



The service

Our Aerial Inspection Package has proved invaluable to many of our clients and in nearly every case defects are captured that would have otherwise been missed by site constraints or height.

Our equipment is market leading and we can undertake this service in most situations and environments from city centre to rural.

Equipment we use:

- A state of the art 15 metre telescopic inspection pole surmounted by a camera with optical zoom.
- A state of the art aerial drone.

Below are just a few of the images that we have captured, interpreted and advised our clients on.



Duke Street, Norwich.



Christchurch Road, Norwich.



College Road, Norwich.



College Road, Norwich.

Images are captured in high definition and digitally streamed to our tablet on site for immediate analysis.

Images will be included in your report (RICS Home Survey Level 2, RICS Home Survey Level 3, or for the purpose of a specific defect analysis) subject to their individual relevance. All images will be stored on file for future reference.

The description, reporting and advice on our findings using this supplementary inspection service will be included in the relevant sections of the report.

This service is ideal for investigating usually unseen areas which are typically most exposed and costly to repair. These include for example (not exhaustive):

- Chimney stacks
- Dormer flat roofs
- Parapet walls
- Box gutters
- Hidden valley gutters
- Eaves felt
- Gutters

The inspection

This service is for the external elements of the building and external ancillary structures only. The inspection is intended to cover as much of the property as is physically accessible. Where this is not possible to use this service, an explanation is provided in the 'Limitations on the inspection' box in the relevant section of the report.

The pole camera can only be used when standing at ground level from within the grounds of the subject property and adjoining public property where accessible. This means the extent of the inspection will depend on a range of individual circumstances at the time of inspection, and the surveyor judges each case on an individual basis.

The aerial drone will only be used externally.

Strong winds and rain will restrict our ability to undertake this service.

The report

This is a supplementary inspection service and therefore a separate report is not created. The description, reporting and advice on our findings using this supplementary inspection service will be included in the applicable sections of your report depending on the survey service you have opted for (RICS Home Survey Level 2, RICS Home Survey Level 3 or New Build Snagging Survey).

Standard terms of engagement

- 1. The service** – The surveyor uses a state-of-the-art telescopic inspection pole surmounted by a camera to inspect hidden areas up to a height of 15 metres. The surveyor uses a state-of-the-art aerial drone. The description, reporting and advice on our findings will be in the applicable sections of your report depending on the survey service you have opted for (RICS Home Survey Level 2, RICS Home Survey Level 3 or New Build Snagging Survey).
- 2. The surveyor** – The service will be provided by an MRICS or FRICS member of the Royal Institution of Chartered Surveyors (RICS) who has the skills, knowledge and experience to survey and report on the property.
- 3. Terms of payment** – You agree to pay our fee and any other charges agreed in writing.
- 4. Cancelling this contract** – You should seek advice on your obligations under The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 ('the Regulations') and/or the Consumer Rights Act 2015.
- 5. Fee** – Our fee is dependent on the size of the property.
- 6. Liability** - Our contract with you for the provision of these services is subject to English law. Any dispute in relation to this contract, or any aspect of the services, shall be subject to the exclusive jurisdiction of the Courts of England and Wales, and shall be determined by the application of English law, regardless of who initiates proceedings in relation to the services.

Note: These terms form part of the contract between you and the surveyor. This report is for use in the UK.

Complaints handling procedure

The surveyor will have a complaints handling procedure and will give you a copy if you ask for it. The surveyor is required to provide you with contact details, in writing, for their complaints department or the person responsible for dealing with client complaints. Where the surveyor is party to a redress scheme, those details should also be provided. If any of this information is not provided, please notify the surveyor and ask for it to be supplied.