



LEVEL 2

Your survey report

Property address

Client's name

Consultation date (if applicable)

Inspection date

Surveyor's RICS number

2

Contents

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A

About the inspection and report

This RICS Home Survey – Level 2 has been produced by a surveyor, who has written this report for you to use. If you decide not to act on the advice in this report, you do so at your own risk.

A

About the inspection and report

As agreed, this report will contain the following:

- a physical inspection of the property (see 'The inspection' in section L) and
- a report based on the inspection (see 'The report' in section L).

About the report

We aim to give you professional advice to:

- make a reasoned and informed decision on whether to go ahead with buying the property
- take into account any repairs or replacements the property needs, and
- consider what further advice you should take before committing to purchasing the property.

Any extra services we provide that are not covered by the terms and conditions of this report must be covered by a separate contract.

About the inspection

- We only carry out a visual inspection.
- We inspect roofs, chimneys and other surfaces on the outside of the building from ground level and, if necessary, from neighbouring public property and with the help of binoculars.
- We inspect the roof structure from inside the roof space if there is access (although we do not move or lift insulation material, stored goods or other contents). We examine floor surfaces and under-floor spaces so far as there is safe access to these (although we do not move or lift furniture, floor coverings or other contents). We do not remove the contents of cupboards. We are not able to assess the condition of the inside of any chimney, boiler or other flues. Also, we do not remove secured panels or undo electrical fittings.
- We note in our report if we are not able to check any parts of the property that the inspection would normally cover. If we are concerned about these parts, the report will tell you about any further investigations that are needed.
- We do not report on the cost of any work to put right defects or make recommendations on how these repairs should be carried out. Some maintenance and repairs we suggest may be expensive.
- We inspect the inside and outside of the main building and all permanent outbuildings, but we do not force or open up the fabric of the building. We also inspect the parts of the electricity, gas/oil, water, heating and drainage services that can be seen, but we do not test them. To help describe the condition of the home, we give condition ratings to the main parts (the 'elements') of the building, garage and some parts outside. Some elements can be made up of several different parts.
- In the element boxes in sections D, E, F and G, we describe the part that has the worst condition rating first and then briefly outline the condition of the other parts. The condition ratings are described in section B of this report. The report covers matters that, in the surveyor's opinion, need to be dealt with or may affect the value of the property.

 **Reminder**

Please refer to your **Terms and Conditions** report received on the for a full list of exclusions.



About the inspection

Surveyor's name

Surveyor's RICS number

Company name

Date of the inspection

Report reference number

Related party disclosure

Full address and postcode of the property

Weather conditions when the inspection took place

Status of the property when the inspection took place

B

Overall opinion

This section provides our overall opinion of the property, highlights any areas of concern and summarises the condition ratings of the different elements of the property. Individual elements of the property have been rated to indicate any defects, and have been grouped by the urgency of any required maintenance. If an element is made up of a number of different parts (for example, a pitched roof to the main building and a flat roof to an extension), only the part in the worst condition is shown here.

Important note

To get a balanced impression of the property, we strongly recommend that you read all sections of the report, in particular section K, 'What to do now', and discuss this with us if required.

B

Summary of condition ratings

Overall opinion of property

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| |
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B

Condition ratings

To determine the condition of the property, we assess the main parts (the 'elements') of the building, garage and some outside areas. These elements are rated on the urgency of maintenance needed, ranging from 'very urgent' to 'no issues recorded'.



Documents we may suggest you request before you sign contracts

There are documents associated with the following elements. Check these documents have been supplied by your solicitor before exchanging contracts.

| Element no. | Document name | Received |
|-------------|---------------|----------|
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |



Elements that require urgent attention

These elements have defects that are serious and/or need to be repaired, replaced or investigated urgently. Failure to do so could risk serious safety issues or severe long-term damage to your property.

| Element no. | Element name | Comments (if applicable) |
|-------------|--------------|--------------------------|
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

B

Condition ratings

2

Elements that require attention but are not serious or urgent

These elements have defects that need repairing or replacing, but are not considered to be either serious or urgent. These elements must also be maintained in the normal way.

| Element no. | Element name | Comments (if applicable) |
|-------------|--------------|--------------------------|
| | | |
| | | |
| | | |
| | | |
| | | |

1

Elements with no current issues

No repair is currently needed. The elements listed here must be maintained in the normal way.

| Element no. | Element name | Comments (if applicable) |
|-------------|--------------|--------------------------|
| | | |
| | | |
| | | |

