



Regulated by RICS

# e.surv:

## your home survey partner

**e.surv**  
Chartered Surveyors



# About e.surv

e.surv has been at the forefront of the residential property market for over 30 years and is one of the UK's largest providers of residential property surveying and valuation services, directly employing over 600 residential Valuers based throughout England, Wales, Scotland and Northern Ireland.

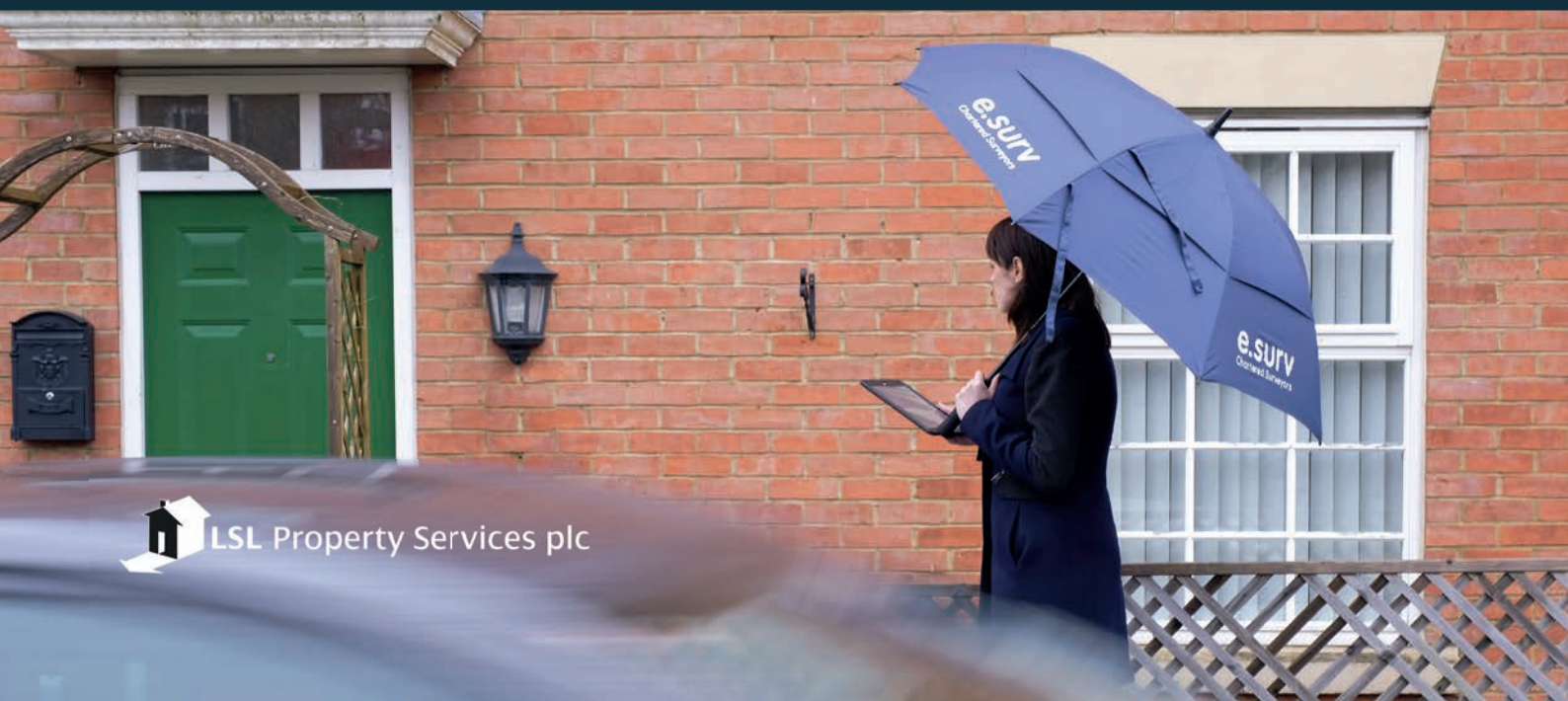
We're proud to be part of LSL Property Services plc which includes estate agents Your Move, Reeds Rains and Marsh & Parsons, and other financial services brands including Primis, Embrace, TMA Mortgage Club, Mortgage Gym and many more.

