

1. How do I get a price for a Home Survey?

You can call us on 01530483008 or email Clair at clair.westwood@navasassociates.co.uk

2. Are there any hidden costs?

There are no hidden costs. We offer flexible services and can supply additional services where required. We will always be open and upfront with our fees.

3. How do I arrange a Home Survey?

You can call us and we can take you through the booking process in person or you can complete the email instruction if you provide us with your email address. You can also download then relevant forms on our website at www.navasassociates.co.uk

4. How long will my survey take?

It's possible for us to undertake surveys within 48 hours of instruction, although this will depend on access being made available by the estate agent or vendor and current workloads. If there is going to be a delay in arranging the inspection which is outside our control we will let you know by email or phone.

NB: (It may not be possible to process orders for surveys received after 5.00pm on a Friday until the following Monday).

5. How can I pay for the survey?

Payment can be made online by debit or credit card or by Bank Transfer. We use Worldpay for secure card processing. Cheque is accepted but must kindly clear before the appointment is carried out. We do take payments up front for all services.

6. Which survey should I choose?

This will depend on the type of property you are buying and the information you require. You can also view samples of the different surveys that we offer on our website. If in doubt just call us. It's important you select the best fit for your purchase and we are here to assist you.

7. Will you tell me the date that the survey will be carried out?

We will confirm the date the survey will be carried out by email or phone.

8. Who carries out the survey?

Your survey will be carried out by a qualified RICS registered Surveyor.

9. Is my surveyor properly insured?

All surveyors hold Professional Indemnity Insurance.

10. Will my surveyor know the area where I am buying?

Yes. We market areas we are familiar with. However rest assured your surveyor is capable of research needed to undertake the survey in any area required with competency.

11. May I speak to someone before and after the inspection?

Of course. Just let us know and we can arrange this for you.

12. How do I track the progress of my survey?

Please allow between 3-5 working days for your Homebuyer Report to be produced and 5-7 for the Building Surveys. They do sometimes take longer as you can appreciate all buildings are different. We will keep you informed of any delays. If your report is ready sooner, we will send it to you.

13. How will I receive my survey report?

When your report is ready, it will be sent to you via email. Your report will be in standard PDF format. If you do not have email, we will post a copy to you free of charge.

14. Can I cancel my survey and will you refund the cost?

Please contact our office if you wish to cancel your survey and we will refund the cost if more than 24 hours' notice has been given minus a £25 administration fee. If the surveyor has already carried out the Inspection, we will not be able to make a refund under any circumstances.

15. What happens if I have a complaint?

In the unlikely event that you have a complaint you should initially contact our office or your surveyor who may be able to resolve the matter for you quickly. All surveyors have a complaints handling procedure which sets out how they will deal with your complaint and how long it will take.

Your surveyor is also a member of an ombudsman scheme and you will be able to contact this independent body if you are not satisfied with your surveyor's response to your complaint. The ombudsman scheme will look into the complaint and adjudicate on your behalf.

16. How do I know you are a reputable company?

Navas Associates is regulated by the Royal Institution of Chartered Surveyors. As RICS members we are required to act with integrity and provide a high standard of customer service. You can read our client reviews on the following independent platforms.

Yell.com, Local Surveyor Direct ,Google - We work hard to deliver a first class service to our customer pre and post survey.

17. Can I call you for further help and advice?

Yes. Our small client services team are trained and friendly and will answer any queries you may have. Our Surveyors are on hand to offer support too.

18. May I join the Surveyor in the appointment?

Unfortunately, we are not authorised to accompany a prospective purchaser to the property. You may attend at the same time the survey is being carried out but this must be arranged via the Estate Agent or Vendor directly and we cannot be responsible for your access to the property for insurance and legal reasons.

19. Will the Surveyor discuss the findings of my survey with anyone such as the vendor or agent?

Never. We are obligated by law to point out any dangerous or detrimental conditions that may put the inhabitants at risk or the building structure if these are noted visually on the appointment.