints to the right elevation. Vegetation growth to this elevation is prevalent also. Timber framed windows are deteriorating with elements of rot and lintels are rusting.

Internally the building is unoccupiable given that a large proportion of the roof has collapsed into the building and there are temporary supports at the entrance of the building. In addition, there is a large amount of vegetation and efflorescent staining to the brickwork, with active plant growth where the roof has collapsed. The floor is covered with guano. We estimate that around 25% of the roof has collapsed and if the roof were to be reconstructed the entire roof would require installation of insulation to bring this up to current Building Regulations standard.

Mechanical and electrical systems are not operational, and we assume have been disconnected from the main incoming supplies.

Unit 14/15

This unit is in poor condition and is uninhabitable in its current condition. Heras fencing has been installed to the perimeter of the building to try to prevent unauthorised access.

We have not accessed the roof, but this has been deemed unsafe based on the internally dilapidated condition of the soffit. Significant amounts of standing water is present to both the 1st floor and the ground floor, where water has seeped from the roof, onto the 1st floor slab and into the ground floor. Internal inspection revealed that the roof is a terracotta pot and concrete beam construction. This construction is in very poor condition with around 25% of the 1st floor soffit and 10% of the ground floor soffit having either spalled or being temporarily protected with under boarding, in places the debris from the spalled terracotta filler blocks has caused the temporary protection to fall – there is a large amount of terracotta debris from the soffit on the 1st floor generally. In the areas where spalling has occurred, concrete from the tee-beams has also spalled exposing the steel reinforcement. We suspect that carbonation of the reinforcement is more widespread and could only be fully known by way of a close-up hammer test inspection. There are areas where further spalling material is waiting to fall into the warehouse and poses a health and safety risk.

In addition to the spalling concrete to the t-beams, the main structural frame (beams and columns) are suffering as a result from the water ingress by way of carbonation to the encased reinforcement. 24no columns are present to, with all but 4no having either spalled or cracked, in the worst locations the full face of the height of the columns have spalled to reveal the full grid of reinforcement.

The left elevation internal wall (both 1st and ground floor) is saturated and has affected the masonry with algae growth and to the extent that mortar has softened and now requires repointing. The water ingress has also caused rusting to the internal rainwater pipes in a few locations. Some windows have become so saturated externally that the internal elements of the frames are now rotten.

Externally the building has a concrete ring beam around the external walls above ground floor windows and above first floor windows. These ring beams have regular areas of spalled concrete and exposed reinforcement. Above the 1st floor ring beams, the parapet wall has a render finish which is also in poor condition being spalled / de-laminated through the entire building. The brick mortar joints are clearly visible through the render and there are elements of the render ready to fall causing a significant health and safety risk.

Open mortar joints which require repointing are present to the entire rear elevations, the mortar is in better condition to the front and right elevations, with around 10% of in poor condition and requiring repointing.

Windows and doors are generally in poor condition with rotten timber frames consistent throughout. A number of these also have broken, missing or boarded over glazing panels. The rear windows have rusted (and one missing) lintels. Both the front entrance door and the rear fire escape door have warped and are extremely difficult to open / close. We did not test the roller shutter access door to the right elevation.

Whilst there is currently no power available within the unit, incoming supplies and meters to other parts of the building are located at first floor level and have been sheeted over with tarpaulin to protect them from dripping water. The power feed runs across the centre of the 1st floor unit and is at risk of being hit from falling debris.

Unit D8

We have inspected the unit which we understand was fire damaged in 2019. The fire was located in the rear left corner of the main warehouse, but flashed over the underside of the roof space when the service shutter was opened.

Around 10% of the asbestos cement roof covering to the main warehouse roof is missing and open to the elements, with smoke damage to a large proportion of the remainder of the roof. The structural engineer has reported that the bracing is damaged beyond repair and that the whilst the roof trusses have not been closely inspected they are also likely to be in a condition which would require repair. The steel work of the roof is generally of an old design being metal angle braces, with mechanical damage present not only in the location of the fire, but also above the area of the roller shutter.