NI

Elements not inspected

We carry out a visual inspection, so a number of elements may not have been inspected. These are listed here.

| Element no. | Element name |
|-------------|--------------|
| | |
| | |
| | |

C

About the property

This section includes:

- About the property
- Energy efficiency
- Location and facilities



About the property

Type of property

Approximate year the property was built

Approximate year the property was extended

Approximate year the property was converted

Information relevant to flats and maisonettes

Construction

Accommodation

| | Living rooms | Bedrooms | Bath or shower | Separate toilet | Kitchen | Utility room | Conser-vatory | Other |
|--------------|--------------|----------|----------------|-----------------|---------|--------------|---------------|-------|
| Lower ground | | | | | | | | |
| Ground | | | | | | | | |
| First | | | | | | | | |
| Second | | | | | | | | |
| Third | | | | | | | | |
| Other | | | | | | | | |
| Roof spaces | | | | | | | | |



Energy efficiency

We are advised that the property's current energy performance, as recorded in the EPC, is as stated below.

We have checked for any obvious discrepancies between the EPC and the subject property, and the implications are explained to you.

Energy efficiency rating

Issues relating to the energy efficiency rating

Mains services

A marked box shows that the relevant mains service is present.

Gas

Electric

Water

Drainage

Central heating

Gas

Electric

Solid fuel

Oil

Other services or energy sources (including feed-in tariffs)

Other energy matters



Location and facilities

Grounds

Location

Facilities

Local environment

D

Outside the property

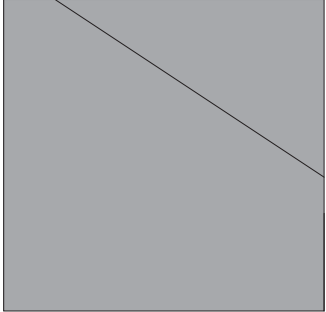
D

Outside the property

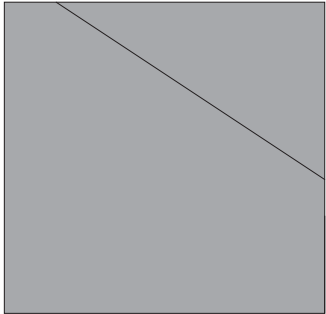
Limitations on the inspection

| |
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| |
|--|

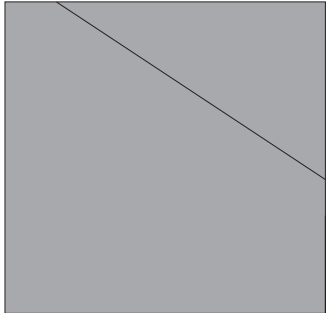
D1 Chimney stacks

| | |
|------------------------------------------------------------------------------------|-----------------------|
|  | <input type="radio"/> |
|------------------------------------------------------------------------------------|-----------------------|

D2 Roof coverings

| | |
|-------------------------------------------------------------------------------------|-----------------------|
|  | <input type="radio"/> |
|-------------------------------------------------------------------------------------|-----------------------|

D3 Rainwater pipes and gutters

| | |
|-------------------------------------------------------------------------------------|-----------------------|
|  | <input type="radio"/> |
|-------------------------------------------------------------------------------------|-----------------------|

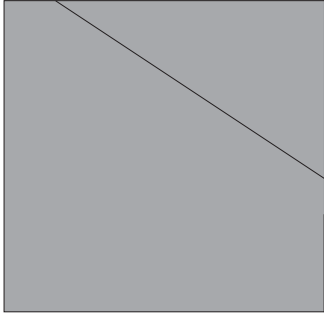
D

Outside the property

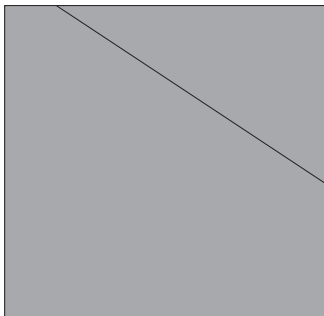
D4 Main walls

| | |
|-----------------------------------------------------------------------------------|-----------------------|
|  | <input type="radio"/> |
|-----------------------------------------------------------------------------------|-----------------------|

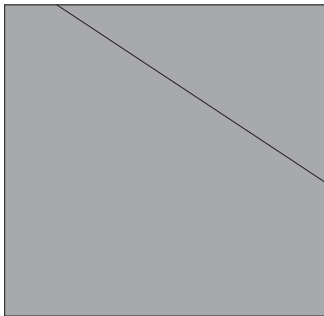
D5 Windows

| | |
|------------------------------------------------------------------------------------|-----------------------|
|  | <input type="radio"/> |
|------------------------------------------------------------------------------------|-----------------------|