We provide mortgage valuations and property risk expertise to the majority of the UK's mortgage lenders, along with a range of RICS home survey reports for home buyers.

We're keen to work with referral partners from across the financial services and residential property industries to ensure that home buyers get the support and guidance they need throughout the home buying process, and they have the information required to make an informed decision about whether a property is right for them.

## In this brochure, we explain:

- Why investing in a survey is such an important part of the home buying process
- Why home buyers shouldn't rely on their mortgage valuation to give them information and advice on the condition of a property
- Why our colleagues in the financial services and residential property industries should refer customers to e.surv for a home survey
- The three different types of home survey and how to choose the right one
- How to become a referral partner and how to refer customers to e.surv
- How to get in touch with us.



LSL Property Services plc





## Why do home buyers need a survey?

For many people, buying a home is one of the most significant investments they will ever make – both financially and emotionally. So, we're passionate about supporting home buyers, and other businesses involved in the home-buying process, to understand the importance of investing in an independent home survey to avoid disappointment and unexpected expenditure further down the line.

An independent home survey helps home buyers to understand the condition of a property, including any problems that will need to be fixed, before they progress with the transaction. This will help them make an informed decision about whether the property is right for them and, crucially, whether they can afford to resolve the issues highlighted by the report.

And, don't forget, they can also use the information to negotiate the price of the property or to ask the seller to correct issues before completion.

*"A very in depth survey and gives a good insight as to what needs doing at the property we are looking at."*

*"Hopefully it will get us something knocked off the purchase price as the issues weren't previously advised."*

Steve Worley - Trustpilot



# £5,750

According to the RICS, home buyers who do not invest in a survey pay an average of £5,750 in unexpected repairs after purchase. That's the cost of a new bathroom!

# Why refer customers to e.surv?



## Nationwide coverage

Our nationwide coverage means we can complete a survey in any part of England, Wales, Scotland or Northern Ireland



## Local knowledge

e.surv surveyors have in-depth knowledge of local properties, developments, and market conditions



## Efficient turnaround

During the home-buying process, we understand that time is of the essence which is why we pride ourselves on the efficient turnaround of reports



## Customers first

Our 600 surveyors dedicate time to talk to customers before and after the inspection to discuss any specific concerns and to explain their findings thoroughly.



## RICS-accredited

We're regulated by the Royal Institution of Chartered Surveyors (RICS), and we're ISO 27001, ISO 45001, ISO 22301 and ISO 9001 accredited.



*"Excellent from start to finish. What a brilliant service. Prior to the survey taking place, our surveyor Emilia contacted me to discuss any areas of concern I had with the property. The survey took place on Monday morning and I received the report Tuesday evening. The report itself was thorough and easy to understand. I was also contact by Emilia to see if there was anything I wanted to discuss in the report. Really good, quick service. I would definitely recommend."*

Sam - Trustpilot





## Benefits to our referral partners?

- Provide a more complete service to your customers and feel satisfied that they're making an informed decision without any regrets at a later stage
- Ensure your customers have the information they need to negotiate the sale price or discuss repairs with the seller, if necessary
- Bolster your income by receiving a referral fee for all completed surveys.



## Did you know?

### A valuation is not a survey!

This is one of the most common misconceptions among home buyers so it's vital that everyone involved in the home buying process understands the difference.

A mortgage valuation is purely for the benefit of the mortgage lender and helps them decide whether the property is safe to lend on.

It doesn't provide information to the home buyer about the condition of the property or any defects they'll need to pay to fix. In fact, in many cases, the mortgage valuation report isn't shared with the mortgage applicant.







All properties are different so there's no one-size-fits-all approach. That's why we offer 3 types of home survey with different levels of information and advice: a RICS Level 1 Survey, a RICS Level 2 Survey and a RICS Level 3 Survey.

## RICS Level 1 Survey

A RICS Level 1 Survey is the most basic of the three surveys. It's designed for home buyers or homeowners who are seeking a professional and objective report on the condition of a property.

### When is a RICS Level 1 Survey suitable?



A RICS Level 1 Survey is best suited to conventionally built, modern properties that are in satisfactory condition.

It will not suit older or complex properties, or those in a neglected condition.