Structural columns were noted to be deteriorating, with rust evident in numerous location – notably in the location exposed to the elements and in locations to the lean-to side extension. It should be considered that the columns in the location of the fire may also be damaged at head of the wall, but only closer inspection would confirm this.

The condition of the remaining asbestos roof covering is generally poor and given the age of the building, we expect that the asbestos cement is life expired. The roof is further leaking at the perimeters, most likely from defective gutters – water staining to the walls is clearly visible, notably around 75% of the right party wall being saturated. Roof lights run the length of the unit either side of the ridge and are single glazed Georgian wired glazing, many of these roof lights are cracked and are in poor condition. The roof above the lean-to extension to the left of the main unit also has an asbestos cement roof which is holed, in poor condition and allowing water into the below space.

The walls of the unit as indicated above are water stained and in locations where sunlight is present due to the missing roof covering, vegetation growth has taken hold of the blockwork. Smoke staining is also present to the walls around the location of the fire, albeit that the walls appear unaffected in any other manner from the fire. The walls to the lean-to extension are part brick, part metal cladding, these walls are in poor condition, with brickwork being saturated in locations.

Asbestos cement panels are present internally to the front and rear elevations above eaves level. The metal cladding to the front elevation is in a poor condition, being impact damaged in various locations.

Due to the building being open and providing shelter for wildlife, the floor slab is thickly covered with guano and dead pigeons. The presence of the guano provides a potential health hazard for anyone working in the space. The floor to the lean-to slopes downwards towards the left elevation.

Externally the rear elevation is clad with asbestos cement panels which are in a very poor condition. Whereas the front and side elevations are clad with profiled metal sheets, but these are impact damaged in most locations and are in a very poor condition. We noted that the left elevation has a missing gutter to the length of the building.

The right elevation is a party wall to the other units forming unit D8. We undertook a limited and brief inspection of this unit as this unit is in poor condition with asbestos warnings present. The roof is in poor condition with missing roof lights and leaking asbestos cement roof panels. The party wall is saturated with vegetation growth present due to leaking and poorly maintained gutters.

10.0 RECOMMENDATIONS

Unit F13

The condition of the building has raised serious concern for public safety, firstly given the location of the leaning wall which is no longer supporting the failed roof trusses and secondly due to the damaged section of the building which is still supporting a live gas main. The passing of HGV's exacerbates the issue and potential for collapse. We recommend that the building is demolished as a matter of urgency.

The cost to repair the building is not feasible given the condition that the building is in. The roof and most walls would be required to be taken down to ensure public safety. Once demolished, rebuilding would be required to be undertaken to the standard of the Building Regulations. We estimate the cost to demolish the building would be around £40,000 - £50,000, whereas renewing the roof alone (i.e. excluding remedial repairs to the walls, windows and services etc) would be around double this figure. To re-build the structure complete (excluding demolition), the cost would be £245,000.

Unit F14/15

Due to the loss and deterioration of the terracotta filler blocks and the poor condition of the concrete tee-beams to the roof, repair works are not suitable and full renewal is required, including renewal of the roof deck / structure. The ground floor structure to the 1st floor is possible to salvage, but a modern alternative would have to be used and a full hammer test would be required to be undertaken. To undertake this work structural supports to the walls and first floor slab will be required along with installation of a crash deck to take down the structure.

We envision that temporary works alone will be a significant cost and would need to be designed by a specialist temporary works engineer and recommend that if repairs are to be undertaken, advice from a specialist engineering contractor is sought.

