



### Surveying Services

We offer a rapid response emergency call out if necessary including the organisation of immediate temporary works to make the building safe.

### Our Promise

- Increased customer satisfaction levels
- Reduced claim spend
- Reduced elapsed time

Our product attaches the most emphasis on an initial detailed inspection by a qualified and experienced Engineer. This ensures that from the beginning the analysis as to what the damage is, how it has been caused and therefore whether or not there is liability is addressed and can be relied upon.

The key to having made the right decision allows us to manage the insured's expectations from the outset and if a repudiation is necessary, this is done 'face to face' with a full explanation as to what the problem is and although it may not be insured, how they go about resolving their problem.

This is then supported by a written report that is decisive, factual and clearly identifies the cause and extent of the damage and recommends a clear future course of action irrespective of the liability issue.

Following the accurate decision making process, if liability is accepted, we will manage the claim in a swift informative manner including as necessary, production of a detailed Schedule of Works, obtaining competitive tenders and supervision of the works to completion.

Our focus during this second phase of a claim is to ensure that all parties are kept regularly informed and that a minimum amount of time is expended in bringing the claim to a satisfactory conclusion and that costs are restricted to that allowed by the policy conditions.

We pride ourselves on organising the remedial works swiftly and with the least disruption to the policyholder.

As part of the supervision and certification of the works our Engineers can also provide their expertise and advice during this period in Health & Safety matters, CDM Regulations, Party Wall matters and Planning Supervision as well as Calculations & Design.

### Key Features

- Cost Effective – a full service of specialist expertise from one company
- Focus on reduction in elapsed time resulting in reduced costs
- Quality Service – compliance and quality, focusing on 'treating customers fairly'
- Reporting & I.T. – all projects electronically tracked
- Client portal giving real time job status and account management information
- National Coverage