D6 Outside doors (including patio doors)

| | |
|-------------------------------------------------------------------------------------|-----------------------|
|  | <input type="radio"/> |
|-------------------------------------------------------------------------------------|-----------------------|

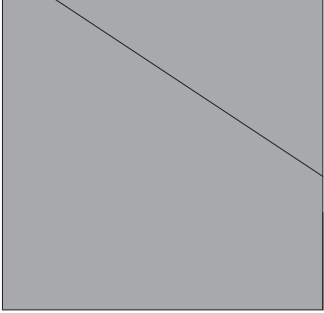
D7 Conservatory and porches

| | |
|-------------------------------------------------------------------------------------|-----------------------|
|  | <input type="radio"/> |
|-------------------------------------------------------------------------------------|-----------------------|

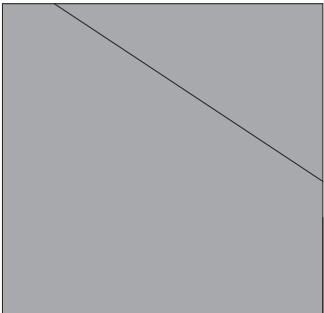
D

Outside the property

D8 Other joinery and finishes

| | |
|-----------------------------------------------------------------------------------|-----------------------|
|  | <input type="radio"/> |
|-----------------------------------------------------------------------------------|-----------------------|

D9 Other

| | |
|------------------------------------------------------------------------------------|-----------------------|
|  | <input type="radio"/> |
|------------------------------------------------------------------------------------|-----------------------|

E

Inside the property

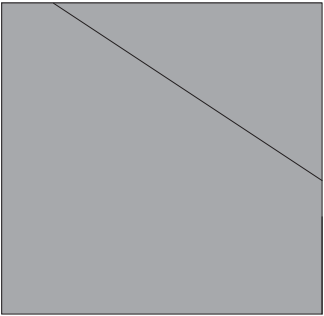
E

Inside the property

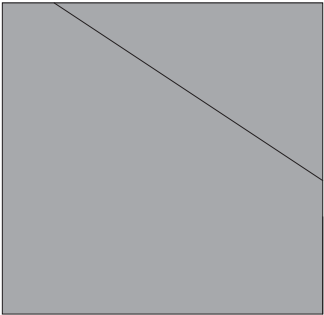
Limitations on the inspection

| |
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| |
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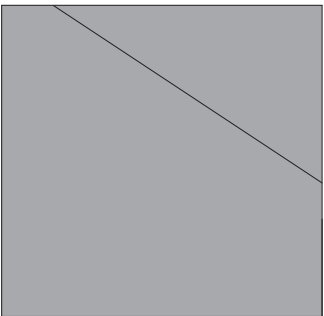
E1 Roof structure

| | |
|------------------------------------------------------------------------------------|--------------------------|
|  | <input type="checkbox"/> |
|------------------------------------------------------------------------------------|--------------------------|

E2 Ceilings

| | |
|-------------------------------------------------------------------------------------|--------------------------|
|  | <input type="checkbox"/> |
|-------------------------------------------------------------------------------------|--------------------------|

E3 Walls and partitions

| | |
|-------------------------------------------------------------------------------------|--------------------------|
|  | <input type="checkbox"/> |
|-------------------------------------------------------------------------------------|--------------------------|

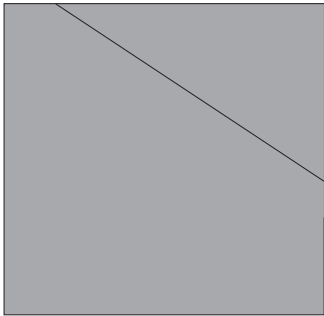
E

Inside the property

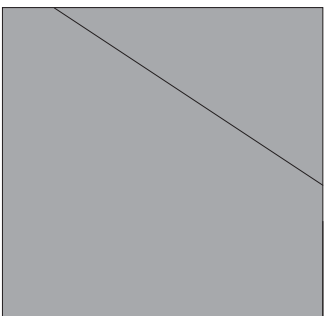
E4 Floors

| | |
|-----------------------------------------------------------------------------------|-----------------------|
|  | <input type="radio"/> |
|-----------------------------------------------------------------------------------|-----------------------|

