

NATIONAL ENERGY SERVICES LIMITED

SAVA Home Condition Survey Scheme Rules



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Scheme Rules

1. Personal and Professional Standards

- A.** The purpose of these rules is to set out the standards of professional conduct that are expected of Members of the Scheme, so as to promote best practice and confidence in the integrity of the Scheme and its Members.
- B.** Members must at all times:
- (i) Act with integrity
 - (ii) Be honest and trustworthy
 - (iii) Be open and transparent in their dealings
 - (iv) Disclose to the Scheme any or all of the following matters:
 - (a) that they have been charged or convicted of a Criminal Offence in the UK or elsewhere
 - (b) that they have been referred for a disciplinary hearing by another accreditation scheme or similar body
 - (c) that a disciplinary allegation has been found proved by another accreditation scheme or similar body
 - (v) Respond to queries made by the Scheme in the investigation of any potential disciplinary matter involving another Member
 - (vi) Recognise and act within the limits of their personal competence
 - (vii) Keep their professional skills and knowledge up to date, (as a guide the Scheme will expect at least 20 hours of CPD per year)
 - (viii) Avoid using their position as a Member improperly, and comply with the rules that govern the operation of the Scheme
- C.** Members must not engage in conduct that:
- (i) Damages the reputation of this Scheme, or other associated schemes, operated by NES Ltd.
 - (ii) Diminishes public confidence in the Scheme
 - (iii) Damages the trust placed upon them by those who depend upon their work

Any of the above may result in disciplinary action being taken against the Member.

2. Members Skills and Ability

Members must:

- A.** Act only if competent to do so
- B.** Carry out their work with reasonable skill and care

3. Rules Concerning Conflicts of Interest

Members must:

- A.** At all times carry out their work in a fair and proper manner

- B. Never accept any gift or inducement that may affect their judgement
- C. Clearly indicate any personal or business relationship that could lead to a conflict of interest

4. Advertising and Marketing

Members should not participate in any promotion or advertising of their services that is misleading, unfair, dishonest or illegal.

5. Confidentiality

Members should treat all customers' personal information and security related matters as private and confidential. Members should not disclose personal information about customers unless specifically permitted to do so.

6. Fees , Charges, Membership Status, and The Membership Year

A. The Rules related to Fees

Membership of this Scheme is free of charge to all members of the SAVA Home Inspectors Certification Scheme

B. Membership Status Categories

- (i) **Active:** the normal status for an operating Member.
- (ii) **Barred from Practice:** by the Scheme.
- (iii) **Inactive:** when the Member is temporarily and voluntarily inactive for up to one year.
- (iv) **On hold:** during Scheme investigation

C. The Membership Year:

- (i) Our Membership year runs from 1st August to 31st July
- (ii) All Membership renewals will take effect on the 1st August

7. Member Compliance

A. By signing the Membership Agreement the Member:

- (i) Agrees with all of its conditions, and has undertaken to read and understand any published Scheme documents as may be amended from time to time
- (ii) Has read and understands any other specific requirements defined by the Scheme
- (iii) Confirms that the appropriate internal procedures are in place to ensure customer protection

B. The Scheme reserves the right to carry out, (either directly or using a sub-contractor), a number of audits to ensure that Members abide by its rules and so ensure customer protection. These will include:

- (i) Site audits of the property, the Home Condition Survey, and any documentation associated with it
- (ii) Desk-top audits of the Home Condition Survey, and any documentation associated with it
- (iii) Customer satisfaction checks, using telephone or questionnaire

8. Handling Customer Complaints

We require that you should operate an appropriate customer complaint policy, or adopt your Employer's customer complaint policy. In either event, this policy must accord with the processes set out below