In terms of remedial works we estimate that the following sums will be required to bring the building into a safe, wind and watertight condition:

- Temporary works support and access - £100,000
- Redivert electrical incomers (to other demises) - £12,000
- New roof structure and covering - £217,000
- First floor slab / ground floor soffit repairs - £65,000
- Internal and external concrete repairs to frame - £100,000
- New PVC framed windows - £33,500
- New pedestrian doors - £3,000
- Brick work and mortar repairs - £25,000
- Prelims @ 12% - circa £67,000
- **Total = £622,500**

The above are indicative costs only and exclude fees and VAT and are necessary works required to bring the building into a wind and watertight condition, we expect that additional works would be required to make the unit occupiable. We suggest a guide price of around £700,000 (plus demolition costs, fees and VAT) to construct a new warehouse of similar size from new, should the decision be made to demolish and reconstruct.

We suggest that given the current column layout, repairing the warehouse may not prove viable;

aside from the difficulties which will be encountered to repair the roof and first floor slab, the use / tenancies of the space would be restricted. Modern methods of construction allowing for greater spans between columns, additionally a new building would prove to be more economical from an energy use perspective and ultimately these factors could be significant considerations for potential incoming tenants. We expect that demolition would cost between £100,000 and £150,000.

Unit D8

The roof covering to the full unit is unsuitable for repair due to the missing sections and other areas which are fire and smoke damaged and generally life expired, a new roof would be required to be insulated to meet building regulations. Structural calculations would be required to not only check the weight of the new installation, but also to ensure that the roof structure is sound enough after the fire has affected it. Any retained structure will require de-rusting and redecoration.

External walls are generally in a poor condition throughout, with some areas being of poor asbestos cement construction. As with the roof the walls would require replacement with modern built-up cladding, which includes insulation to meet the Building Regulation requirement.

Internal brick / block walls will require cleaning to remove soot / smoke damage and also to remove any vegetation build up, it is likely that additional repairs will be required upon completion of cleaning.

An environment clean to remove the guano and dead pigeons will be required to the main warehouse.

Given the condition of the building and its exposed nature, coupled with the damage caused by the fire, we expect that the lighting should be replaced, and a re-wire undertaken.

We are of the opinion that the side lean-to extension is wholly unfit for purpose given the poor condition of the roof and external walls, but most notably for the sloping floor which severely restricts the use of the space.

In terms of remedial works we estimate that the following sums will be required to bring the building into a safe, wind and water tight condition, with suitable power and lighting, these costs exclude decorations and any works to the office and welfare accommodation:

- Temporary works support and access - £20,000
- Environmental clean to slab - £5,000
- Repairs and replacement to building structure - £65,000
- New roof covering, including roof lights - £37,000
- New wall cladding throughout - £25,000
- Clean down and repairs to masonry walls - £4,000
- Break out floor to left extension and replace - £30,000
- Brick work and mortar repairs - £15,000
- New lighting and electrical re-wire - £13,500
- Decoration of steel columns - £6,000
- Prelims @ 12% - circa £24,000
- **Total = £247,000**

We estimate the cost to build a new warehouse (excluding fees and VAT) would be around £260,000. It should be considered that this would deliver a building which would be fully modern including modern welfare and built to current standards.

On consideration of the very poor condition of the building, the number of life expired elements and on the basis that the current structure arrangement restrict the use of height of the building, repairing the building would ultimately be uneconomical to repair and any repaired building would have restricted use and life expectancy. On this basis we therefore recommend demolition.

11.0 SUMMARY

Unit F13 has already partially collapsed and is in a condition where further collapse is imminent. Collapse could have catastrophic consequences, with part of the building supporting a live gas main and the building also being next to a road. Repair is not viable given that the building is already partly collapsed and we therefore recommend that demolition is undertaken as a matter of urgency.

Unit 14/15 is in very poor condition with a failed roof covering, which is flooding the floors below. This flooring has caused the concrete frame to spall and expose rusting reinforcement, many of the terracotta blocks have spalled and have fallen into the space below. Remedial repairs would be complicated by the unsafe condition of the roof and significant temporary works would be required to repair. We estimate remedial costs at around £622,500, however given the age and form of construction, the repaired building would be unsuitable for most modern uses. We estimate that demolition could be achieved for around £100,000-150,000.