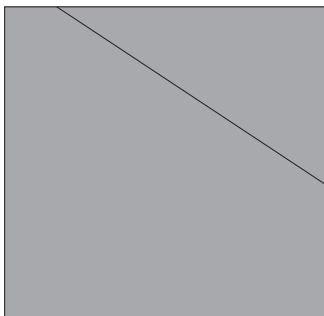
E5 Fireplaces, chimney breasts and flues

| | |
|------------------------------------------------------------------------------------|-----------------------|
|  | <input type="radio"/> |
|------------------------------------------------------------------------------------|-----------------------|

E6 Built-in fittings (built-in kitchen and other fittings, not including appliances)

| | |
|-------------------------------------------------------------------------------------|-----------------------|
|  | <input type="radio"/> |
|-------------------------------------------------------------------------------------|-----------------------|

E7 Woodwork (for example, staircase joinery)

| | |
|-------------------------------------------------------------------------------------|-----------------------|
|  | <input type="radio"/> |
|-------------------------------------------------------------------------------------|-----------------------|

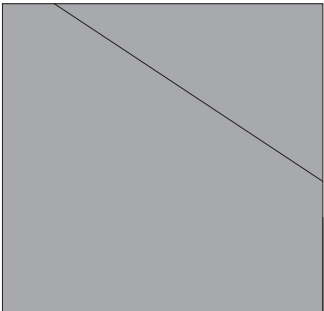
E

Inside the property

E8 Bathroom fittings

| | |
|-----------------------------------------------------------------------------------|-----------------------|
|  | <input type="radio"/> |
|-----------------------------------------------------------------------------------|-----------------------|

E9 Other

| | |
|------------------------------------------------------------------------------------|-----------------------|
|  | <input type="radio"/> |
|------------------------------------------------------------------------------------|-----------------------|

F

Services

Services are generally hidden within the construction of the property. This means that we can only inspect the visible parts of the available services, and we do not carry out specialist tests. The visual inspection cannot assess the services to make sure they work efficiently and safely, and meet modern standards.

F

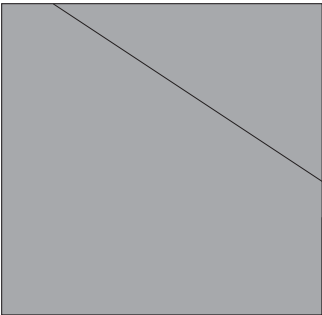

Services

Limitations on the inspection

| |
|--|
| |
|--|

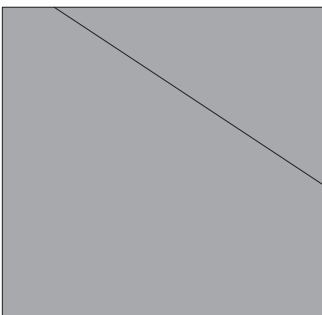

F1 Electricity

Safety warning: *Electrical Safety First recommends that you should get a registered electrician to check the property and its electrical fittings at least every ten years, or on change of occupancy. All electrical installation work undertaken after 1 January 2005 should have appropriate certification. For more advice, contact Electrical Safety First.*

| | |
|------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
|  |  |
|------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|

F2 Gas/oil

Safety warning: *All gas and oil appliances and equipment should be regularly inspected, tested, maintained and serviced by a registered 'competent person' in line with the manufacturer's instructions. This is important to make sure that the equipment is working correctly, to limit the risk of fire and carbon monoxide poisoning, and to prevent carbon dioxide and other greenhouse gases from leaking into the air. For more advice, contact the Gas Safe Register for gas installations, and OFTEC for oil installations.*

| | |
|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
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|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|

F

Services

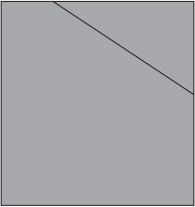
F3 Water

| | |
|-----------------------------------------------------------------------------------|-----------------------|
|  | <input type="radio"/> |
|-----------------------------------------------------------------------------------|-----------------------|

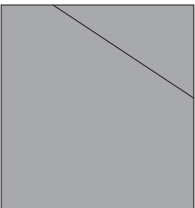
F4 Heating

| | |
|-----------------------------------------------------------------------------------|-----------------------|
|  | <input type="radio"/> |
|-----------------------------------------------------------------------------------|-----------------------|

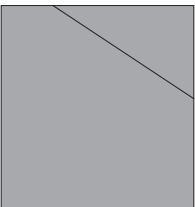
F5 Water heating

| | |
|-------------------------------------------------------------------------------------|-----------------------|
|  | <input type="radio"/> |
|-------------------------------------------------------------------------------------|-----------------------|

