

John Newstead

PHOTOGRAPHER & HOME INSPECTOR

19 Norwich Road, North Walsham, Norfolk NR28 0DS

Tel: 01692 403493 ● Mob: 07876 648272 ● email: john@newsteads.co.uk ● www.johnnewstead.co.uk

2024 FEE SCALE

and

Terms of Business

Property photography, video tours and floor plans

Energy performance certificates

(EPC prices subject to review in Autumn 2024)

Drone photography

Commercial and Event photography

Inventory services

Sorry, currently unavailable

General terms of business

Additional terms for energy performance certificates

Additional terms for inventory services

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Fee Scale – Property photography, floor plans, EPCs & Property walk-through video tours

	up to £500,000	£500-1M	£1-2 M
Photography (approx. time allowed)	£60 (up to 1 hour)	£85 (up to 1.5 hours)	£100 (up to 2 hours)
Floor plan	£30	£40	£50
Energy performance certificate (EPC)	£65 (EPC prices subject to review in Autumn 2024)	£75 (EPC prices subject to review in Autumn 2024)	£85 (EPC prices subject to review in Autumn 2024)
Photography & floor plan	£80 (up to 1 hour 30 mins)	£100 (up to 2 hours)	£125 (up to 2.5 hours)
EPC @ floor plan	£85 (EPC prices subject to review in Autumn 2024)	£105 (EPC prices subject to review in Autumn 2024)	£130 (EPC prices subject to review in Autumn 2024)
Photography, EPC and floor plan	£120 (up to 1 hour 45 mins)	£160 (up to 2.5 hours)	£180 (up to 3 hours)
Walk-through property video (additional charge where drone footage required)	£100 (up to 1.5 hrs at property with 3-4min video produced)	£120 (up to 2 hrs at property with 4-5min video produced)	£150 (up to 2.5 hrs at property with 5-6min video produced)

- Rates apply to a 20 mile radius of North Walsham. Excess mileage calculated at 50p per mile will be added where the round trip exceeds 40 miles.
- Photographs will be professionally edited and supplied as digital images via a download link (Dropbox or Wetransfer). Skies will be replaced where beneficial to the completed image.
- Whilst the photographer will be happy to move a few minor items to improve the final image, a 'home staging' service is not provided. The homeowner/estate agent should, as far as possible, prepare the property beforehand (see 'preparing for property photography' in the John's property blog section of my web site for guidance - shorturl.at/aejmR)
- The times shown in brackets state the amount of time that is allowed on site. Where more time is required an additional fee of £50 per hour will be charged. More time is often required where the homeowner wishes to stage rooms during the photography visit or where a wider than usual range of shots is required (several additional 'lifestyle' shots, photos of the general area etc.) Where additional time is required this must be agreed at the time of booking as it will not always be possible to extend the duration of the visit without prior notice.
- Floor plans are 2D and are provided as jpegs.
- EPCs are no longer available as pdf attachments. The link to the EPC on the government EPC register will be emailed. Printed copies can be sent by post if required (no additional charge for up to two printed copies). Please see additional terms and conditions for EPCs on page 5)
- Reduced rates are available to estate agents and other property professionals ordering a minimum of five jobs per month.
- Quotations for properties priced above £2M can be provided on an individual basis.
- Where an arranged appointment is cancelled or postponed with less than 24 hours notice a fee equivalent to half the amount that would have been charged for the service ordered may be charged.
- Fees applicable to work carried out in 2024.
- See additional 'General Terms of Business' on page 7

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Drone photography

Drone photography carried out at the same visit as regular photography/EPC or floor plan service	From £35
Drone photography provided as a separate service or where a return visit is necessary to capture the drone shots	From £65

- Prices based on up to 10 images being provided from photos taken in a single flight.
- Where images require separate flights from other positions additional charges may be made.
- A drone of 249g weight is used for aerial photography.
- John Newstead is registered as a drone operator with the Civil Aviation Authority.
- Drone flights cannot take place in rainy/windy conditions (even light rain)
- Where a planned drone flight has been arranged to coincide with normal photography, EPC or floor plan service but is rearranged due to adverse weather conditions the final images will be charged at the rate for separate drone service.
- Drone flying assignments in flight restricted areas are not accepted. This includes areas around Norwich Airport (Hellesdon, Drayton etc) and other restricted zones such as around Norwich City Football Club.
- Rates apply to a 20 mile radius of North Walsham. Excess mileage calculated at 50p per mile will be added where the round trip exceeds 40 miles.
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Fee scale - Commercial and event photography

	Fee	Time on site	Details
Hourly rate	£120	1 hour	Approx 50 edited shots provided
Half day	£300	Up to 3 hours	Approx 150 edited shots provided
Full day	£500	Up to 7 hours	Approx 300 edited shots provided