Unit D8 is a dated industrial warehouse which has been fire damaged, the full extent of the damage cannot be fully ascertained without close / high level inspection. We estimate that remedial works could cost in the region of £247,000 (plus fees and VAT), whereas a new modern warehouse unit would cost around £260,000 to build. Our recommendation would be to demolish the existing building and construct a new building with a fully open plan floor layout to a modern standard.

I trust you finds this report meets your requirements, however, should you wish to discuss the issues further please do not hesitate to contact me.



James Rowcroft BSc (Hons) MRICS
Associated Director

On behalf of:

Roger Hannah
Century Buildings
14 St Mary's Parsonage
Manchester
M3 2DF
Tel: 0161 817 3399

APPENDICES

APPENDIX I

PHOTOGRAPHS

APPENDIX 2

TERMS OF ENGAGEMENT

Unit F13



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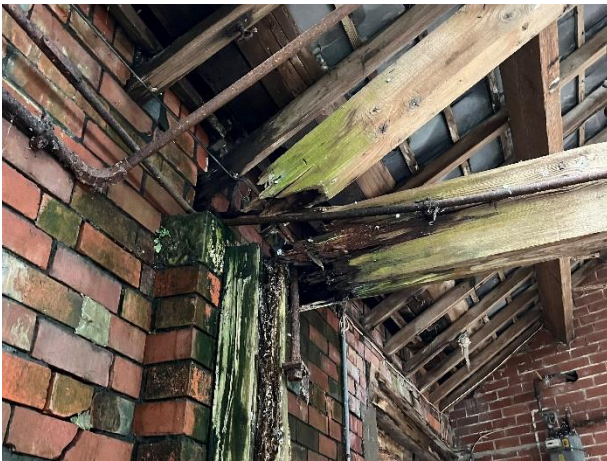
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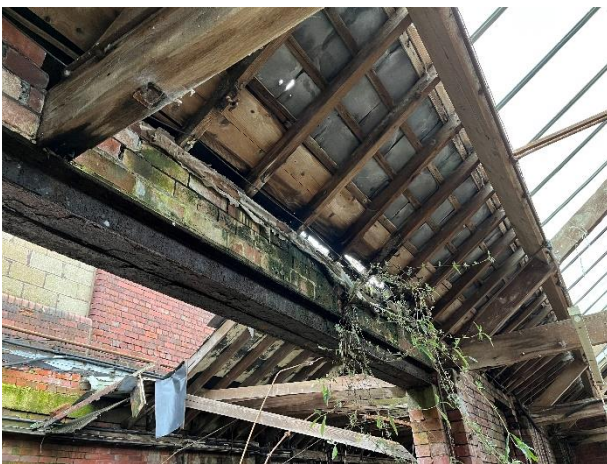
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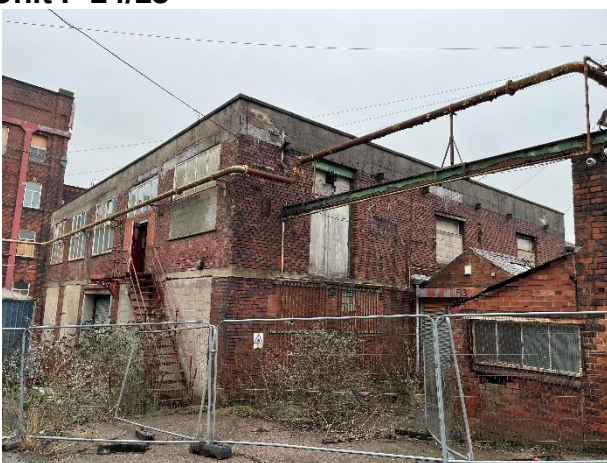