- A. This policy should be based upon a process of escalation, commencing with attempts to resolve the issue by you or your Employer, then escalation to the Scheme. We act as an independent third party to the contract existing between your customer and you or your Employer. The Scheme's External Registrar will review a sample of escalated customer complaints to ensure that the process is correctly applied
- B. When customer complaints are escalated to us a fee will be charged depending on the nature and complexity of the complaint and the extent to which the Member and their customer are formally represented. This fee will be at least £250 + VAT. Whenever a customer complaint is formally escalated to us we will require you to upload all supporting documentation within a maximum of two working days
- C. Either you or your Employer must keep full and accurate records of all customer complaints and queries received, and all subsequent actions taken on them. Upon receipt of a complaint we should be notified in writing electronically, and should also be kept updated as to resolution progress
- D. When a customer complaint is received, and properly recorded, you or your Employer should FORMALLY notify the complainant of their rights under the customer complaint policy. The policy must make it clear that it does not in any way prevent a complainant from following their normal recourse to Law
- E. Either you or your Employer must take all possible actions to resolve the customer's complaint. If the process is successful, your complaint record should be updated by a suitable report, and a copy of this sent to us. If settlement cannot be reached, the complainant should be informed that the matter will be escalated to us
- F. Upon escalation, we will review all of the facts related to the complaint. Further clarification may be requested from the various parties, and we may seek the advice of technical experts. (If technical experts are to be used, we will charge you or your Employer for their advice). We will seek to resolve the complaint to the customer's satisfaction and this may involve you or your Employer having to agree to a site audit, or some sort of redress. Our decision will be final, and is binding on you or your Employer, but not the customer. **We will make it clear to the customer that these deliberations do not in any way prevent or obstruct their recourse to Law**
- G. If a customer complaint is received directly by us, either you or your Employer will be notified immediately and the complaint will be passed to you for resolution. The only exception to this process is if the complaint concerns a possible criminal offence, in which case we will notify the Police
- H. In the event that either you or your Employer receives a customer complaint about the Scheme itself, this should be fully recorded as to the nature and circumstance, logged as per C above, and then passed immediately to us. In this instance, and where we are notified of the same sort of complaint, directly by the complainant, acknowledgement will be made, in writing, within 5 working days. We will conduct an enquiry into the matter

after agreeing a deadline-date with the complainant. In all cases a detailed complaint history file will be opened and maintained

- I. Either you or your Employer's customer complaint records will be used by us as part of our quality assessment procedures and can also be used in certain circumstances in order to instigate the disciplinary procedure

9. Disciplinary Processes

A. Disciplinary Processes resulting from Monitoring Procedures

- (i) We have monitoring procedures in place that check you are carrying out your activities in accordance with defined performance criteria. If any form of disciplinary action is to be taken, it will be in accordance with the Disciplinary Tariff Tables, set out in Appendix 3
- (ii) If you are found to be in breach of these defined performance criteria, we will review the matter
- (iii) For minor breaches we will issue a written informal warning containing a clear explanation of how the performance criteria have been breached, and what action is required to avoid future breaches. This is designed to prevent the matter developing into a serious infringement. Your right to appeal against such a warning is set out below
- (iv) In the case of a minor breach that then becomes serious, we will issue a formal warning containing a clear explanation of how the performance criteria have been breached, and also automatically apply a secondary sanction
- (v) In the case of a serious breach, we will assess its background severity, and either refer the case directly to a Disciplinary Panel Hearing or issue a written formal warning clearly stating how the performance criteria have been breached and what is required to avoid future breaches. If you fail to comply with the instructions included in this warning, a second formal warning will be issued. If you still fail to comply, the appropriate sanction will be imposed, or the matter will be referred to a Disciplinary Panel Hearing. Your right to appeal against such a warning is set out below

B. Disciplinary Process as a result of a Customer Complaint

In the event that we receive an escalated complaint from a Customer, the complaint process outlined in Section 8 will be employed. Where a complaint against you is subsequently confirmed to be a breach of the Membership Rules, the disciplinary processes will be implemented

C. Disciplinary Process as a result of Other Types of Complaint

Where we have been made aware of complaints against you by another Member of this Scheme, or by some other third party, we will investigate the matter, and if a breach of the Membership Rules is confirmed the Disciplinary Process will be implemented

D. Referral to Disciplinary Panel Hearings

- (i) The composition of a Disciplinary Panel will be in accordance with its published procedures, which are available from us
- (ii) The conduct of Disciplinary Panel Hearings will be in accordance with its published procedures
- (iii) The setting of the date of a Disciplinary Panel Hearing and other relevant dates will be in accordance with procedures, available from the Scheme. These procedures are sent to all parties to a Disciplinary Panel Hearing
- (iv) Full details of the allegations made against you together with copies of all the relevant information to be presented to the Disciplinary Panel Hearing will be made available to you, in advance of the Disciplinary Panel Hearing by way of a Bundle of documents
- (v) You can elect to be represented at the Disciplinary Panel Hearing
- (vi) Decisions reached at a Disciplinary Panel Hearing are by way of a majority vote, and are binding on you, subject to the right of appeal, which is set out below. In order to initiate an appeal, you will be required to pay a deposit of £350 + VAT which will be refunded in the event that the appeal decision is in your favour

E. Disciplinary Appeals

- (i) In the instance where you have been subject to Disciplinary action or have received an award from a Disciplinary Panel Hearing, and where you do not accept the situation, and wish to appeal, you should write to us with the full details relating to the matter, including the reasons for the appeal
- (ii) Our External Registrar will review the matter, and will formally advise you of his findings, either confirming or modifying our Disciplinary decision. These findings are final, but do not prevent you from proceeding to Law