- Half day = up to 3 hours on site for locations up to 20 mile radius of North Walsham
- Full day = up to 7 hours on site for locations up to 20 mile radius of North Walsham
- Where it is anticipated that more shots will be required than stated above please ask for a separate quote, which will reflect the additional editing time required.
- Where an arranged appointment is cancelled or postponed with less than 24 hours notice a fee equivalent to half the amount that would have been charged for the service ordered may be charged.
- Completed photographs supplied as digital downloads via Dropbox or Wetransfer.
- Fees applicable to work carried out in 2024.
- Excess mileage calculated at 50p per mile will be added where the round trip exceeds 40 miles.
- An additional photographer can be provided for larger events. Quotations for jobs requiring two photographers can be provided on request
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Fee Scale – Inventory services

	Up to £600 per calendar month	£600-800 per calendar month	£801-1000 per calendar month	£1000-1500 per calendar month
Inventory (furnished)	£90	£100	£110	£120
Inventory (unfurnished)				
Inventory update* (furnished)	£65	£75		£95
Inventory update* (unfurnished)				
Check-in (furnished)	£55		£65	£70
Check-in (unfurnished)				
Mid-term inspection		£35	£40	£45
Check-out (furnished)				
Check-out (unfurnished)	£40	£45	£50	£55

- *Inventory update prices only apply where the original inventory was produced by John Newstead and requires an update within three years of the date of the original inventory. Revision of the written information will take place and a full range of new photographs taken. Where a property has been substantially altered a new inventory will be required.
- An inventory should be produced as near as possible to the tenancy commencement date and the property must be in the condition it will be handed over to the tenant at the time of the inventory inspection.
- Rates apply to a 20 mile radius of North Walsham. Excess mileage calculated at 50p per mile will be added where the round trip exceeds 40 miles.
- Quotations for larger properties can be provided on an individual basis
- Where an arranged appointment is cancelled or postponed with less than 24 hours notice a fee equivalent to half the amount that would have been charged for the service ordered may be charged.
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General Terms of Business

Fees

The amount of fees to be charged is set out separately on the previous pages. Repeat visit will only be made free of charge in the event of an error by John Newstead Home Inspector. In all other circumstances an extra visit will incur an additional charge based on an hourly rate of £50 plus a mileage rate of 50p per mile. John Newstead Home Inspector reserves the right to make a charge of up to half the full fee for the particular service where an appointment is cancelled with less than 24 hours notice.

Payment

Payment for individual assignments should be made within 14 days of the invoice date. Details of how to make payments to John Newstead Home Inspector are set on the invoice. Where an account has been set up statements will be issued on a monthly basis. Payment terms are 30 days from the statement date. Where payment has not been made in accordance with these terms no further work will be accepted until the account has been paid in full, and any further work will only be accepted and invoiced on an individual basis at the fee levels stated in this document.

Weather

Occasionally extreme weather conditions (fog, heavy rain or snow) may make it impossible to attend the appointment or prevent photos from being taken due to poor visibility. In such cases John Newstead Home Inspector will agree an alternative appointment date and there will be no charge for the postponed appointment. However, where weather conditions are poor but not extreme (a dull day, light rain etc) the appointment should proceed as planned and the final photos will be edited (including sky replacement where beneficial.) Where an appointment is postponed or cancelled with less than 24 hours notice because of poor but not extreme weather a fee equivalent to half the amount that would have been charged for the service ordered may be charged.

Data protection

Any personal information regarding the seller/landlord that is recorded will be held safely and securely by John Newstead Home Inspector and the seller/landlord has the right to see these records. Only information that is relevant to the preparation of Energy Performance Certificates, Inventories and Sales/Lettings particulars will be recorded.

Force Majeure

John Newstead Home Inspector will not be liable for a delay or failure to deliver a service due to reasons which are beyond his reasonable control.

Delivery and timescales

All reports (energy performance certificates, inventories and sales/letting particulars) will be electronically delivered to the agent within 48 hours of the inspection unless alternative arrangements have been agreed in writing prior to the inspection taking place.

Photo release (*client is the person/company paying for the photos—usually the estate agent but in some cases the property vendor)

John Newstead Home Inspector consents to his client* using property photographs for the purposes of marketing the property. John Newstead Home Inspector reserves the right to use the photographs for editorial, advertising or any other use for the purpose of marketing the services of John Newstead Home Inspector. Should the vendor wish to use the photos taken by John Newstead Home Inspector for marketing with subsequent estate agent(s) they should refer to the terms of business of the original estate agent if that agent was the client* of John Newstead Home Inspector.

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Energy Performance Certificates and energy advice reports

- John Newstead is accredited to produce EPCs by Elmhurst Energy (Accreditation number NO25-0001) and produces EPCs using Elmhurst software.
- John Newstead will act in accordance with the National Occupational Standards for Domestic Energy Assessors
- The Energy Performance Certificate (EPC) is a report on the energy efficiency of the property at the date of inspection.
- The completed EPC gives information about the property and recommendations for energy improvements
- The EPC is not a survey and does not include a valuation of the property.
- The EPC does not warn of any health and safety risks
- The inspection is visual and non-invasive. No testing of equipment/services will take place
- The completed EPC is placed on the government EPC register. This is a statutory requirement. An EPC is not valid until it has been entered onto this register.
- Energy reports are produced in accordance with current EPC methodology and lodged with Elmhurst Energy
- Energy reports are not finalised EPC and are not lodged on the government EPC database
- Energy reports are for advice only and cannot be used for any other purpose where a full EPC would be required (property sale/letting etc)
- The methodology for producing EPCs can change over time, and the fuel costs used in the calculation of EPCs and energy reports is updated periodically. Therefore EPC and energy report ratings can change over time. It is therefore important to understand that ratings predicted in energy reports are accurate on the day of production but cannot be guaranteed in the future.