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Unit F 14/15



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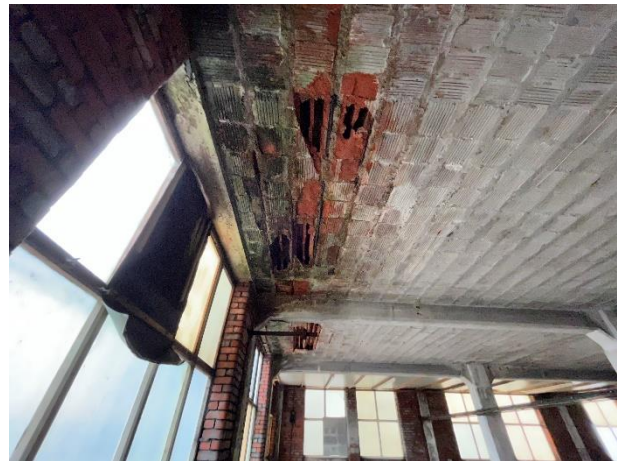
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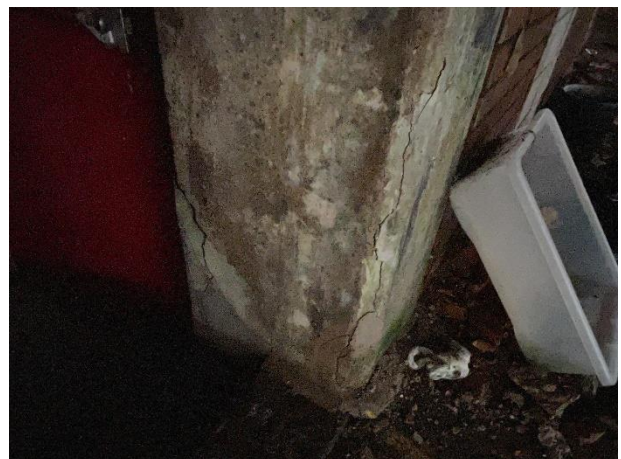
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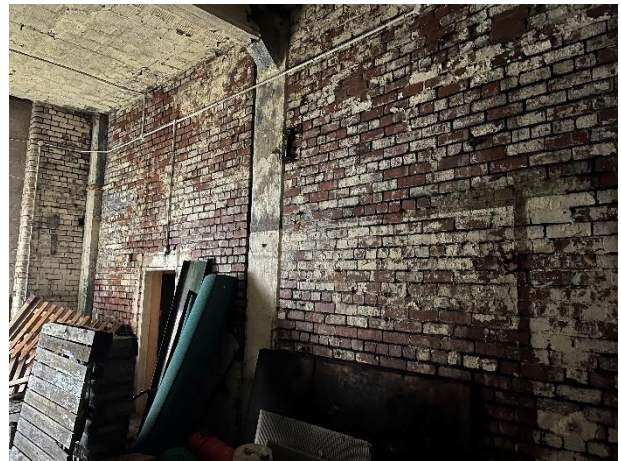
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Unit D8



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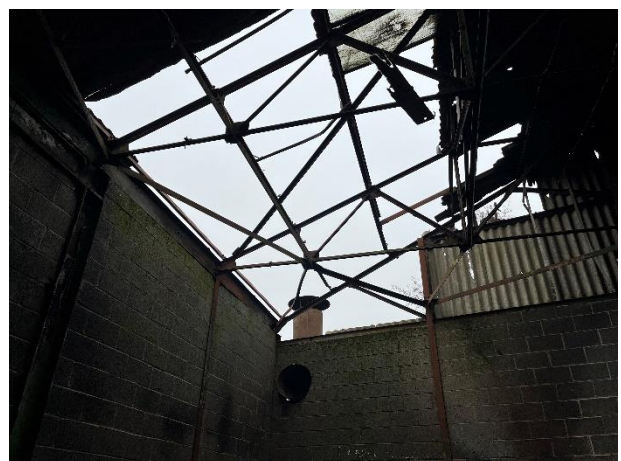
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Block C



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APPENDIX 2

TERMS OF ENGAGEMENT

Standard Terms and Conditions of Business

General

This section and the foregoing proposals set out the terms on which we accept your appointment. These terms will apply to all our work for you unless expressly varied in writing.

