

DUNDAS

— Building Surveying —

CLIENT INFORMATION SHEET

Services Available

We specialise in pre-purchase surveys and offer 3 levels of service depending on the age & condition of the property you are purchasing, as well as how much detail and advice you would like us to provide.

- **Level 1**

Suitable for new-builds, properties in excellent condition, and where you have no concerns. Limited content, advice and photos.

- **Level 2**

Also known as: Home Survey, Homebuyers Survey, Condition Survey. Standard Survey. Suitable for modern and/or good condition homes. Most flats.

The most common survey includes checks of all elements and of a handful of specific concerns you may have. Includes basic check of communal area for flats.

- **Level 3**

Also known as: Building Survey, Full Structural, Full Survey.

Suitable for older homes (pre-1930), complex construction, or where maintenance has been neglected for some time. A much more detailed assessment of all areas that can be reasonably accessed as well as advice on maintenance, potential hidden defects, how to remedy issues found, and approximate costings on request.

Note these are condition surveys which at present do not include a valuation of the property. There are companies that can provide this remotely if required, or if you are obtaining a mortgage then it is likely your lender will be conducting their own valuation which you should query if unsure.

WHATS INCLUDED?

	Level 1	Level 2	Level 3
Desktop Research (See below table)	x	Text	Text & Images
Photographs	Limited	20+	40+
Utility Meters Location	✓	✓	✓
Utility meters visual inspection and serial numbers	x	✓	✓
Consumer unit and heating system visual assessment	✓	✓	✓
Stop tap Location	✓	✓	✓
Fire safety equipment Assessment	x	x	✓
Drain Chambers Inspected	x	1	All
External Elements: Walls, chimney, roof, rainwater goods, eaves, doors, windows, gardens, garages, outbuildings, fencing, boundary walls	✓	✓	✓
Internal Elements: Loft, ceilings, walls, floors, staircases, kitchen fittings, sanitary fittings, chimney breasts	✓	✓	✓
Testing of Integrated Appliances (ovens, fridges, extraction systems etc.)	x	Visual	✓
Testing of Sanitary Fittings (toilets, basins, showers etc.)	x	Visual	✓
Tree root potential damage assessment	✓	✓	✓
Likelihood of Structural Movement Risk	✓	✓	✓
Defects Notification	✓	✓	✓
Potential Hidden Defect Advice	x	x	✓
Defect Repairs Advice	x	x	✓
Routine Maintenance Advice	x	x	✓
Damp Testing	x	✓	✓
Anticipated remaining lifespan of key elements	x	x	✓
Follow-up Advice	Limited	Yes	Unlimited

DESKTOP RESEARCH CONTENTS

Flood Risk	Coal Mining Risk	Soils & Clay
Conservation Areas	Radon Risk	EPC Rating
Council Wards	Invasive Species	Landfill Check
Broadband & Mobile Availability	Masts & Pylons	Road Noise
	LEVEL 3 INCLUDES ALL IMAGES ASSOCIATED WITH ABOVE	

FAQ

• What survey should I have?

This depends on both the property as well as how detailed you would like the information to be.

Level 1 is a basic check and most suited to new builds.

Level 2 is suitable for most properties as it is in-depth enough to give you a clear idea of the property condition and any work that needs to be done, along with checking a handful of any specific concerns you may have. This is also suitable for most flats.

Level 3 is best for older properties / complex construction / neglected maintenance. This is also the best report if you want a detailed check of all possible areas or have concerns regarding the overall condition of the property.

• What are the main differences between the surveys?

The main difference is in the level of detail and advice provided, therefore time spent both at the property and during the editing and follow-up phases. If the property seems fine or is a flat then most likely a Level 2 will be fine, though if the property is older or you have concerns then a Level 3 is recommended.

• How long before the inspection visit?

We aim to keep the lead-time down to 2 to 3 weeks.

• What information do I need to provide to book the survey?

We will ask for you to provide by email:

Property full address, purchase price, your full name/address/email/phone number, level of survey you would like, who referred you, selling agent, how many bedrooms, garage or outbuildings and any specific concerns you have.