F6 Drainage

| | |
|-------------------------------------------------------------------------------------|-----------------------|
|  | <input type="radio"/> |
|-------------------------------------------------------------------------------------|-----------------------|

F7 Common services

| | |
|-------------------------------------------------------------------------------------|-----------------------|
|  | <input type="radio"/> |
|-------------------------------------------------------------------------------------|-----------------------|

G

Grounds

(including shared areas for flats)

G

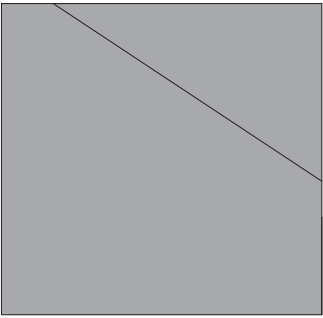
Grounds (including shared areas for flats)

Limitations on the inspection

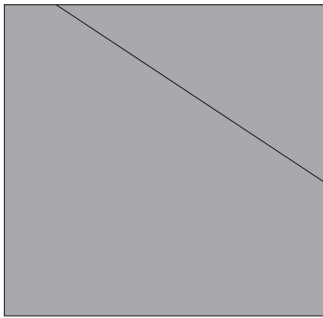
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G1 Garage

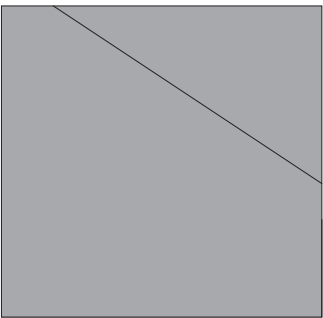
1 2 3 NI

| | |
|------------------------------------------------------------------------------------|-----------------------|
|  | <input type="radio"/> |
|------------------------------------------------------------------------------------|-----------------------|

G2 Permanent outbuildings and other structures

| | |
|-------------------------------------------------------------------------------------|-----------------------|
|  | <input type="radio"/> |
|-------------------------------------------------------------------------------------|-----------------------|

G3 Other

| | |
|-------------------------------------------------------------------------------------|-----------------------|
|  | <input type="radio"/> |
|-------------------------------------------------------------------------------------|-----------------------|

H

Issues for your legal advisers

We do not act as a legal adviser and will not comment on any legal documents. However, if, during the inspection, we identify issues that your legal advisers may need to investigate further, we may refer to these in the report (for example, to state you should check whether there is a warranty covering replacement windows). You should show your legal advisers this section of the report.



Issues for your legal advisers

H1 Regulation

H2 Guarantees



Issues for your legal advisers

H3 Other matters



Risks

This section summarises defects and issues that present a risk to the building or grounds, or a safety risk to people. These may have been reported and condition-rated against more than one part of the property, or may be of a more general nature. They may have existed for some time and cannot be reasonably changed.

Risks

I1 Risks to the building

I2 Risks to the grounds

I3 Risks to people

I4 Other risks or hazards

J

Surveyor's declaration



Surveyor's declaration

Surveyor's RICS number

Phone number

Company

Surveyor's address

Qualifications

Email

Website

Property address

Client's name

Date this report was produced

I confirm that I have inspected the property and prepared this report.

Signature

K

What to do now

K

Further investigations and getting quotes

We have provided advice below on what to do next, now that you have an overview of any work to be carried out on the property. We recommend you make a note of any quotations you receive.

Getting quotations

The cost of repairs may influence the amount you are prepared to pay for the property. Before you make a legal commitment to buy the property, you should get reports and quotations for all the repairs and further investigations the surveyor may have identified. You should get at least two quotations from experienced contractors who are properly insured.

You should also:

- ask them for references from people they have worked for
- describe in writing exactly what you will want them to do and
- get them to put their quotations in writing.

Some repairs will need contractors who have specialist skills and who are members of regulated organisations (for example, electricians, gas engineers, plumbers and so on). You may also need to get Building Regulations permission or planning permission from your local authority for some work.

Further investigations and what they involve

If we are concerned about the condition of a hidden part of the building, could only see part of a defect or do not have the specialist knowledge to assess part of the property fully, we may have recommended that further investigations should be carried out to discover the true extent of the problem.

This will depend on the type of problem, but to do this properly, parts of the home may have to be disturbed, so you should discuss this matter with the current owner. In some cases, the cost of investigation may be high.