What is inspected

- Externally, the parts of the property that can be seen from within its grounds and adjoining public/communal areas
- Internally, the parts of the property that can be safely accessed without moving heavy items, lifting carpets/floor coverings or accessing unsafe areas.
- The loft areas where access is possible using a 3m ladder and from within the loft spaces where it is safe to enter. Where joists are covered the loft areas will be inspected visually without fully entering the loft space.

What is not inspected

- Externally, parts of the property that can only be inspected from someone else's private grounds or property, and parts of the property that could only be seen using a ladder higher than 3m.
- Internally, areas that are behind secured trap doors, behind heavy furniture or filled cupboards, floor surfaces beneath fixed floor coverings.
- Loft areas where there is no access or safe access is not possible.

Complaints procedure

In the event of a complaint or query John Newstead Home Inspector should be contacted in the first instance. Contact details are printed on the EPC.

- Complaints will be taken seriously and all efforts made to investigate the circumstances and resolve issues.
- John Newstead Home Inspector will advise Elmhurst Energy of any complaint received.
- If the complainant is not satisfied with the outcome the matter can be escalated by writing to Elmhurst Energy, 16, St Johns Business Park, Lutterworth, Leicestershire, LE17 4HB.

Quote ref: N025-0001

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Inventories (check-ins, periodic inspections and check-outs)

- John Newstead is accredited to produce inventories by ARLA Propertymark Inventories which is part of the National Federation of Property Professionals (NFOPP)
- John Newstead will act in accordance with the Code of Practice of ARLA and NFOPP
- The completed inventory is an independent report that provides an unbiased and fair record of the property and its contents on the day of the inspection.
- The completed inventory does not constitute a structural survey and any structural faults therefore do not appear.
- Fixtures and fittings are listed and described only and are not a report as to the working condition.
- John Newstead Home Inspector does not purport to be an expert in furniture or antiques and merely describes what is seen and the condition of these items
- The inspection is visual and non-invasive. No testing of equipment/services will take place
- Where the words 'silver', 'chrome', 'oak', 'pine' etc are used it is understood that this is a description of the colour and type of the item and not the actual fabric unless documentary evidence is available. The description of the listed items is for identification purposes only and we do not attempt to determine or pass an opinion on whether an article is genuine or reproduction.
- New items will only be described as such when they are new in the building, still in their wrappings, or with a receipt.
- Inventories are prepared on the accepted principle that all items are free from obvious soiling, fault or damage except where stated. The term 'good' is noted as a guidance for this.
- All latches and fittings will be checked but windows are not all opened to test if they are operational. Doors are checked where keys are provided.
- Inventories produced by John Newstead Home Inspector remain the property of John Newstead Home Inspector and shall not be used or copied without their written permission.
- Lofts and cellars (where present) are not covered on inventories unless they are converted and safely accessible. Contents will therefore not be noted or checked at commencement or check-out.
- Belongings left by the landlord in locked rooms, cupboards or outbuildings will not be inventoried and are the sole responsibility of the Landlord.
- Heavy items of furniture such as wardrobes and beds and other heavy items such as kitchen appliances will not be moved and John Newstead Home Inspector will not be responsible for the condition of any flooring underneath or areas surrounding such items than cannot be seen.
- Compliance with the Furniture and Furnishings (Fire) (Safety) Regulations 1988 is the responsibility of the landlord. Where an inventory states 'fire label seen' this should not be interpreted to mean the item complies with the Regulations.
- Where amendments to the inventory are required repeat visits will only be made free of charge if there is an error in the original report by John Newstead Home Inspector. In other circumstances an extra visit will incur an additional charge based on an hourly rate of £20 plus a mileage rate of 45p per mile.
- Inventories are generally provided in pdf format. However, where inventories are supplied in an editable digital format John Newstead Home Inspector accepts no responsibility for any subsequent amendments that are made.

Complaints procedure

- In the event of a complaint or query John Newstead Home Inspector should be contacted in the first instance. Contact details are printed on the Inventory, and in the Contact section of www.johnnewstead.co.uk
- Complaints will be taken seriously and all efforts made to investigate the circumstances and resolve issues
- John Newstead Home Inspector will advise ARLA of any complaint received
- If the complainant is not satisfied with the outcome the matter can be escalated by writing to:
ARLA Propertymark Inventories, NFOPP Regulation, Admin 4230, London ET1A 1TX
Quote reference number: M0034764