### What will the surveyor do?



The surveyor will carry out a visual inspection of the property (which is less extensive than a Level 2 Survey or a Building Survey) and will not carry out any tests on the fabric or services (e.g. electrics, plumbing, heating) of the building.

### What will be included in the report?



The succinct survey report will objectively describe the condition of the building, its services and grounds, and will provide an assessment of the relative importance of any defects or problems.

The report will also highlight any relevant legal issues and/or obvious risks to the building, people, or grounds.

A RICS Level 1 Survey report will not include advice on repairs or ongoing maintenance.

Where the surveyor is unable to reach a conclusion with reasonable confidence about any aspect of the property, the report will provide recommendations for further investigations.

**For a like-for-like comparison, take a look at our Survey comparison guide on page 9 ...**





# RICS Level 2 Survey

A RICS Level 2 Survey is an intermediate survey designed for home buyers or homeowners who are seeking a professional opinion on the condition of the main elements of a property. It's less comprehensive than a RICS Level 3 Survey.

## When is a Level 2 Survey suitable?



A RICS Level 2 Survey will suit a broad range of conventionally built properties.

It is unlikely to suit complex buildings (e.g. those that have been significantly extended or altered), most unique or older historic properties, or properties in a neglected condition.

## What will the surveyor do?



In comparison with a Level 1 Survey, a RICS Level 2 Survey includes a more extensive visual inspection of the building, its services (e.g. electrics, plumbing, heating) and grounds but does not include any testing. Concealed areas such as roof spaces, basements and cellars will be inspected if it is safe to do so.

## What will be included in the report?



The report will objectively describe the condition of the various elements of the property, its services and grounds, and will provide an assessment of the relative importance of any defects or problems.

It will include basic advice about repairs and any ongoing maintenance issues, and, if the surveyor has access to the current EPC report, they will state the energy efficiency rating, check for any obvious discrepancies between the EPC and the property, and explain the implications.

The report will also highlight any relevant legal issues and/or obvious risks to the building, people, or grounds. The surveyor will be able to provide advice on suitable additional services where the homeowner / home buyer is planning on refurbishment work.

Where the surveyor is unable to reach a conclusion with reasonable confidence about any aspect of the property, a recommendation for further investigations will be made.





# RICS Level 3 Survey

A RICS Level 3 Survey is designed for home buyers or homeowners who are seeking a professional opinion based on a thorough inspection of the property.

## When is a RICS Level 3 Survey suitable?



A RICS Level 3 Survey particularly suits older properties built before 1850, those of unusual construction, properties with major extensions or alterations, or those that you already know to have significant defects that need attention. You should also consider a Building Survey if you're planning any refurbishments or extensions.

## What will the surveyor do?



The RICS Level 3 Survey is the most extensive survey available. The surveyor will carry out a detailed visual inspection of the building, its services (e.g. electrics, plumbing, heating) and the grounds.

Concealed areas such as roof spaces, basements and cellars will be inspected if it is safe to do so.

Although the survey will not include any testing on the fabric or services of the building, they will be observed in normal operation i.e. they will be switched on or off and/or operated where the occupier has given permission and it is safe to do so.

## What will be included in the report?



The detailed report will objectively describe the form of construction and materials used for different parts of the property. It will describe their condition and provide an assessment of the relative importance of any defects or problems.

In addition to this, it will:

- Describe the identifiable risk of potential or hidden defects in areas that have not been inspected
- Propose the most probable cause(s) of any defects based on the inspection
- Outline the likely scope of any appropriate remedial work and explain the likely consequences of non-repair
- Make general recommendations in respect of the priority and likely timescale for necessary work and
- Give an indication of likely costs (if required).

Where the surveyor is unable to reach a conclusion with reasonable confidence, a recommendation for further investigations will be made (however these should be minimal due to a more detailed property inspection).



A home survey is the only way to obtain a clear picture of the condition of a property.  
**But which survey is right for you?**

We offer 3 types of survey for you to choose from, as well as independent valuations.  
 The comparison guide below explains the differences.