We will rely on you to supply in a timely manner, all instructions and information needed by us to act on your behalf. We will rely on you to inform us of any changes to those instructions or that information and to any other relevant circumstances. We are not under any obligation to check the accuracy of information you supply unless it is agreed in writing that we should do so.

Unless otherwise agreed in writing the services we provide are for the benefit only of the party to whom these terms and conditions are sent and as specified in the accompanying appointment letter. A person who is not a party to our appointment has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of our appointment.

Recovery of Fees

In the case of dispute work, you should be aware that if you are successful it will not usually be possible to recover all your costs because of the way in which the Court/Arbitrator assess them. Costs are not usually awarded to the parties to adjudication. In these cases, you will remain responsible for the full payment of our invoices when you receive them.

Suspending and Terminating Instructions

If either party becomes insolvent the other may terminate the appointment forthwith by giving written notice to the other.

In the event that you default in payment we may, on giving seven days written notice, suspend performance of our services. Performance will be resumed upon payment unless the suspension exceeds 6 months.

We may terminate the appointment if:

- you materially breach your obligations and have failed to remedy the breach within 14 days following written notice given by us and/or.
- without good reason you fail to give us information or instructions in a timely manner and/or.
- there is a serious breakdown in confidence between you and us and/or
- any other circumstances arise, which as a matter of law or practice, entitle us to terminate our appointment and/or
- our services are suspended for more than six months.

Within 28 days following suspension or termination you shall pay all fees and expenses due, commensurate with the services performed, up to the date of suspension or termination including time spent in the seven day period following any termination in closing down the instruction.

Payment Terms

Our fee invoices (including interim invoices) are due for payment in full on presentation, in sterling and without any deduction, set off abatement or counterclaim. In accordance with the Late Payment of Commercial Debts (Interest) Act 1998, we reserve the right to charge interest at 8% above the Bank of England's base rate on any fee invoices that are not paid within 28 days from the date of issue.

If you disagree with, or have queries about a fee invoice we request that you notify us within 14 days from the invoice date, after which time we will assume that you have agreed its content. If you do dispute any part of the invoice and so notify us you shall nonetheless pay all items which you do not dispute pending resolution of the balance.

We will be entitled to keep all your papers and documents while there is any money properly owing to us for our fees and expenses.

Disbursements and Expenses

These are costs and expenses paid to third parties on your behalf including, where appropriate, specialist contractors, Land Registry fees, Ordnance Survey plan fees and other relevant document fees. We have no obligation to meet such payments on your behalf unless we have received from you monies in respect of the disbursements in advance.

Exclusions and Limitations on Liability

Where you have a number of advisers including Roger Hannah Ltd advising on a matter our liability shall be limited to that proportion of any loss or damage suffered by you as it would be just for us to pay having regard to our responsibility for it and on the basis that all other advisers liable for the same loss or damage shall be deemed to have paid you such proportion which it is just for them to pay having regard to the extent of their responsibility.

Unless otherwise agreed our maximum aggregate liability to you for any breach of contract, negligence or breach of statutory duty or otherwise is limited to one million pounds (£1,000,000) except that nothing in these terms and conditions shall exclude or limit our liability in respect of death or personal injury caused by us.

Asbestos

If we undertake any services in relation to a building or structure containing asbestos or asbestos containing materials in addition to the limitations on liability set out above our liability is limited to the direct result of our negligence or breach of contract and to the cost of re- performance of our services and/or rectification or remediation (as appropriate) or the diminution in value of any buildings or structures we survey.

We shall not be liable for:

- any damage to property other than the building/or structure or any part thereof which requires re- performance of any services and/or rectification and/or remediation.
- death, injury, illness or disease whether bodily or mental.
- physical impairment or damage to any ecological system.
- consequential indirect, economic or financial loss.
- any analysis and/or testing undertaken by asbestos testing organisations on your behalf whether instructed by you or us.
- due to or arising from the presence or release of asbestos or asbestos containing materials.

Complaints

We operate a Complaints Handling Procedure, a copy of which is available upon request.

