

Your Address Here

Westwood Surveyors Ltd
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Any Date Here

Dear Customer Name Here

Thank you for booking your survey with me. Here's a few useful reminders about the survey you have selected and how I am here to assist you throughout this process. If you have any queries at all, please don't hesitate to contact me.

- ✓ Your survey will be carried out by a RICS accredited Surveyor in accordance with the RICS Terms of Engagement. *A copy of which will be emailed to you along with this letter.*

A quick reminder of the key differences that may catch people out have been highlighted below:

- A RICS Homebuyers report *does* include a market valuation section but *does not* include cost estimates for repairs
- The RICS Building survey *does not* include a valuations section but *does* include cost estimates for repairs on all items over £400 in value.
- The survey is a visual inspection only, designed to expose and explain defects and sign-post you as a prospective purchaser to follow up items that have been recommended by your surveyor.
- ✓ Following the inspection, and no later than 24 hours than, your surveyor will issue feedback to me via email and I shall forward onto you highlighting any key areas that we have discussed at the point of booking. If you wish to speak to your surveyor directly, you are most welcome, however please allow them time to travel home and prepare this feedback as it should not be given hastily or without consideration.

Payments

Payment for your survey is taken before the survey takes place either by bank transfer or securely by credit/debit card. However, should you need to terminate your booking for whatever reason you are entitled to a refund if we are notified within 24 hours of the inspection date, minus a £20 administration fee. If the survey is already taking place I am afraid we are unable to issue a refund.

Queries

In the unlikely event that you are dissatisfied with our service I invite you to contact me directly in the first instance and I will do my best to resolve any issues immediately. Should I fail to satisfy your issue fully you

Company number 10946968

may request a copy of our complaints procedure at any time and without prejudice. It is our aim to provide the best service possible to our clients and therefore hope you never need it!

Lead times

We understand that you are often waiting for your completed report with urgency to make some very important and costly decisions and we will always try to meet any timescales you have if possible to do so. Our standard lead times are below.

- ≠ RICS Valuation – 3-5 working days from the day after the inspection.
- ≠ RICS Condition Report – 3-5 working days from the day after the inspection.
- ≠ RICS Homebuyers Report – 3-5 working days from the day after the inspection.
- ≠ RICS Building Survey – 5-7 working days from the day after the inspection.

Exception to this rule are bank holidays and additional services such as complex surveys or commercial projects. We do offer a fast turn-around services for urgent cases for an additional £95 plus vat to receive the report back within 48 hours.

Post-Report support

Once you have your completed survey report you may have some questions or need some assistance. Here's a list of things that we assist our clients with daily should these be of assistance to you please get in touch with me.

- ✓ Damp & Timer specialists
- ✓ Architectural Services
- ✓ Planning Applications
- ✓ Party Wall Services
- ✓ Commercial Surveying
- ✓ Refurbishment & Project Management (Domestic & Commercial)
- ✓ Health & Safety
- ✓ Asbestos Surveying
- ✓ Trade contact numbers (General)

Preferences

Please do let me know if you prefer to be kept informed via email, call or text, otherwise I shall use email and telephone. If you have any disabilities, either visually, hearing or other, and require me to assist you with the findings of your report, please contact me to discuss.

Feedback & Referral incentive

Should you be kind enough to provide us with your feedback we will apply 10% discount to any future services for you, or anyone that you refer to us as a thank you. Feedback can be left via www.yell.com, Local Surveyor Direct, Facebook or Google and you will receive the links along with your completed report once we have delivered our service.

Thank you for choosing to book your survey with me and I look forward to assisting you.

Yours faithfully
Clair Westwood

Managing Director