10. Membership Appeals

- A.** Members have the right to appeal against disciplinary sanctions involving suspension for more than 7 days or withdrawal of Membership. In these instances the Scheme's External Registrar will review the matter, and will formally advise the Member of the findings. These findings are final but do not prevent the Member from proceeding to Law

The Appeals Process is not designed to detract from the rights of a Member under Human Rights Legislation, or other Legal Statutes

11. Insurance cover

To prepare Home Condition Surveys surveyors must be appropriately insured by way of a personal or employer's Professional Indemnity and Public Liability Insurance Policy. The Scheme will provide this cover to all Members free of charge to those who have opted to use it. The limits of this Insurance cover are £1,000,000 for Professional Indemnity and £5,000,000 for Public Liability. Members must notify the Scheme regarding any event or action that could result in an Insurance claim.

Where a member chooses not to use insurance cover provided by the Scheme, then they must provide their own cover to the same level.

12. Inspection, Reporting and other Operational Requirements

A. Introduction

This Section applies only to Scheme Members when they are instructed to inspect a property to prepare a Home Condition Survey. Scheme Members also need to read and understand the attached Appendix 1 and Appendix 2, together with any technical advice published by the Scheme from time to time

- (i) Members accepting instructions to provide Reports under the SAVA Home Condition Survey Scheme must comply with the conditions set out in these requirements and accompanying technical notes. No departure from the specified mandatory elements of the Scheme is permitted
- (ii) Definitions and Standard Terminology

Full Title	Short Form	Initials	Definitions
Home Condition Survey	The survey	HCS	A Condition Survey for home buyers. The format is owned by NES Ltd and delivered by approved Home Condition surveyors who are Members of the quality assurance regime operated by NES Ltd under the SAVA name
The Home Condition surveyor	The surveyor		A suitably qualified individual who understands building construction and pathology, who is a Member of the SAVA Scheme, and who is contracted by someone intending to buy a domestic property to prepare a Home Condition Survey

- (iii) Scope of the Home Condition Survey

The HCS is written so as to reflect property law in England and Wales. It is designed for lay customers who want a professional opinion on the construction, defects and condition of the home they are thinking of buying. It is **not**:

- (a) A schedule of building works
- (b) A report on the cost of remedial works and repairs
- (c) An asbestos inspection, which may fall within the "Control of Asbestos Regulations 2006"
- (d) A valuation for lending purposes
- (e) An opinion on the usefulness, marketability or attraction of the property or any part of it, including the grounds and/or outbuildings
- (f) Designed for commercial property

B. Inspection and Reporting Requirements for the Home Condition Survey

(i) Dealing with the Customer

- (a) As a Home Condition surveyor you have a Duty of Care to your customer(s), the person(s) who has (have) commissioned the HCS. As with all professionals the Duty of Care might extend beyond those who have actually commissioned the work. Therefore, the highest standards of work and conduct are essential
- (b) Should Home Condition surveyors undertake extra services relating to the subject property, which extend beyond the HCS, then they are not acting within the scope of the HCS, and the other work must be covered by a separate contract
- (c) You must do all that is reasonable to obtain background information on the subject property prior to inspection (See Appendix 2)
- (d) Before entering into a legal commitment to undertake the inspection and provide the Report, you should ensure that your customer:
 - Understands the nature and limitations of both the inspection and Report
 - Understand the reasons why you may terminate the inspection when on site, and any re-imbursements you would seek in such circumstances
 - Understands the fee you will charge
 - Understands that you will only operate taps and WCs, and electric lights as are required for the survey, and will not take responsibility for any hidden faults
 - Understands the limitations imposed on you, by virtue of the fact that the home you are inspecting does not belong to your customer
- (e) As there are no set fee scales for Home Condition Survey work, Home Condition surveyors are free to agree appropriate fees with their client
- (f) Home Condition surveyors must identify themselves to the person at the property at the time of survey
- (g) Customer complaints received by individual Home Condition surveyors and/or their employers should be dealt with expressly as set down by the Scheme

