

A photograph of a family (a woman in a red top, a baby, and a man in a dark coat with brown leather accents) looking up at a man in a dark coat with brown leather accents who is holding a white document. They are standing in front of a brick building with a window and a door with the number 10. The scene is brightly lit, suggesting daytime.

# Why use an ARLA Inventories provider?

arla  
propertymark  
INVENTORIES

# WHAT MAKES AN ARLA INVENTORIES PROVIDER DIFFERENT?

To improve your chances of success in disputes about deposits, use a professional, qualified ARLA Inventories Provider.

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"A properly prepared and comprehensive inventory sets the scene for what is provided by the landlord at the start of the tenancy. It therefore plays a significant role in protecting both landlord and tenant. A detailed inventory will help avoid disputes, whilst any such dispute that does arise about missing contents or condition of the property at the end of the tenancy can be more easily resolved."

**Chris Hamer** formerly The Property Ombudsman

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"Everyone agrees on the importance of the inventory but quality of inventory provision varies greatly across the industry. Success in deposit disputes is usually dependent on the quality of the inventory and the schedule of condition. A professional and diligent approach is essential in ensuring that tenants and landlords avoid financial loss."

**David Cox** ARLA Propertymark Chief Executive

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"Inventory issues are at the heart of a significant proportion of the deposit disputes dealt with by the Tenancy Deposit Scheme."

**Steve Harriott** The Dispute Service Chief Executive



## All ARLA Inventories providers hold the Propertymark Qualifications Award in Residential Inventory Management and Practice or an equivalent.

- Members are professionals who are up to date with regulations and industry best practice.
- All members of ARLA Inventories are experts covered by Public Liability and Professional Indemnity insurance.
- All members sign up to follow the ARLA Inventories Code of Practice.
- ARLA Inventories members are subject to a Propertymark complaints process.



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