

Dear Home Owner(s),

We have received instructions to undertake a property survey at your home, as part of the sale process which is being undertaken & we want to facilitate the smooth progress of the sale as much as we can. Not all of the following points will apply, so we respectfully request that you read the document and action what parts you deem relevant.

Minimising missing details prevents unnecessary delays to your sale & incomplete information being passed to your buyer. Ultimately, we want to limit anything that compromises proceedings & keep the sale on track, as best we can.

The inspection is scheduled for _____ (unless informed subsequently)

Inspection & appointments

- The Surveyor attending your house is an experienced & qualified member of RICS and is adequately insured for the purposes of this inspection. If you are providing access the surveyor will show company ID, if requested.
- You will be informed of the inspection date & time from your agents, or directly with us, some weeks before the inspection date.
- If you are providing access for the survey, then please be aware that it may be several weeks / over a month before a suitable time & date can be found to re-inspect if you miss our confirmed appointment.
- We endeavour to arrive at around the inspection stated time, but for obvious reasons this is not always possible - arrival times are usually offered "between 10am and 11am" for instance & please allow a reasonable leeway either side.
- If we are obtaining keys from your agents, we will lock up & secure your property adequately as found when we leave. Instructions for intruder alarms must be provided to us.
- The surveyor will usually be on site for between 1 & 2 hours. If you have a larger or older house, this will be potentially considerably longer. You should make adequate provisions for your personal arrangements during the inspection time if you need to leave, then we will need keys to lock up etc.
- The surveyor is experienced & will respect all parts of your property and they will wear good quality shoe covers internally.
- The surveyor will not force open any parts of the property, so it would be helpful if any areas that would assist with forming an opinion on the property are made available, such as non-conventional service cupboards, locked loft hatches or any other secured / screwed closed areas or large plant pots on drains, however we do carry conventional tools for most eventualities.
- It is very helpful if any window keys can be located in advance and placed near the respective parts for us to test the windows. The RICS Home Survey Standards require windows to be tested.
- We do require internal visual access to all parts of your property, including lofts & cellars, as well as external areas, including garages, permanent buildings, stables and sheds, and keys should be made available.
- If the house is vacant, then do please make keys clearly available and obvious location for us to find, i.e. left near to the relevant doors or on a kitchen work top.
- We will need to test all external domestic doors.
- Please be aware we cannot sift through your drawers or cupboards trying to locate keys & please do not assume we know where you keep your keys.
- If you can make any side gates & garden access areas available to minimise activity through the property during the inspection, then this encouraged. Ideally, once we have arrived, we would like to inspect all of the outside first without coming through the property to minimise risk of dirt or mud being brought into the house.
- The surveyor does have a 4-meter ladder, however if you have a fixed ladder already in the loft space, making this available prior to the inspection is also very helpful and reduces the risk of damage / marks etc occurring. The surveyor may have used the ladder outside, and it may be wet and / or muddy already.

Pets

- If we are collecting keys to your house with no one present in the house, then you must ensure any dogs are removed / securely contained for the duration of the property inspection, however friendly you think they may be. The inspection will be terminated if dogs are not adequately contained or vacated – surveyors entering houses have been bitten on site & had lengthy waits in A&E.
- You must ensure any dog mess is thoroughly removed from all external areas. The inspection will be terminated if excessive dog mess is present & we will not accept any claim of negligence or cleaning issues caused by your dog mess & we expect this to be cleared adequately.

- We cannot accept responsibility to keep cats inside your property during the inspection. You must appreciate we are potentially on site, frequently moving both inside & out during the inspection, and we will not compromise the accuracy or type of inspection due to the presence or requirements of your cat(s).
- You must make adequate provision for the inspection if your cat(s) require specific security arrangements.

Helpful documents

- We would like to see any documentation you have that is pertinent to the property. Therefore, if you have hard copies of certificates, such as planning permission notices, Building Regulation documents, an EICR, gas safety fittings, OFTEC, FENSA or similar, this is very useful if made available to us. You may have supplied these to your legal adviser already, however we are not in contact with them.
- We do not need to remove any documentation from the property and will make copies on site of anything we deem important or useful with which we can assist your buyer.

Photographs & security

- Please be aware we need to take a very large number of photos of your property, including drone & thermal imaging pictures; usually at least 200 and up to 400, and potentially video files (MP4) as part of our inspection routine. A significant number will be included in the survey report, usually around 50+, which will be sent to your purchaser & your buyer's legal advisers.
- Any personal elements you would not wish to be indirectly captured, such as wall mounted photos of your children etc should be taken down or covered.
- All photos of your property will be retained securely on file by us for 15 years from the date of the inspection, as is explicitly stipulated & required by our insurers.
- If you have anything in your property, such as an antique, or evidence of your military / security services background which you do not wish to be indirectly captured in a photograph & circulated to a 3rd party, then this should be removed or covered prior to the inspection.
- We do need an adequate record of all rooms & the placement of all the furniture in your house.
- You must be aware that the survey becomes your buyers document & is their property, over which we have no control. They may circulate this to their legal advisers, family members, or to 3rd party contractors to obtain quotes for further advice. You must therefore remove or cover anything which may be captured in the report which you do not wish to be seen by a 3rd party.

Children & occupiers

- We will not take photos which include people and, if present, will request that we make suitable arrangements on a case-by-case basis. If you are working from home, please do your best to accommodate the surveyor where possible. If you need a certain room to be seen at a certain time, we will endeavour to accommodate this.
- We will not enter a room where children or teenagers are asleep, and your buyer will be informed that this part of the property has not been inspected.
- We will do our best to keep noise in the house to a minimum, but we cannot compromise our inspection activities (such as going up & down the stairs or opening loft hatches etc) around young children's nap times.
- For obvious reasons nobody under 18 should be in the property without an adult present, for the entire duration of the inspection.
- Please do not feel you need to vacate your property during the inspection, however we will only discuss the contents of the inspection with you if there is an obvious health & safety issues, such as the smell of gas, blocked drains, leaking pipework etc.
- When on site we do request you leave the surveyor alone to undertake & concentrate on the inspection, regardless of the additional commentary or shadowing you may feel is helpful. They need to concentrate on the task in hand.
- If the surveyor has questions or needs more information, they will find and ask you directly.
- You must appreciate that we are unable to offer you any direct opinions on the contents of the survey as this is confidential to your buyer, who is our client.

If you require any additional information, please speak to your selling agents directly and ask them to contact Ashton Woods Surveyors. We look forward to visiting & reporting on your property in due course.