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We will tell you the name of the Partner responsible for work carried out by us. The Partner is the person you should contact first if at any time you wish to discuss any matter we are handling for you so that any concerns can be addressed. If he is unable to resolve the complaint to your satisfaction he will arrange for the complaint to be investigated and report to you.

Copyright

Copyright in all documents produced or used by us in connection with any appointment shall remain with Roger Hannah Ltd but subject to the payment of our fees in accordance with these terms and conditions we grant you a licence to copy and use the documents in connection with the subject matter of the appointment.

Jurisdiction and Disputes

These Terms and Conditions and our appointments are governed by English law.

Any dispute arising from or under these Terms and Conditions and/or any appointment shall be referred to and determined by an arbitrator to be agreed between you and us or in default of agreement, shall be appointed upon the application of either party by or on behalf of the Vice President or President for the time being of the Royal Institution of Chartered Surveyors.

Data Protection Privacy Notice - Clients

Roger Hannah Ltd is committed to protecting and respecting your privacy as our client.

This Policy explains when and why we collect personal information about people, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check our web pages occasionally to ensure that you're happy with any changes.

What type of information is collected from you?

We usually collect information that you willingly provide us with in order to perform services to yourself as our client.

The personal information we collect might include:

- Personal identification data (Name, surname, title, date of birth)
- Contact information data (Email, phone number, address, country)
- Images and/or videos from which you may be identified (e.g. CCTV images from our clients managed properties)
- Financial and earnings data (Bank account and profits / remuneration data but not credit card data)
- Medical details where that is relevant to a claim/case/matter
- Details of your education and employment history
- Special Categories of personal data in rare circumstances (including race, religion, political interests) only where relevant to our engagement and this will be kept securely away from other data
- Data required for Money Laundering Checks and other ID checks
- Any other information that you decide to voluntarily share us (Feedback, opinions, reviews, comments, uploaded files, interests, information provided for our due diligence processes)
- Personal data about other named parties to our engagement (e.g. your spouse or business partners). You must have their authority to provide their personal data and share this Privacy Notice with them beforehand.

Information we may collect from other sources

We may obtain information from agents, lawyers, accountants and other professional advisors who are acting on your behalf.

We may also obtain information available on public registers to facilitate the work we are doing for our clients or perform due diligence on prospective engagements, this may include information from credit reference or fraud prevention agencies, electoral roll, court records of debt judgements and bankruptcies, land registry, Companies House and other publically available sources.

To the extent permitted by applicable law, we may also obtain information about you from other sources, such as public databases, joint marketing partners, social media platforms and other third parties. For example, depending on your social media settings, if you choose to connect your social media account to our account, certain data from your social media account will be shared with us, which may include data that is part of your profile.

On what legal basis do we use your data?

We use your data to establish or potentially establish a **contractual relationship** with you or to perform our obligations under a contract.

We use data for our **legitimate interests** where we process data:

- to keep you informed of properties for rent or sale
- to inform you about the services or activities of the Company

Sometimes we also hold personal information for **legal and regulatory reasons** for instance:

- to comply with tax regulations
- for legal and regulatory requirements and related disclosures
- for the establishment and defence of legal rights
- activities relating to the prevention and detection of fraud or crime
- to verify your identity, make credit, fraud prevention and anti-money laundering checks

How is your information used?

We may use your information to:

- manage and maintain our relationship with you including to carry out our obligations arising from any contracts or engagements entered into with you
- conduct identity, credit, regulatory, and conflict checks
- organise services from suppliers and service providers
- comply with legal obligations and to establish, exercise, or defend ourselves from legal claims
- organise and promote events, including the creating of attendee lists and name badges
- any other legal basis anyhow permitted by local laws
- manage the take on or handover of managed property
- send you communications which you have requested or that may be of interest to you including information about our products and services
- seek your views or comments on the services we provide
- pursue our legitimate interests

How long do we hold information on you?

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations.

