

ROPUK After-Care Property Preparation Service

Our service comprises a Property Preparation Service which ensures owners interests are properly looked after by our dedicated Chartered Surveyor and our integrated support systems. The service provided to Clients also includes supervision and control of the Construction Stage Payment Drawdown Process. Frequent photographic construction updates will be included in this service and uploaded on the Portal for access by members of the ROPUK family.

The Property Preparation Inspection Service comprises three main inspections;

Inspection 1 occurs when the property is construction complete, the property is compared with the Contract documentation for owner's extras and a thorough inspection is carried out looking for any defects.

Inspection 2 follows completion of the assembly and installation of the furniture and all of the soft furnishings. A full inventory check is also carried out at this stage and again compared with the Contracted inventory.

Inspection 3 follows the Utility connections to ensure all appliances are operational, TV's and Digital boxes are connected, tuned and plumbing installations are functioning correctly.

The service also includes an ancillary Resort Readiness inspection and sign off which provides Owners with an assurance that the wider resort/complex is ready for occupation by owners and visitors. Any issues arising from the aforementioned process are managed directly by ROPUK After-Care with the Developer and in your name.

Set out below is a more detailed explanation of our services.

Our Construction Stage Payment Drawdown Process, agreed this year, focuses on eight build stages during the construction phase. We ignore the deposit and final payments as these are specified in and controlled by the Contract documentation. The eight stages we use in this process are normally according to the table shown below:-

Drawdown	Payment Released (% age of Contract Price)	Construction Stage
1	5%	Site Started
2	15%	Foundations Completed
3	15%	Block Formed
4	15%	Brickwork Completed
5	15%	Plastering Completed
6	5%	Tiling & Floors Completed
7	5%	Kitchen & Bathroom Completed
8	5%	Final Painting & Decorating

When a stage is reached the developer will request a payment, following receipt of this request the ROPUK After-Care Quality Manager will confirm following a site inspection that a payment release is authorised. This is a repeat process for all eight stages. During these site visits Construction update photographs will be taken and subsequently uploaded to the ROPIT Portal for members/owners to view at their convenience.

As previously stated the Property Preparation Inspection Service (snagging) comprises three distinct inspections using a structured check list process to ensure the handover is achieved smoothly and the quality and condition of your property is assured.

Inspection 1 comprises a complete and thorough inspection of the property looking for defects and damage ensuring a high quality finish, this includes:-

External:

- Walls, doors, windows, patios and grounds it also includes common areas in apartment blocks (e.g. lifts, corridors etc.)

Internal:

- The condition, installation and operation of all doors, windows (including checking for scratched glass) drawers, cupboards and wardrobes.
- All wall and floor tiles (including roof terraces).
- Kitchen units, worktops and sink unit following installation of appliances.
- All sanitary ware and ancillary fittings in bathrooms and WC's.
- General finishes and decorations.
- Where applicable security of balcony railings.

General:

- Owners contracted extras have been provided /installed.

Inspection 2 comprises a complete inventory and condition check which is compared to your contracted furniture pack. This includes:-

- Checking for damage or poor workmanship following installation and assembly of all furniture.
- Unpacking and connection of all stand alone electrical appliances (e.g. TV's, microwave etc).
- Full kitchen crockery, utensil and ancillary items check (e.g. placemats, serviettes etc).
- Complete bedroom and bathroom linen check.
- Provision of all soft furnishings, pictures table/bedside lamps etc.

Inspection 3 comprises a series of post Utility connection and functionality checks. This includes:-

- Electricity sockets and lights including appliances and equipment previously installed.
- Tuning and commissioning TV's, Digital boxes and DVD's.
- Full plumbing check in kitchen, bathrooms and WC's.
- Stress testing air conditioning units.
- Drain tests for roof terraces and verandas.
- Installation of key safe (where applicable)
- The property clean, tidy and ready for occupation following any work the developer has carried out at either of the previous two inspection stages.

In addition to the Property Preparation Service ROPUK After-Care also inspect and sign off on the Resort Readiness to accept occupiers to enjoy the facilities. These checks include where applicable:-

- Pools, pool side furniture and all associated warning signs/information.
- Bar/Restaurants.
- Gymnasium/Sauna/Jacuzzis with all associated warning signs/information.
- Grounds and general amenity.
- Resort/ROPUK After-Care administration facilities.
- Children's play areas with all associated warning signs/information.
- Tennis Courts.
- Site security.
- Fire and evacuation plans.
- Principal resort TV and Internet installations.

The ROPUK After-Care Property Preparation Service process is kept under constant review and immediately modified should the need arise. The checks lists/items used are not exhaustive but are a framework to allow effective property management for the ongoing benefit of all owners and occupiers.

The current charge for our services are based on property size and specification; these are available on request through our teams in head office.

Please visit our website www.ropuk-aftercare.com or call 0845 5211 444 should anything further be required.