## Survey comparison guide

### Valuation

### RICS Level 1 Survey

### RICS Level 2 Survey

### RICS Level 3 Survey

#### Suitable for:

Conventionally built, modern properties in a satisfactory condition	✓	✓	✓	✓
Buildings that have been significantly extended or altered	✓	~	~	✓
Unique or historic buildings	✓	~	~	✓
Properties in a neglected condition	✓	~	~	✓
Any property	✓	~	~	✓
Anyone wanting information about the condition of a property	~	✓	✓	✓
Home buyers who want to negotiate the purchase price and avoid unexpected repairs after completion	~	✓	✓	✓
Vendors wanting to understand the condition of their property prior to sale	~	✓	~	~
Home owners wanting to understand the condition of their property prior to refurbishment, extension or development	~	~	✓	✓

#### The report includes:

A market valuation	✓	~	✓	~
A reinstatement valuation	✓	~	✓	~
A visual inspection of the property by a RICS-accredited surveyor	✓	✓ (basic)	✓ (intermediate)	✓ (comprehensive)
Defects / problems ranked in order of importance	~	✓ (basic)	✓ (intermediate)	✓ (comprehensive)
A statement of the EPC rating (where available)	~	✓	✓	✓
A comment on the EPC assessment (where available) and noting any obvious discrepancies between the EPC and the property, and any implications	~	~	✓	✓
Testing of services (e.g. plumbing, electrics, heating)	~	~	~	~
Advice on necessary repairs and ongoing maintenance	~	~	✓ (basic)	✓ (comprehensive)
Highlights relevant legal issues (e.g. conservation areas, listed buildings, planning permission, tree preservation)	✓	✓	✓	✓
Recommendations for further investigations (where necessary)	~	✓	✓	✓
A professional opinion and advice on the issues highlighted (rather than simply a factual report)	~	~	✓	✓ (comprehensive)
Advice on suitable additional services where the home owner / buyer is planning on refurbishment work	~	~	✓	✓
Details of the most probable cause of any defects	~	~	✓	✓
Suggestions relating to any remedial work and an explanation of the likely consequences of non-repair	~	~	~	✓
General recommendations in respect of the priority and likely timescales for any necessary work	~	~	~	✓
An indication of the likely cost of repair work	~	~	~	✓ (if required)
Inspection of concealed areas such as roof spaces, basements and cellars (if safe to do so)	~	~	✓	✓
A conversation with the RICS-accredited surveyor before and after the property inspection	~	✓	✓	✓

# Become a referral partner

If your customers would benefit from our home surveys, please get in touch with us to become a referral partner:

📞 **0800 169 9661 (option 2)**

✉️ **[sales@esurv.co.uk](mailto:sales@esurv.co.uk)**

Our sales team will take a few details from you and run through any questions you may have.

We will also set you up on our system to ensure we can easily pay any referral fees owed.

*"Great service. The surveyor was kind enough to speak to me in detail afterwards to explain areas of uncertainty. The report was completed very quickly. Couldn't ask for much better!"*

Jackson - Trustpilot







# Making a referral

Once you've registered with us as a referral partner, you'll be able to refer customers to us by calling 0800 169 9661 (option 2) or emailing us at [sales@esurv.co.uk](mailto:sales@esurv.co.uk).

We'll ask you to provide the customer's details so one of our professional Sales Executives can contact them directly to discuss their requirements, provide guidance on the most appropriate survey, and discuss the cost of our service.

If they'd like to proceed, we will talk them through our Terms and Conditions and all relevant pre-survey information to ensure a smooth customer journey.

Once the customer has accepted our Terms and Conditions and paid our fee, the instruction will be passed to our dedicated Booking team to secure a date for the appointment. Confirmation of this date will be provided to the customer via email.

Importantly, the surveyor will contact the customer before and after the inspection to talk through any issues or areas of concern.

Once complete, the survey report will be sent to the customer via email.

Throughout the process, our dedicated team is available to answer any questions.

***"Great service and value. Timely, professional and concise. Would highly recommend."***

Tony Austwick - Trustpilot







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Chartered Surveyors

## Contact us

If you have any questions about becoming a referral partner or any of our services,  
please get in touch:

**0800 169 9661** (option 2)  
**[sales@esurv.co.uk](mailto:sales@esurv.co.uk)**

You can also find more information and advice for home buyers on our website:  
[esurv.co.uk/home-buyers-advice-hub](https://esurv.co.uk/home-buyers-advice-hub)