• Can I cancel or postpone the survey once booked in?

Yes, the survey can be cancelled or postponed up to 72 hours prior to the visit, this is to allow us time to rearrange another survey for the vacant day.

• How long will it take to receive my report following the visit?

We aim to email the report to you within 3-4 working days of the visit.

On rare occasions when workload is high this can take up to a maximum of a week, though we can discuss the main points with you over the phone to inform you of the main points discovered.

• How and when do I pay the fee?

Payment is made at time of booking once access is confirmed, either by credit/debit card over the phone, or by BACS transfer.

• What if I need a valuation or other surveying related service?

If you are obtaining a mortgage, then your lender is likely to be conducting their own

valuation which you should query. Alternatively, there are companies that provide remote valuations if required.

There are also many general practice surveyors who can supply services such as party wall negotiations/agreements and project management, as well as structural engineers who can assess specific issues such as severe cracking or movement.

Feel free to let us know what you need, and we will try and get you in touch with the most relevant professional in your area.

• **Any other questions?**

The Terms of Engagement are outlined below and may contain the answer to any questions you might have that are not covered here.

If not, please feel free to call or email and we will be happy to help.

Your survey will be carried out by one of our surveyors who are experienced, qualified and members of RPSA.

Work is covered by Professional Indemnity insurance and Public Liability insurance.

CONTACT

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TERMS OF ENGAGEMENT

1. The Service

The company provides Home Surveys and Building Surveys in line with Residential Property Surveyors Association (RPSA) Survey Inspection & Reporting Standards Edition 1 v5.2 ('The service'), unless you and the company agree 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 company.

Examples of extra services include:

- Schedule of works
- Re-inspection

2. The Surveyor

The service is to be provided by an RPSA member who has the skills, knowledge and experience to survey and report on the property.

3. Before the Inspection

This period forms an important part of the relationship between you and the company. The commissioned surveyor will use reasonable endeavours to contact you regarding your particular concerns about the property and explain (where necessary) the extent and/or limitations of the inspection and report. The surveyor also carries out a desk-top study to understand the property better.

4. Terms of Payment

You agree to pay the survey fee (and any other charges agreed) at time of booking. Compensation for debt recovery costs will be sought under the Late Payment legislation if an invoice is not paid according to these agreed credit terms.

5. Cancelling this Contract

You are entitled to cancel this contract by giving notice to info@dundasbuildingsurveying.com 72 hours before the time of the survey.

The company does not have to provide the service (and reports this to you as soon as possible) if, after arriving at the property, the surveyor decides that: a) He or she lacks enough specialist knowledge of the method of construction used to build the property; or b) It would be in your best interests to have a survey format than has been agreed; or c) The surveyor decides it is not in the company's or your best interest to proceed for any reasonable reason.

If you cancel this contract by the specified deadline, the company will refund any money you have paid for the service, except for any reasonable expenses.

If the company cancels this contract, they will explain the reason to you.

6. Liability

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

For a breach of contract or a duty of care relating to a defect, the maximum damages you claim will not exceed 4 times the price of the report purchased.

7. Complaints Handling Procedure

If you feel any part of the Company's service falls short, please describe the issue in detail and your preferred means of resolution to info@dundasbuildingsurveying.com

If you remain unsatisfied, please email details and preferred outcome to lauren@dundasproperty.co.uk

An investigation will take place, and you will receive a decision within 14 days for each stage.

The Surveyor reserves the right to re-visit the property to aid the investigation.

8. Controlling Your Personal Information

You may choose to restrict the collection or use of your personal information, please advise by email if you wish to request this.

If you have previously agreed to us using your personal information for marketing purposes, you may change your mind at any time and can contact us to let us know or unsubscribe at any time for any marketing email we may send you by clicking the unsubscribe link.

We hold your data for 3 months after which it is deleted unless you have asked us otherwise or you have instructed us to carry out a Survey on your behalf.

We will not sell, distribute or lease your personal information to third parties.