We will hold your personal information on our systems:

- for as long as is necessary for the relevant activity
- as long as is set out in any relevant contract you hold with us
- as required for legal or insurance purposes
- as is practical or necessary within the IT system we use

Generally we will hold data for 7 years from the end of our engagement with our client or the end of a lease. There are situations where we hold data for longer including:

- Construction Projects where a formal contract is signed as a deed – data is held for 12 years from Practical Completion of the scheme
- Valuation files where a re-valuation is performed.
- Investment and property purchase history also available in public records and databanks.
- Document under seal which must be 12 years (e.g. some leases or deeds or contracts)

Who has access to your information?

Your personal information will not be disclosed to third parties unless either you agree or we are required to do so to comply with our contractual, legal or regulatory requirements. For instance, where necessary or required we share information with:

- suppliers of goods or services
- financial organisations and credit reference agencies
- debt collection and tracing agencies including bailiffs
- local and central government
- tax authorities
- police forces
- regulatory authorities
- security organisations
- legal and other advisors
- other companies in the same group
- accountants
- other parties to a transaction or engagement
- former owners and managing agents of a property you engage us to manage and subsequent owners and managing agents you instruct us to hand over to
- insurance brokers
- mortgage providers
- business associates
- tenants of and suppliers to your properties

We may pass your information to third party service providers, advisors, agents, subcontractors and other associated organisations for the purposes of fulfilling obligations to you our Client. When we use third party service providers, we disclose only the personal information that is necessary to deliver the service.

If you are selling or renting a property your personal name may be disclosed in legal packs which are available via our partner web site until the property is sold or delisted.

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

What we would also like to do with your data

We would however like to use your name and email address to inform you of our future offers and similar products. This

information is not shared with third purposes and you can unsubscribe at any time via phone, email or our website.

Security precautions in place to protect the loss, misuse or alteration of your information

When you give us personal information, we take steps to ensure that it's treated securely.

Non-sensitive details are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

We select appropriate services providers who apply high standards of security when it comes to web hosting and IT networks.

We have policies and technical measures in place to protect your Personal Data against unauthorised access, accidental loss, improper use and disclosure. All of our employees and any third parties we engage to process your personal information are obliged to respect the confidentiality of your information and comply with IT and Data Protection Policies.

We do not sell, rent, distribute or otherwise make personal information commercially available to any third party, except as described in this policy or with your prior permission.

Do we collect data from children?

We do not intentionally collect information from children under the age of 16.

If you are under the age of 16, we advise that you speak with and get your parent or guardian's consent before sharing your data with us.

Parents of Children under the age of 16: we recommend you to check and monitor your children's use of our products, systems, services, applications (including websites and other digital channels) and their Social Media usage in order to make sure that your child does not share personal data with us without asking your permission.

Transferring your information outside of Europe

All the personal data we process is processed by our staff in the UK however for the purposes of data storage and hosting this information may be located on servers within the European Union.

Any information that you provide to us may entail a transfer of your information to outside the EEA where the level of protection may not be as comprehensive as it is within the EEA. We will ensure that procedures are put in place to ensure that your Personal Data is adequately protected.

If you use our services while you are outside the EU, your information may be transferred outside the EU as a result of the means by which you access information (for example receiving email on your portable device).

What are your rights?

You have a right of access to Personal Data that we may hold about you, to have inaccurate information about you corrected and to request that we stop using your Personal Data for marketing purposes.

You can always contact us if you would like to:

- review, change or delete the data you have supplied us with (to the extent we are not otherwise permitted or required to keep such data)
- object to certain data processing operations (e.g., opt-out from marketing communications)
- receive a copy of your data (in a common machine readable format, to the extent it is required by applicable law)
- raise a complaint on how we have handled your personal data
- ask us any other questions related to the protection of your data

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office at <https://ico.org.uk/>

Review of this Policy

We keep this Policy under regular review. This Policy was last updated in April 2019.



RogerHannah

0161 817 3399 | www.roger-hannah.co.uk