



CorporateLiveWire
SOUTH ENGLAND
PRESTIGE AWARDS

2021/22 WINNER

Chartered Surveyor of the Year 2021/2022



GTA CHARTERED SURVEYORS

RICS Surveys: frequently asked questions?



How long will my survey take?

- We will make the arrangements for you and book your survey in as soon as possible. We normally run two to three weeks ahead, but this can vary in busy periods and can also depend on the vendors availability to access the property.
- Once we have booked your survey, we will advise you of the date and if requested, an approximate time so you know when it is taking place. The time may vary slightly on the day, subject to traffic. We always advise the vendor if we are running late.
- The time it takes to undertake the survey will depend on the desktop information available, the age, condition and size of the property. Surveyors' fees are related to the value of the property, not the time taken to undertake the survey.

When will I receive my report?

- We aim to get your report to you as soon as possible after the survey has taken place. Reports usually take around seven to ten working days after the survey. In some instances, it can take longer. Particularly where further enquiries are required or where the condition of the property is poor or complex.
- We pride ourselves on producing quality reports and will not compromise quality by rushing your report. A typical GTA report is between 60-75 pages long, including several photos.
- You can get your report sooner by choosing our express service which guarantees to provide your report within three working days after the survey date.

Can I come along to the survey?

- We do try to discourage clients coming along to the survey. The surveyor needs time to concentrate on the task at hand, without any distractions.
- If you do need to attend, we ask that you advise the agents and owners separately of your attendance. Please do not distract the surveyor from undertaking the task on the day.

How & when do I pay for my survey?

- We will invoice you once we have attended and have undertaken the survey with a few days ahead of the report being produced.
- You can pay by bank transfer (preferred) or by debit or credit card, online or by phone. We will send you a receipt as soon as we receive your payment.
- Please use your surname or first line of the survey address when paying as a reference.

What if I cancel after booking?

- Once you have instructed us to undertake your survey, we will start work immediately, by raising the file and allocating the appointment slot.
- You will be charged for cancelling once you have instructed us. We will charge for the amount of work undertaken up until the cancellation date and time. Our minimum fee is £95 for cancellation.
- If after you have cancelled, you wish to re book the same survey address at a later date, we will happily refund any cancellation charges to your account.

How soon will I know if there are any major issues?

- You will normally find out about defects once the report is issued to you.
- We do offer a call back service within 24hrs of the survey date if you have chosen this service. The surveyor will verbally run through the findings with you after the survey if you have chosen this option.
- Once you have your report, the surveyor will be happy to run through any areas you may wish to discuss as part of our standard service.