When a further investigation is recommended, the following will be included in your report:

- a description of the affected element and why a further investigation is required
- when a further investigation should be carried out and
- a broad indication of who should carry out the further investigation.

Who you should use for further investigations

You should ask an appropriately qualified person, although it is not possible to tell you which one. Specialists belonging to different types of organisations will be able to do this. For example, qualified electricians can belong to five different government-approved schemes. If you want further advice, please contact the surveyor.



Description of the RICS Home Survey – Level 2 service and terms of engagement



Description of the RICS Home Survey – Level 2 (survey only) service and terms of engagement

The service

The RICS Home Survey – Level 2 (survey only) service includes:

- a physical **inspection** of the property (see *The inspection* below) and
- a **report** based on the inspection (see *The report* below).

The surveyor who provides the RICS Home Survey – Level 2 (survey only) service aims to give you professional advice to help you to:

- make an informed decision on whether to go ahead with buying the property
- take into account any repairs or replacements the property needs, and
- consider what further advice you should take before committing to purchasing the property.

Any extra services provided that are not covered by the terms and conditions of this service must be covered by a separate contract.

The inspection

The surveyor inspects the inside and outside of the main building and all permanent outbuildings, recording the construction and significant visible defects that are evident. This inspection is intended to cover as much of the property as is physically accessible. Where this is not possible, an explanation is provided in the 'Limitations on the inspection' box in the relevant section of the report.

The surveyor does not force or open up the fabric of the building. This includes taking up fitted carpets, fitted floor coverings or floorboards; moving heavy furniture; removing the contents of cupboards, roof spaces, etc.; removing secured panels and/or hatches; or undoing electrical fittings.

The surveyor will enter the roof space and visually inspect the roof structure. Although the surveyor does not move or lift insulation material, stored goods or other contents.

If necessary, the surveyor carries out parts of the inspection when standing at ground level, from adjoining public property where accessible. This means the extent of the inspection will depend on a range of individual circumstances at the time of inspection, and the surveyor judges each case on an individual basis.

The surveyor uses equipment such as a damp meter, binoculars and torch, and uses a ladder for flat roofs and for hatches no more than 3m above level ground (outside) or floor surfaces (inside) if it is safe to do so.

If it is safe and reasonable to do so, the surveyor will enter the roof space and visually inspect the roof structure with attention paid to those parts vulnerable to deterioration and damage. Although the surveyor does not move or lift insulation material, stored goods or other contents.

The surveyor also carries out a desk-top study and makes oral enquiries for information about matters affecting the property.



Description of the RICS Home Survey – Level 2 service (survey only) and terms of engagement

Services to the property

Services are generally hidden within the construction of the property. This means that only the visible parts of the available services can be inspected, and the surveyor does not carry out specialist tests. The visual inspection cannot assess the efficiency or safety of electrical, gas or other energy sources; plumbing, heating or drainage installations (or whether they meet current regulations); or the inside condition of any chimney, boiler or other flue.

Outside the property

The surveyor inspects the condition of boundary walls, fences, permanent outbuildings and areas in common (shared) use. To inspect these areas, the surveyor walks around the grounds and any neighbouring public property where access can be obtained. Where there are restrictions to access (e.g. a creeper plant prevents closer inspection), these are reported and advice is given on any potential underlying risks that may require further investigation.

Buildings with swimming pools and sports facilities are also treated as permanent outbuildings and are therefore inspected, but the surveyor does not report on the leisure facilities, such as the pool itself and its equipment internally or externally, landscaping and other facilities (for example, tennis courts and temporary outbuildings).

Flats

When inspecting flats, the surveyor assesses the general condition of the outside surfaces of the building, as well as its access areas (for example, shared hallways and staircases that lead directly to the subject flat) and roof spaces, but only if they are accessible from within and owned by the subject flat. The surveyor does not inspect drains, lifts, fire alarms and security systems.

External wall systems are not inspected. If the surveyor has specific concerns about these items, further investigation will be recommended before making a legal commitment to purchase.



Description of the RICS Home Survey – Level 2 service (survey only) and terms of engagement

Dangerous materials, contamination and environmental issues

The surveyor does not make any enquiries about contamination or other environmental dangers. However, if the surveyor suspects a problem, they should recommend further investigation.

The surveyor may assume that no harmful or dangerous materials have been used in the construction, and does not have a duty to justify making this assumption. However, if the inspection shows that such materials have been used, the surveyor must report this and ask for further instructions.

The surveyor does not carry out an asbestos inspection and does not act as an asbestos inspector when inspecting properties that may fall within *The Control of Asbestos Regulations 2012* ('CAR 2012'). However, the report should properly emphasise the suspected presence of asbestos containing materials if the inspection identifies that possibility. With flats, the surveyor assumes that there is a 'dutyholder' (as defined in CAR 2012), and that there is an asbestos register and an effective management plan in place, which does not present a significant risk to health or need any immediate payment. The surveyor does not consult the dutyholder.

The report

The surveyor produces a report of the inspection results for you to use, but cannot accept any liability if it is used by anyone else. If you decide not to act on the advice in the report, you do this at your own risk. The report objectively describes the condition of the elements and provides an assessment of the relative importance of the defects/problems. Although it is concise, the RICS Home Survey – Level 2 (survey only) report does include advice about repairs or any ongoing maintenance issues. Where the surveyor is unable to reach a conclusion with reasonable confidence, a recommendation for further investigation should be made.

Condition ratings

The surveyor gives condition ratings to the main parts (the 'elements') of the main building, garage and some outside elements. The condition ratings are described as follows:

- **R** – Documents we may suggest you request before you sign contracts.
- **Condition rating 3** – Defects that are serious and/or need to be repaired, replaced or investigated urgently. Failure to do so could risk serious safety issues or severe long-term damage to your property.
- **Condition rating 2** – Defects that need repairing or replacing, but are not considered to be either serious or urgent. The property must be maintained in the normal way.
- **Condition rating 1** – No repair is currently needed. The property must be maintained in the normal way.
- **NI** – Elements not inspected.

The surveyor notes in the report if it was not possible to check any parts of the property that the inspection would normally cover. If the surveyor is concerned about these parts, the report tells you

about any further investigations that are needed.



Description of the RICS Home Survey – Level 2 (survey only) service and terms of engagement

Energy

The surveyor has not prepared the Energy Performance Certificate (EPC) as part of the RICS Home Survey – Level 2 (survey only) service for the property. Where the EPC has not been made available by others, the most recent certificate will be obtained from the appropriate central registry where practicable. If the surveyor has seen the current EPC, they will review and state the relevant energy efficiency and rating in this report. In addition, as part of the RICS Home Survey – Level 2 (survey only) service, checks are made for any obvious discrepancies between the EPC and the subject property, and the implications are explained to you.

Issues for legal advisers

The surveyor does not act as a legal adviser and does not comment on any legal documents. If, during the inspection, the surveyor identifies issues that your legal advisers may need to investigate further, the surveyor may refer to these in the report (for example, to state you should check whether there is a warranty covering replacement windows).

This report has been prepared by a surveyor merely in their capacity as an employee or agent of a firm, company or other business entity ('the Company'). The report is the product of the Company, not of the individual surveyor. All of the statements and opinions contained in this report are expressed entirely on behalf of the Company, which accepts sole responsibility for them. For their part, the individual surveyor assumes no personal financial responsibility or liability in respect of the report, and no reliance or inference to the contrary should be drawn.

In the case of sole practitioners, the surveyor may sign the report in their own name, unless the surveyor operates as a sole trader limited liability company.

Nothing in this report excludes or limits liability for death or personal injury (including disease and impairment of mental condition) resulting from negligence.

Risks

This section summarises defects and issues that present a risk to the building or grounds, or a safety risk to people. These may have been reported and condition rated against more than one part of the property, or may be of a more general nature. They may have existed for some time and cannot be reasonably changed. If the property is leasehold, the surveyor gives you general advice and details of questions you should ask your legal advisers. The RICS Home Survey – Level 2 (survey only) report will identify and list the risks, and explain the nature of these problems.



Description of the RICS Home Survey – Level 2 (survey only) service and terms of engagement

Standard terms of engagement

1 The service – The surveyor provides the standard RICS Home Survey – Level 2 (survey only) service described in this section, unless you agree with the surveyor in writing before the inspection that the surveyor will provide extra services. Any extra service will require separate terms of engagement to be entered into with the surveyor. Examples of extra services include:

- costing of repairs
- schedules of works
- supervision of works
- re-inspection
- detailed specific issue reports and
- market valuation and reinstatement costs.

2 The surveyor – The service will be provided by an AssocRICS, MRICS or FRICS member of the Royal Institution of Chartered Surveyors (RICS) who has the skills, knowledge and experience to survey and report on the property.

3 Before the inspection – Before the inspection, you should tell us if there is already an agreed or proposed price for the property, and if you have any particular concerns about the property (such as a crack noted above the bathroom window or any plans for extension).

4 Terms of payment – You agree to pay the surveyor's fee and any other charges agreed in writing.

5 Cancelling this contract – You should seek advice on your obligations under *The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013* ('the Regulations') and/or the *Consumer Rights Act 2015*, in accordance with section 2.6 of the current edition of the *Home survey standard* RICS professional statement.

6 Liability – The report is provided for your use, and the surveyor cannot accept responsibility if it is used, or relied upon, by anyone else.

Note: *These terms form part of the contract between you and the surveyor.*

This report is for use in the UK.



Description of the RICS Home Survey – Level 2 (survey only) service and terms of engagement

Complaints handling procedure

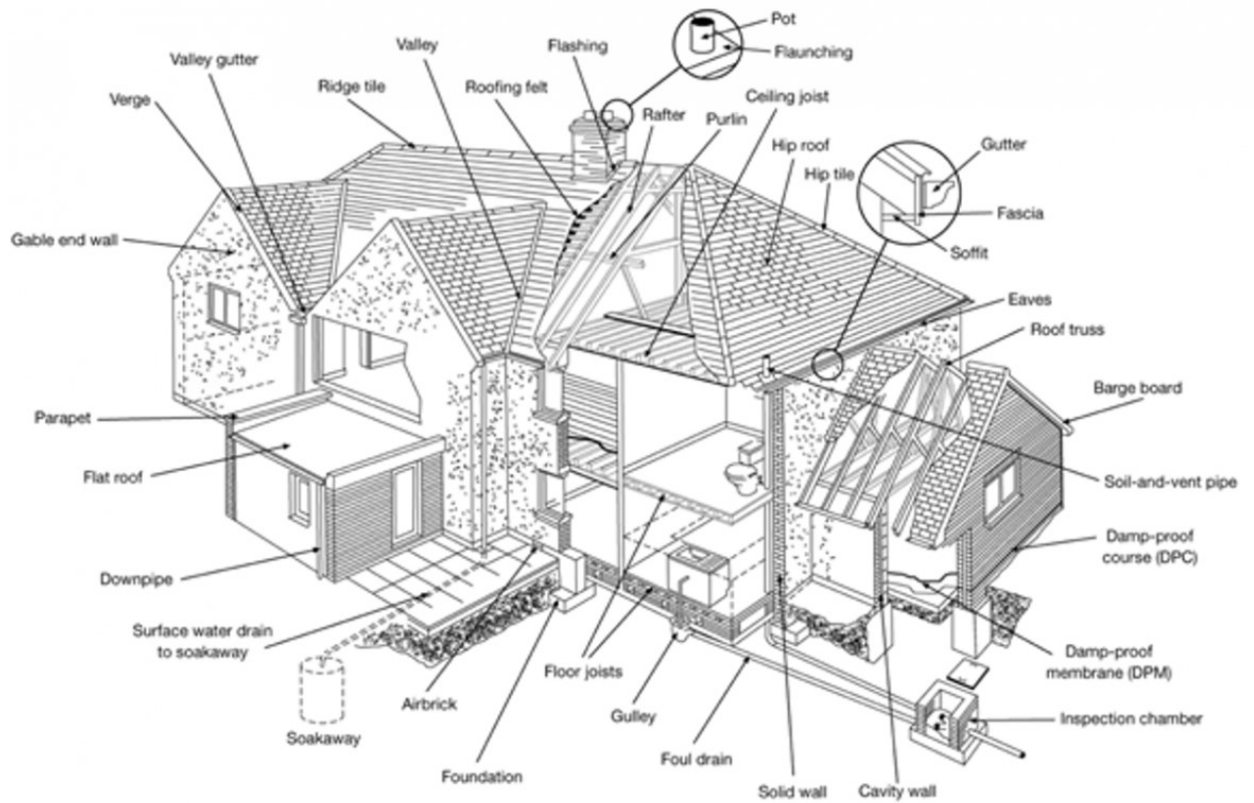
The surveyor will have a complaints handling procedure and will give you a copy if you ask for it. The surveyor is required to provide you with contact details, in writing, for their complaints department or the person responsible for dealing with client complaints. Where the surveyor is party to a redress scheme, those details should also be provided. If any of this information is not provided, please notify the surveyor and ask for it to be supplied.

M

Typical house diagram

Typical house diagram

This diagram illustrates where you may find some of the building elements referred to in the report.



RICS disclaimer

You should know...

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