(ii) Undertaking the Inspection

- (a) If children or young people under the age of 16 are left alone at the property, the surveyor must postpone the survey until a responsible adult is also present or the children/young people are removed from the property
- (b) By obtaining access to the home of another person, in order to undertake an inspection, the Home Condition surveyor may acquire private information relating to the persons in occupation or property belonging to them, which has no relevance to the inspection and the Home Condition Survey. Such information must not be recorded or divulged to third parties, unless a criminal act is suspected
- (c) During the course of their work, Home Condition surveyors will be using information regarding the seller of the property which may be classified as 'Personal Data' under the "Data Protection Act 1998"; therefore the relevant provisions should be understood
- (d) Even if the Home Condition surveyor is a specialist with regard to potentially harmful substances, materials or services, the Home Condition Survey is **not** an Asbestos Inspection as defined in the "Control of Asbestos Regulations

2006". However, Home Condition surveyors must report if they see materials that they suspect may contain asbestos

- (e) Home Condition surveyors must know their limitations with regard to the types of property that fall outside the scope of their experience. If the surveyor does not have the appropriate knowledge they must fill the gaps by thorough research. They must, decline any instructions where it is not possible to undertake this research within an appropriate timescale. (As a guide, research into a different construction methodology is unlikely to be possible in an appropriate time scale, whereas research into the local history of an area might be possible). If there is a lack of appropriate local knowledge which could affect the Report, the Home Condition surveyors must be sure that they can carry out the work
- (f) Home Condition surveyors must possess all the necessary equipment and tools to undertake the survey in a satisfactory manner. These are:
 - Binoculars at 10x magnification
 - Ladder of sufficient length to safely gain access to building elements which are 3m or less above the surface on which the ladder is to rest
 - Measuring tape (note a hand held laser distance meter can be used but the surveyor must have a measuring tape as well, for inspections where such a meter cannot be used)
 - Calibrated electronic moisture meter
 - Torch
 - Lifting equipment/crow bar
 - Pocket mirror
 - Plumb bob
 - Compass
 - Digital camera with optical zoom

This list is not intended to be definitive and Home Condition surveyors are encouraged to use additional items where they assist with the inspection process

- (g) The Home Condition survey must not be destructive or invasive (i.e. "open-up" or cause any significant permanent marking or damage to the building fabric), even if the client specifically requests it, or the owner/occupier at the time of the inspection gives verbal permission for them to do so during the survey
- (h) Where it becomes apparent that a complete Home Condition survey is impractical, the Home Condition surveyor must arrange a further Home Condition survey. If this is not possible, the failure to inspect various areas should be reported upon
- (i) The Home Condition survey must be conducted only from the property itself and any adjoining land to which the public has access, using suitable vantage points to view as much of the property as possible
- (j) An appropriate ladder (see (f) above) must be used for the external survey of flat roofs, and other elements that cannot be observed either from the ground within the property, from adjacent land with public access, or from an upstairs window, always consistent with current Health and Safety regulations
- (k) If any services are 'turned off' at the time of the Home Condition survey, this must be stated in the Report
- (l) Home Condition surveyors must make accurate and comprehensive written site notes of the Home Condition survey and maintain them securely for a period not less than 15 years. The records must be of sufficient detail to enable an unconnected third party to interpret the Home Condition Survey

All information should be marked with the property's address and kept in a well-ordered manual or electronic filing system.

Records must also be kept of all queries communications, etc. relating to the property, which were raised after completion of the Home Condition Survey. They should be clearly marked with the date and enough information to enable interpretation of the nature and outcome of the communication to be determined.

The source of any information that does not come from Home Condition surveyors' own observations must be accurately recorded.

Photographs are excellent record-keeping tools, but Home Condition surveyors should appreciate that they will normally only supplement the written site notes.

- (m) The identification of the construction, materials and condition of the property form the basis for the assessment of the building and the Condition Ratings. Such descriptions must therefore be included in the site notes. Condition Ratings must be based on the factual evidence seen or deduced
- (n) The Home Condition Survey should not include general comments regarding service charges or ground rents. However, Home Condition surveyors must appreciate the potential repairing liabilities that may exist and should record any that are identified

(iii) Applying Condition Ratings

(a) The Condition Ratings are:

- **Not Present at the property**
- **NI Not inspected**
- **Condition Rating 1 - No repair is currently needed. Normal maintenance should be carried out**

This rating must be used where there are no indications of present or potential defects that require the undertaking of a specific repair. Normal maintenance must not be treated as a repair for the purpose of the Home Condition Survey.

- **Condition Rating 2 - Repairs or replacements are needed, but the Home Condition surveyor does not consider these to be serious or urgent**

This rating must be used where repairs are required, but the defect is not considered to be serious or urgent

- **Condition Rating 3 - There are defects which are either serious and/or require urgent repair or replacement**

This rating must be used where the defect is of a serious nature or where immediate repairs are required

- (b) A **serious** defect is one, which is likely to:
- Compromise the structural integrity of the property; and/or
 - Compromise the intended function of the building element; and/or
 - Seriously affect the health and/or safety of the occupiers.
 - Would be of considerable cost to repair, “where considerable cost” is defined as being in excess of 2.5% of the reinstatement cost
- (c) A present or potential defect which requires further investigation must be reported as a Condition Rating 3
- (d) When applying Condition Ratings, the SAVA Protocol must be used. (See Appendix 2)
- (e) Home Condition surveyors must have a working knowledge of all Building Regulations that are relevant to the Home Condition survey and when the relevant regulations came into force
- (f) In the case of flats, where the common areas fall under the “CAW Regulations”, Home Condition surveyors must assume that there is a ‘duty-holder’ as defined in the Regulations, and that a Register of Asbestos and an effective Management Plan are in place
- (g) The Home Condition Survey includes a calculation of the reinstatement cost, which must be produced in accordance with the latest edition of the Building Cost Information Service Rebuilding Costs Guide (BCIS Guide), BCIS Rebuild Online or another approved system where such guides are appropriate. This information may be obtained from the BCIS (www.bcis.co.uk). The Association of British Insurers (ABI), and/or the BCIS consumer information on reinstatement costs must not be used
- (h) Home Condition surveyors must understand and use the BCIS (or other approved guidance) currently in force
- (i) Any vandalism, evidence of apparently unauthorised occupation and other irregularities found on site, should be immediately reported to the appropriate authorities the client and recorded in the site notes
- (j) If the Home Condition surveyor believes that there is a deliberate attempt to conceal defects, this should be noted in the Report.

Appendix 1 – Basic terminology related to buildings

- A. A “flat”, studio, bedsit, apartment or “maisonette” is defined as an individual home with its own cooking and cleaning facilities and meter, which is contained within a larger building, and that shares some of the building elements (other than party walls/chimney stacks) with other units
- B. The term ‘floor’ should be used when describing the position of the home or its building elements. The ‘ground floor’ is the one at or immediately above the outside ground level to the front of the building; the next is the ‘first floor’ then the ‘second’, etc. When stating how many floors there are in the block, each floor counts as one, including the basement if there is one
- C. When listing the accommodation, all rooms which are used for residential purposes should be included, even though some of them (e.g. conservatories) are considered detached
- D. A bedsit or studio is recorded as a habitable room
- E. System-built construction covers any type of construction where the main framework and/or larger building elements, are pre-fabricated off-site and then assembled or erected on site
- F. A garage is a building for which the principal use is to house a car or cars. If a building which was apparently intended or built as a garage is inaccessible for normal cars it should not be described as a garage
- G. Conservatories are enclosed, purpose-built extensions, with at least 75% of the roof being translucent, and 50% or more of the external walls glazed
- H. Outbuildings are permanent structures, e.g. those that are used in conjunction with the property which would, in legal terms, be part of the ‘land’ and not removed when the property is sold

Appendix 2 – Technical Guidance

A. General Background Information

- (i) An attempt should be made to obtain the following basic information from the occupier/seller, before the inspection commences. This includes looking at the Home Information Pack and in particular obtaining a copy of the Property Information Questionnaire (PIQ) which may supply some of the information
- (ii) Information discovered prior to inspection may alert the surveyor to issues about the property to be considered during the inspection and where this is the case care must be taken to ensure that these matters are observed and recorded:
 - (a) How long has the seller lived in/owned the property
 - (b) Structural alterations/extensions/additions (including approximate date, planning permission and building regulations approval)
 - (c) Any known major structural repairs (such as underpinning)
 - (d) Known defects and problems
 - (e) Knowledge of any party wall issues
 - (f) Location of concealed traps or hatches
 - (g) Recent repairs, whether executed by professionals or DIY
 - (h) Guarantees or warranties (such as in respect of timber and damp treatment)
 - (i) Age of service installations
 - (j) Maintenance records for central heating boilers
 - (k) Drainage (such as if private type and the usual emptying arrangements)
 - (l) Ownership/maintenance of shared boundaries/access areas
 - (m) Rights of way
 - (n) Highway adoption
 - (o) Any history of flooding or rainwater ingress
 - (p) If services are connected or have been turned off
 - (q) Evidence that gas or oil appliances have been regularly serviced
 - (r) The current EPC
 - (s) Obtain consent to check normal operation of water and electricity systems, and to switch heating systems on for the duration of the inspection
- (iii) Block plans are not required in the Home Condition Survey, but are useful to supplement site notes
- (iv) The Home Condition Survey should not include general comments regarding service charges or ground rents. However, Home Condition surveyors must appreciate the potential repairing liabilities that may exist and should record any that are identified
- (v) Home Condition surveyors will apply their own knowledge of building construction to the inspection and subsequent analysis required to decide upon Condition Ratings. The Home Condition surveyor should bear in mind any or all of the following to arrive at a Condition Rating:
 - (a) Refer to condition only, not to reflect purely cosmetic issues that have no effect on longevity or performance
 - (b) Reflect any detrimental effect on other building elements
 - (c) Reflect performance

- (d) Compare 'like with like', e.g. not the life expectancy of a flat felted roof with a pitched, tiled one
 - (e) Assume that normal regular maintenance will be undertaken in future
 - (f) Be consistent
 - (g) Follow generally accepted building practice
 - (h) Not reflect differences in product quality unless performance and life expectancy are seriously impaired
 - (i) Because buildings are complex structures comprising many different interacting elements, defects in one element will usually have an impact on others. It is therefore not enough just to analyse defective building elements in isolation; Home Condition surveyors should also consider the consequences that may have followed from an obvious defect, and must follow the trail
- (vi) Very few older buildings remain as they were originally constructed. Home Condition surveyors should be particularly vigilant with regard to any works or alterations which may have changed the performance of the original design, detail, or building material (e.g. patios covering air-bricks, or the application of impervious external claddings)

Home Condition surveyors must appreciate that there may be additional technical and legal issues to consider when inspecting and reporting upon older buildings

Many older buildings may be formally protected being "scheduled", "listed" or situated in a Conservation Area. Home Condition surveyors must understand the implications of a property being protected

- (vii) Structural Movement includes risk of damage from trees
- (viii) Home Condition surveyors should bear in mind that there may have been alterations to other sites and grounds adjacent to any relevant water course since the last time flooding was experienced
- (ix) If there is no Asbestos Register in the common part of a block of flats, Home Condition surveyors should state this. However, it is the duty of the legal advisors to confirm the identity of the duty-holder, the presence, or otherwise, of an Asbestos Register and to advise whether or not there is a current Management Plan in place, together with the level of any associated financial burdens for the flat owner

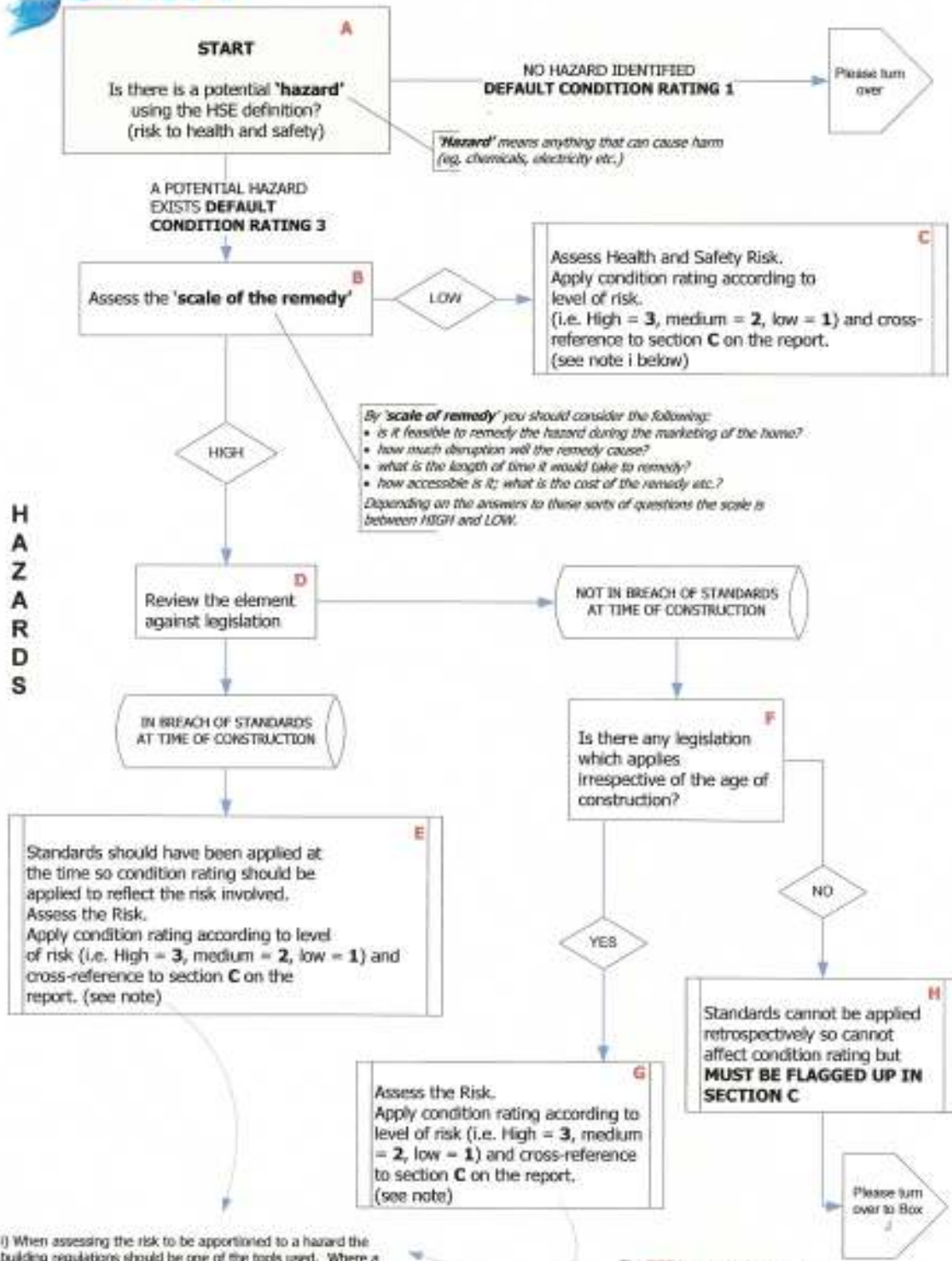
B. Inspecting the property, assessing condition and applying Condition Ratings

Surveyors must identify any features of the property it is not possible to inspect (limitation of inspection) and record the feature and reason for the limitation clearly in the appropriate entry at the top of each section. Where only part of an element cannot be inspected (e.g. one slope of a pitched roof is visible and the other is not) then describe that part as a separate element in its own right and describe the limitation of inspection.

For flats/maisonettes, the outside of the building containing the property must be visually inspected. Condition ratings should be applied in accordance with the SAVA protocol. Where the flat is on an 'estate' with a group of buildings, the surveyor does not inspect the other buildings but should bring to the attention of the conveyancer the fact that the

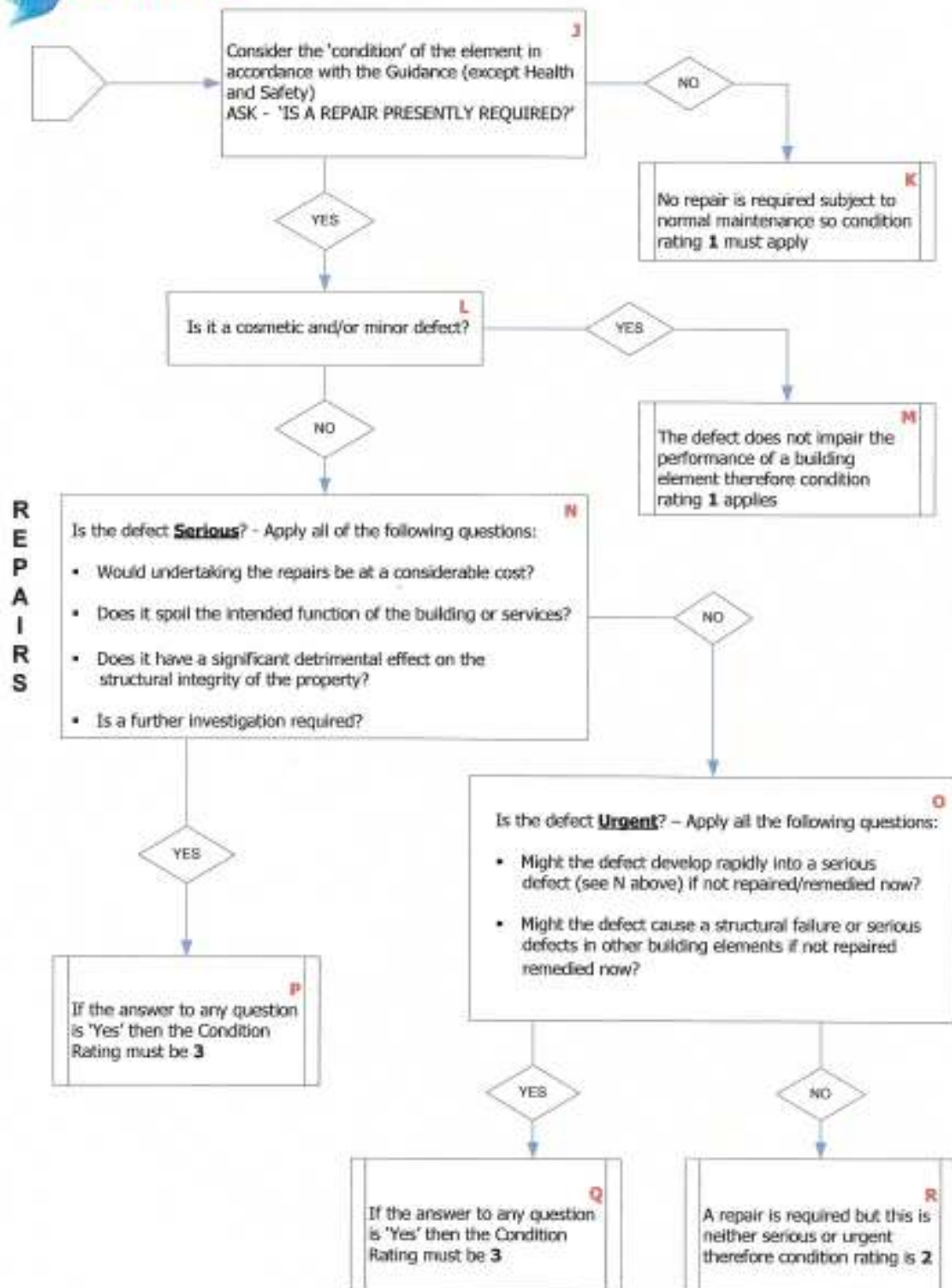
liability for general repairs may extend beyond the immediate building containing the flat/maisonette.

When applying Condition Ratings the SAVA protocol should be used, this is illustrated by the flowchart shown below. The notes that follow the flowchart are intended to provide additional guidance where there is any doubt regarding inspection or applying Condition Ratings



i) When assessing the risk to be apportioned to a hazard the building regulations should be one of the tools used. Where a standard is prescribed in modern regulations (for instance the pitch of a staircase) the violation from that standard can help in ascribing a risk to the hazard identified.

The RED letters can be used to record your thought process i.e. A, J, NP = Rating 3





Guidance on Using the SAVA Protocol

There are three revisions to the protocol issued with Version 3 of the HCR Service.

- 1) There is now the option of 5 different entries under Condition Ratings. They are:-
 - a. Not present at the property
 - b. Not inspected (reasons for non inspection must be stated in both the site notes and the report)
 - c. Condition Rating 1 (Definition remains unchanged)
 - d. Condition Rating 2 (Definition remains unchanged)
 - e. Condition Rating 3 (Definition has been modified – see below)

- 2) In addition, it is now possible to enter 'multiple listings' where there is more than one example of the element at the property (for example where there is more than one chimney stack). In such instances then the elements should be 'named' for identification purposes and must be grouped according to Condition Rating. Thus if there were 4 chimney stacks at the property but they were all Condition Rating 1, then only one entry would be made. If three were Condition Rating 1 and one was Condition Rating 2, then two entries would be made – one for each different Condition Rating.

- 3) Condition Rating 3 – definition has been modified. The reference to Cost of Repair has been amended. Now the Home Inspector must ask 'would undertaking the repair be at considerable cost'. 'Considerable cost' is defined as greater than 2½% of Reinstatement Cost.

V3_1-03-06

(i) Chimneys

- (a) Include stacks, pots, flaunching, pointing to the stack, support to stacks, chimney breast in roof space, flashings between stacks and roof covering.
- (b) Chimneys are exposed to the weather, and flue gases may have had a detrimental effect on them
- (c) Access limitation can add significantly to repair costs and should be considered when determining if a Condition Rating 3 is appropriate
- (d) Inspecting Chimneys:
 - Normally done from ground level using binoculars, although if an opportunity exists to view chimneys from other vantage points this should be taken
 - Wherever possible, the inspection should be from all sides, noting that the inspection should only be from the property itself and any adjoining land to which the public has access
 - Always note construction methods and materials, including flashings, pots and flaunchings, party stacks, etc.
 - Always check for support, any damp penetration, etc. inside the roof void

(ii) Roofs (external)

- (a) Access limitations can add significantly to repair costs and should be considered when determining if a Condition Rating 3 is appropriate
- (b) Inspecting the Roof:
 - Normally done from ground level using binoculars, although if an opportunity exists to view roofs from other vantage points this should be taken
 - Wherever possible, the inspection should be from all sides, noting that the inspection should only be from the property itself and any adjoining land to which the public has access
 - Evaluate surrounding properties for comparison
 - Use a ladder to inspect flat roofs if this is possible and safe
 - Always note construction method and materials, including parapets and raised party walls, valleys, dormers, domes and roof lights, overhang at eaves, service pipes and ventilation apertures
 - