Hedderman Stucco

A Division of Hedderman Engineering Inc.

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Phone: 281-355-9944

Prepared For: CLIENT NAME Address: PROPERTY ADDRESS Produced By: INSPECTOR Date: DATE





DATE: DATE

TO: CLIENT NAME

Dear CLIENT:

At your request, a visual and probing moisture stucco inspection of the house located at ADDRESS, was made by INSPECTOR.

Transmitted herewith is the stucco analysis report stating our professional opinions on the current condition of the stucco cladding and substrate materials in tested and/or accessible areas. The scope of our inspection and other important information, particularly in the area of dispute resolution should a question arise, is contained in our Service Agreement, which has been included at the end of this report.

This report was prepared for a buyer or seller in accordance with the clients requirements. The report addresses a single system and the stucco cladding details. While the report may refer to the roof, doors, windows, railings, etc. as these items interact with the cladding, it is not intended as a substitute for a complete standard inspection of the property. Standard inspections performed by a license holder on a TREC report form and/or an engineering inspection company will contain additional information a buyer should consider in making a decision to purchase. While the inspector is a licensed TREC inspector, the type of inspection work being performed is considered specialized and is not regulated by the Texas Real Estate Commission.

Thank you for asking HEDDERMAN STUCCO/HEDDERMAN ENGINEERING, INC. to perform this important inspection work for you. If you have any questions after reviewing this report, please feel free to contact our office.

At your service,

HEDDERMAN STUCCO Tim Hedderman, President Texas Firm Number: 7942

INTRODUCTION

PURPOSE:

The purpose of this moisture inspection is to help assess the condition of the stucco system by looking for visible installation flaws, inadequate water diversion and sealant failures and conduct random moisture readings using electronic moisture reading devices. Please note that providing a scope of work for remedial repairs is not the purpose of this inspection. Although this report may include observations of some building code violations, total compliance with codes, specifications, and/or legal requirements is specifically excluded. This also applies to all non-code making bodies, including but not limited to, the Texas Lathing and Plastering Contractors Association and their respective recommendations of building construction details. Further investigation may be needed to determine the extent of water damage, if any, and how to best address any moisture problem that may be indicated by this inspection.

Also excluded from the scope of the inspection are any and all items related to mold and/or all microbial substances. Due to the current limitations of coverage on most homes by the insurance industry in Texas, where damages due to mold and/or other microbial substances may not be covered, we routinely recommend that you have a mold inspection by a qualified professional.

We make no representation regarding the condition of this house other than as contained in this written report. Any verbal discussions concerning this house that were made at the time of the inspection, and not contained in this written report, are not to be relied upon.

It is recommended that you obtain as much history as is available concerning this house. This historical information may include copies of any seller's disclosures, previous inspection or engineering reports, building drawings and/or specifications, bids to perform repair work on the house, knowledge of any drainage problems, receipts from repair work that has been performed, reports performed for or by relocation companies, municipal inspection departments, lenders, insurers, and appraisers. You should attempt to determine whether repairs, renovation, remodeling, additions or other such modifications have taken place at this house.

This report is provided solely for the use of the person to whom this report is addressed, and is in no way intended or authorized to be used by a third party, who may have different requirements, and to whom we have not contracted to perform the inspection. If a third party chooses to use this inspection report, they do so without HEDDERMAN ENGINEERING, INC. permission or authorization, and they do so at their own risk.

SCOPE OF INSPECTION:

This is a basic stucco inspection and is limited to the following:

- 1. A visual examination of the condition of the stucco, exterior sealants, flashings, windows, doors, roof-to-stucco transitions, parapets, gutters, deck-to-building connections, stucco terminations and any penetrations through the stucco.
- 2. Conducting of random electronic moisture scanning of the building envelope.
- 3. Preparing a report of our observation of potential problem areas and recording any high readings found.
- 4. Providing detailed information on typical moisture--related problems in stucco homes to assist you in maintaining the value of your home.

LIMITATIONS OF LIABILITY:

Because this is a limited inspection, we make no guarantee, express or implied, that our observations and random moisture readings offer conclusive evidence that no installation or moisture problem exist, or that problems found were all inclusive. This inspection company, its employees and any divisions shall not be liable for non-visible defects, unseen defects, unspecified defects or hidden damage and conditions existing on the subject property and hereby disclaims any liability and responsibility thereof. All parties concerned agree to hold harmless and indemnify this inspection company involving any liabilities that may result.

FURTHER TESTING/INVESTIGATION:

Our policy is to rely on moisture meter readings as an indicator of relative moisture values between different test spots, not as an absolute value of water content in the substrate. It is difficult to determine if the structural wood of your home has been damaged in areas of high readings without probing and/or removing a core sample of the stucco to allow for visual inspection. Should we feel that further investigation is needed this will be indicated in the summary section of the report.

REPAIR FOLLOW-UP AND ANNUAL INSPECTIONS:

A repair follow-up inspection should be conducted within three months after completion of the repairs to assess the effectiveness of the moisture modifications. This is extremely important. Annual Inspections should also be scheduled to ensure that your stucco system remains dry. This way, any sealant failures, stucco cracks, etc. can be caught and repaired promptly. Testing and maintaining your home on a regular basis is the best way to prevent costly repairs associated with moisture damage. Also, for homeowners who decide to sell their home, annual inspections and maintenance documentation will be a valuable selling tool, providing evidence to show that your home has been inspected and maintained.

FOR THE PURPOSES OF THIS INSPECTION, NORTH WILL BE ASSUMED TO BE FROM THE REAR OF THE HOUSE TOWARDS THE FRONT

Project Information

Client Information	Owner Information
Name: CLIENT NAME	Address: PROPERTY ADDRESS
Phone: CLIENT PHONE	City/State/Zip: ADDRESS
Email: CLIENT EMAIL	Listing Agency: REALTOR LISTING
Realtor Name: REALTOR	Agent: AGENT
Realtor Phone: REALTOR PHONE	Agent #: AGENT PHONE
Realtor Email: REALTOR EMAIL	Owner Name: NAME
Property Information	Inspection Information
Type of System: Traditional Hardcoat	Date of Inspection: DATE
Substrate Material: wood	Inspector: INSPECTOR
Construction Year: DATE	Party Present: Listing Agent
Stories: 4	Temperature/Humidity: 93/45
Window Type: Metal	Weather Conditions: Partly Cloudy
	Last Significant Rain: 36 hrs

Inspections Test Equipment					
Test Equipment	Test Range			Test Settings	
	Low	Elevated	High		
Delmhorst 2100	0-14	15-17	18-40	#1 Wood	
Tramex				Not Used	
G.E. Protimeter	0-15	16-20	21-100	Not Used	

Important Note: The test equipment is used to help locate problem areas. It must be understood that the use of test equipment is not an exact science, but rather these proven tools are used to help identify indicators of possible problems. At times, because of hidden obstructions within the wall cavity, the meters will obtain false readings or no readings at all. Some meters will pick up the presence of metals, wiring, unique wall finishes, etc. Positive moisture readings do not always mean there is a problem, nor do negative moisture readings necessarily mean there is not a problem. We do not use the equipment to determine exact moisture content, but rather to obtain relative readings between suspected problem areas and non-problem areas. This information is then used to help determine potential problem areas which may warrant further investigation.

Visual Observations

Item Description	Yes	No	N/A	Comments
Window Head Flashing Present	Х			
Kick Out Flashing Present	х			
Door Pan Flashing Present	х			
Balcony Flashing Present	х			
Weep Screen Flashing Present	Х			
J Flashing Present		Х		
Cap Flashing at Walls/Parapets			Х	
Satisfactory Sealant at Windows		Х		At lower frame of windows
Satisfactory Sealant at Doors		Х		
Satisfactory Sealant at Penetrations	Х			
Satisfactory Sealants at Flashings		x		Missing at lower balconies
Satisfactory Sealants at Accents		Х		Need at EIFS accents to Windows
Stucco Contact with Roof		Х		
Wrapping of Bottom of Substrate		Х		
Proper Clearance to Ground		Х		
Stucco Contact with Concrete	Х			With Paver stones at rear
Stucco Cracking	Х			
Stucco Finish Crazing		Х		
Stucco Delamination		Х		
Stucco Paint Finish Satisfactory		Х		Lots of staining from roof and balcony run off
Rust Present	х			
Mildew Present		Х		
Excessive Efflorescence		Х		
Chimney Cap			Х	
Chimney Cricket			Х	
Chimney Flashing Present			Х	

Visual Observations Details

Details noted are not specific to every location but representative of conditions observed.



North Elevation (front)

#	Description of Visual Observations
1	Kickout flashings present
2	Staining of the stucco finish due to balcony and roof run off
3	EIFS window accent trim surface was flat and did not have a slope and the bottom sealant joint was not done in a professional manner. Recommend coating EIFS trim with Elastomeric paint and re-caulking bottoms of windows. These window have high moisture readings when probed (see below)
4	Sealant missing, separated and/or inadequately applied
5	Balcony Flashings present
6	Drainage plane improperly caulked and does not allow for water to exit wall as intended







#2



#2





#3



#4 Balcony doors need sealants



#4 Railing attachments need Sealant



#4 Balcony Flashing needs sealant



West Elevation

#	Description of Visual Observations
1	Stucco does not have proper clearance to grade
2	Crack in stucco at control joint
3	Patches in stucco wall

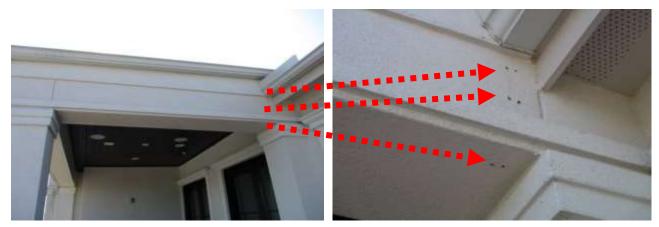
Probing Moisture/Substrate Analysis



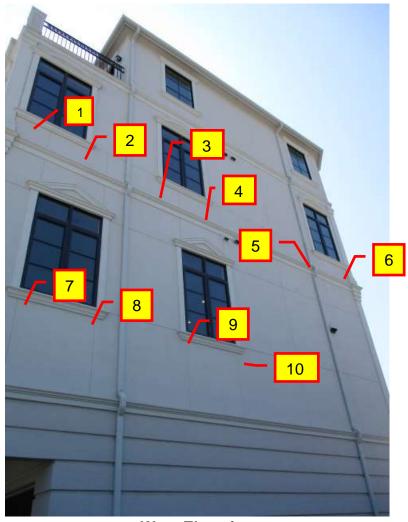
North Elevation (Front)

Probing area #	Moisture Reading Percentage	Substrate Integrity
#1	15% Elevated	Firm
#2	40% High	Semi Soft (see conclusions for more detail)
#3	23% High	Firm (See conclusion)
#4	19% High	Firm (See conclusion)
#5	20% High	Firm (See conclusion)
#6	23% High	Firm (See conclusion)
#7	9% Low	Firm

#8	17% Elevated	Firm (See conclusion)
#9	12% Low	Firm
#10	12% Low	Firm
#11	10% Low	Firm



#2 Probing area – All three probes made here were High Moisture content and soft



West Elevation

Probing area #	Moisture Reading Percentage	Substrate Integrity
#1	10% Low	Firm
#2	11% Low	Firm
#3	9% Low	Firm
#4	13% Low	Firm
#5	12% Low	Firm
#6	11% Low	Firm
#7	11% Low	Firm
#8	9% Low	Firm
#9	12% Low	Firm
#10	11% Low	Firm



South Elevation

Probing area #	Moisture Reading Percentage	Substrate Integrity
#1	12 Low	Firm
#2	13 Low	Firm
#3	11 Low	Firm
#4	13 Low	Firm
#5	12 Low	Firm
#6	13 Low	Firm
#7	12 Low	Firm
#8	13 Low (Low rood kick out)	Firm

Conclusions

<u>Sealants</u>

Seal/waterproof all flat EIFS trim accents under windows (using elastomeric coating) and re-caulk the lower edge of the windows where the trim and windows meet to help prevent moisture intrusion. The inspector recommends that you consult a qualified stucco waterproofing contractor and/or builder to seal these areas to prevent moisture penetration.

Penetration sealants are missing in several areas including the balcony door thresholds, balcony flashing, and balcony railings. The inspector recommends that you consult a qualified stucco waterproofing contractor to seal these areas to prevent moisture penetration.

Great care should be exercised in choosing the appropriate caulk. Each caulking manufacturer has recommendations about how their particular caulk should be applied. It is important that these guidelines be followed in order to maximize the effectiveness of the caulk and to enhance its ability to protect your home. All joints should be thoroughly cleaned before caulking to ensure the effectiveness and adherence of the caulk.

Cracking

The presence of hairline cracks/cracking is noted in several locations. It is recommended to seal/paint all cracks throughout the exterior veneer. Have the builder make the necessary repairs.

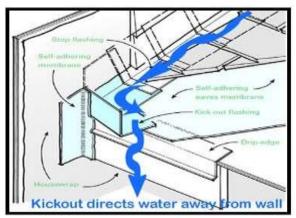
Control Joints

Control joints are present throughout the house, including below windows and other necessary areas. Control joints are planned breaks in the stucco system which help prevent cracks and/or compressions in the stucco surfaces, and are a good construction detail.

<u>Flashings</u>

The flashing at the bottom of the stucco walls was observed to be the weepscreed flashing. A weepscreed has holes in the bottom to allow moisture in the wall a path to exit the wall, rather than being kept inside.

Kickout flashing has been installed at the roof/wall intersections. However there was high moisture readings under one of the kick out flashings with soft sheathing/substrate (see below at substrate section).





Schematic of kickout flashing

The doors did not have head flashing installed across the tops of the doors which can present a vulnerability to water penetration at the tops of the doors. No evidences of water penetration were visible at the time of the inspection.

<u>Overhangs</u>

The overhanging wall at the front was observed to be closed in with stucco and did not have means of to drain moisture. The stucco was done in manner to leave a drainage plane, however the opening has been sealed. Recommend removal of materials to leave gap.

The metal flashing sealants are deteriorating. The inspector recommends to seal all terminations to prevent moisture intrusion.

Clearances

The stucco veneer had adequate clearance to the grade and/or flatwork at the west and rear sides of house. It is recommended that a minimum of 4-6 inches clearance be provided to the grade to allow for the stucco wall to drain properly, prevent water penetration, insect penetration, and deterioration of the stucco and/or structural sheathing behind the stucco. MAINTAIN THIS CLEARANCE AT ALL TIMES.

Painting

We observed areas that where the paint was heavily stained. The inspector recommends cleaning these areas and if stains cannot be removed then painting may be needed at these areas.

It is noted that the heavy staining at the east corner of the house was determined to be mainly from the gutter overflowing and running down the wall as the gutter slopes the wrong way. The inspector noted that the gutter was full of water at the time of the inspection at the east end and dry at the west end which is its termination point for this section of gutter. Have the builder make the necessary repairs.



Core Sampling/ Substrate Damage

Substrate damage was found on this house and further framing damage may be present beyond the substrate. It is recommended that all areas noted not to have **"Firm" substrate (Including Semi-soft, Soft, or Deteriorated)** be opened up to verify the extent of any damage. It is also recommended that the condition be repaired accordingly to prevent further water entry to the sheathing. It is noted that core sampling to evaluate damage at the areas noted in the report is recommended prior to removal of any large sections of stucco. Consult a qualified waterproofing contractor and/or builder to perform a core sample and/or to repair the damage where applicable. Refer to elevation photos for locations.

High moisture readings were observed in the substrate behind the stucco at some areas, however, at the time of the inspection, the substrate/sheathing was still in a firm condition. It is recommended that all areas above or around these areas be sealed by a qualified stucco waterproofing contractor and/or builder to prevent moisture penetration and to have the stucco rechecked three months after sealing these areas. Locations included: Front windows over the master area and the east most balcony

Additional Information

It is recommended that a follow-up inspection be completed in 6 to 8 months after all repairs are completed to ensure that the moisture levels remain within an acceptable level and proper corrections have been made to prevent moisture intrusion and wood rot.

This report only identifies the condition of the structure at the specific locations indicated. The locations of probing were determined by the inspector according to the probable areas that appeared to be vulnerable to moisture intrusion and in accordance with industry standards. Due to the inability to utilize the Tramex Wet Wall Detector on non EIFS systems (i.e., Traditional Hardcoat, etc.) a representative number of windows and various other areas that are prone to water intrusion were tested for elevated moisture by using a probe meter. The recommendations for corrections to prevent moisture intrusion are given in accordance with our best judgment, previous inspection experience, previously witnessed repairs, and knowledge gained from our personal experiences and other knowledgeable persons in the industry. No judgment is intended, or given, for any area that was not tested or reported.

Please note that the moisture readings included in this report are the raw data recorded by the Delmhorst probe meter. Moisture levels are affected by the ambient weather conditions and other factors, and this can result in variations between the readings taken on one day and readings taken in the same area on another day. The readings provided in this report are accurate indicators of the presence of retained moisture at the surface of the substrate in the area tested at that given moment in time. These readings are not represented to be the absolute moisture content of the full depth of the substrate.

These moisture readings are not represented to be the absolute moisture content of the full depth of the substrate. Rather, this documentation is represented as a moisture and wall substrate evaluation of the current conditions. Furthermore, the investigations, opinions, and recommendations reported within this document are not represented as an "inspection" sanctioned by the Texas Real Estate Commission (TREC) even though the inspector is a TREC licensed inspector.

This report was prepared for either the prospective buyers or current owner. Its intended use is to assist in their efforts to identify, and at their discretion, to request action to mitigate potential environmental exposure risks, construction and/or maintenance deficiencies prior to buying or selling this property.

<u>CLOSE</u>

Opinions and comments stated in this report are based on the apparent performance of the items included within the scope of the inspection, at the time of the inspection. Performance standards are based on the knowledge gained through the experience and professional studies of the inspector. There is no warranty or guarantee, either expressed or implied, regarding the habitability, future performance, life, merchantability, and/or need for repair of any item inspected.

At your service,

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Tim Hedderman Registered Professional Engineer #51501 Texas Firm Number: 7942



HEDDERMAN ENGINEERING, INC. www.heddermanengineering.com Office 281-355-9911 Fax 281-355-9903 office@heddermanengineering.com I E I

RECEIPT

DATE

TO: **CLIENT NAME**

REF: Stucco inspection of the house at ADDRESS.

Total cost of inspection:	COST
Total Paid:	<u>COST</u>
Total Due:	- 0 -

For your records, following is the Service Agreement that you executed for this inspection.

HEDDERMAN STUCCO DIVISION

Office: 281-355-9911 Fax: 281-355-9903

office@heddermanengineering.com www.heddermanengineering.com

Stucco Inspection Service Agreement

NOTICE: THIS AGREEMENT IS INTENDED TO BE A LEGALLY BINDING CONTRACT - PLEASE READ IT CAREFULLY

DATE OF INSPECTION: DATE

CLIENT NAME: CLIENT NAME

PROPERTY ADDRESS: ADDRESS

COST OF INSPECTION: COST

Purpose of inspection

The purpose of the inspection is to help in assessing the condition of the stucco and substrate material, to visually view the stucco system looking for installation flaws, inadequate water diversions, sealant failures and perform a moisture analysis using a probing method to check moisture levels in the substrate behind the stucco. Although this report may include observations of some building code information, compliance with codes, specifications, and/or legal requirements is specifically excluded. This also applies to all non-code making bodies, including but not limited to, the Texas Lathing and Plastering Contractors Association and their respective recommendations of building construction details. Since building codes change every few years, our inspections are not done with the intention of bringing property into compliance with current code requirements or current standards. Rather, the standard of our inspections is a performance standard to determine if the items inspected are performing adequately at the time of the inspection, or are in need of repairs. It is pointed out that other engineers/inspectors may have contrasting opinions to those given in this report. It is not within the purpose and/or scope of this report to determine the insurability, habitability, merchantability, future performance, suitability of use, economic life span, and/or issues unnamed in this report. This report is not an insurance policy, neither is it an expressed nor implied warranty and /or guarantee as to future life and/or continued performance of the items inspected. Our inspection and report are intended to express the inspector's perceived impression of the apparent performance of the inspected components and systems viewed on the date of the inspection. Our intent is to reduce your risk associated with this transaction, however we cannot eliminate all risk, nor assume your risk. Any items pointed out as in need of repair or further investigation should be evaluated by a qualified repair specialist or service company PRIOR TO CLOSING ON THE PROPERTY.

It is recommended that you obtain as much history as is available concerning this property. This historical information may include copies of any seller's disclosures, previous inspection or engineering reports, building drawings and/or specifications, bids to perform repair work on the property, receipts from repair work that has been performed, reports performed for or by relocation companies, municipal inspection departments, lenders, insurers, and appraisers. You should attempt to determine whether repairs, renovations, remodeling, additions or other such activities have taken place at this property. Scope of inspection

The scope of the inspection includes limited, visual observations at the exterior of the structure, and the attic (if applicable) as viewed only from the areas determined by the inspector to be safely accessible. A visual examination of the condition of the stucco, exterior sealants, flashings, windows, doors, roof-to-stucco transitions, parapets, gutters, deck-to-building connections, stucco terminations and any penetrations through the stucco. The scope also includes conducting of moisture probing of the building envelope at areas the inspector choses to probe based on inspectors judgement and experience. We will prepare a report of our observation of potential problem areas and record any high moisture readings found. Only those items <u>readily</u> accessible and

visible at the time of the inspection will be included in this report. Disassembly or removal of any portion of the structure is beyond the scope of this inspection.

Limitations of Inspection

A visual inspection with probing of the stucco will generally produce a competent assessment of the current condition of the stucco system, provided repairs have not been performed which would cover distress patterns normally produced by problems. Because the inspection procedure is a limited inspection, however an inherent residual risk remains that undiscovered problems exist and/or future problems will develop. We can make no guarantee, express or implied, that our observations and random moisture readings offer conclusive evidence that no installation or moisture problem exist, or that all problems were found. This inspection company, its employees and any divisions shall not be liable for non-visual defects, unseen defects, unspecified defects or hidden damage and conditions existing on the subject property and hereby disclaims any liability and responsibility thereof. All parties concerned agree to hold harmless and indemnify this inspection company involving any liabilities that may result.

This report is provided solely for the use of the person to whom this report is addressed, and is in no way intended or authorized to be used by a third party, who may have different requirements, and to whom we have not contracted with to perform an inspection. If a third party chooses to use this inspection report, they do so without HEDDERMAN STUCCO/HEDDERMAN ENGINEERING, INC. (HS/HEI) permission or authorization, and they do so at their own risk.

If this inspection is prepared for a buyer or seller in accordance within a real estate transaction it is noted that the inspection addresses a specific system, which is the stucco cladding and details. While our report may refer to the roof, doors, windows, railings, etc. as these items interact with the stucco cladding, it is not intended as a substitute for a complete standard inspection of the property. Standard inspections performed by a licensed Inspector on the TREC report form and/or from an engineering inspection company will contain additional information a buyer should consider in making a decision to purchase. While the inspector may be a licensed TREC inspector, the type of inspection work being performed is considered specialized and is not regulated by the Texas Real Estate Commission.

Dispute Resolution

In the event of a complaint concerning the inspection services provided pursuant to this agreement, Client must notify Hedderman Stucco/Hedderman Engineering Inc. in writing of such complaint within ten (10) business days of the date of Client's actual discovery and thereafter allow a prompt re-inspection of the item relating to the claimed condition. Client further agrees that client and he/she/it's agents, employees or independent contractors will make no alterations, repairs or replacements to the item complained about prior to a re-inspection by HEI as agreed above. You agree that failure to comply with this procedure shall result in your express release of all claims Client may have against HS/HEI, known and unknown, related to the item complained about and any related alleged act or omission by Hedderman Stucco.

Mediation:

In the event a dispute, controversy or claim arising out of or relating to this agreement, the inspection, or the report resulting from these inspection services, and assuming the dispute cannot be settled through direct discussions between the Client and HS/HEI, the parties agree to endeavor first to settle the dispute by mediation before resorting to arbitration. If the mediation does not result in a settlement of the dispute, then any unresolved controversy shall be submitted to binding arbitration, as set forth below. The parties shall share equally the costs of the mediator.

LIMITATION OF LIABILITY:

In any event Hedderman Stucco fails to fulfill its obligations under this agreement, Client agrees that CLIENTS EXCLUSIVE REMEDY AT LAW OR IN EQUITY AGAINST HS/HEI IS LIMITED TO AN AMOUNT EQUAL TO THE INSPECTION FEE PAID HEREIN. Client assumes the risk of losses greater than the refund of the fee paid herein. Client acknowledges that this limitation of liability is reasonable in view of the relatively small fee that HEI charges for making the inspections when compared with the potential of exposure that HEI might

otherwise incur in the absence of such limitation of liability, and that a much higher fee would be charged if HEI were subject to greater liability.

Statute of Limitations

The parties agree that no claim, demand, or action, whether sounding in contract or in tort, may be brought to recover damages against HS/HEI, or its officers, agents, or employees MORE THAN TWO YEARS AND ONE DAY AFTER THE DATE OF THE INSPECTION OR THE DATE ANY PURPORTED CAUSE OF ACTION ARISING OUT OF THE INSPECTION ACCRUES. TIME IS EXPRESSLY OF THE ESSENCE HEREIN. Client understands that this time period may be shorter that otherwise provided by law.

Acceptance of Report

By signing I confirm that I have read, understood, and agree to the above pre-inspection service agreement, and that I agree to be bound by these terms and conditions. In the absence of Client to sign this service agreement prior to or at the time of the inspection, then acceptance of the report and/or payment for the inspection shall constitute agreement with all of the terms of this agreement. The report to be prepared by inspector shall be considered the final and exclusive findings of the inspector regarding the inspection of the property. Client shall not rely on any oral statements made by the inspector prior to issuance of the printed report.

NOTE: IF THE INSPECTION IS CANCELLED LESS THAN ONE FULL BUSINESS DAY BEFORE THE SCHEDULED TIME, THE CLIENT WILL BE CHARGED ½ OF THE ORIGINAL INSPECTION FEE AND AGREES TO PAY SUCH PENALTY FEE.

✓ I HAVE READ AND ACCEPT THIS AGREEMENT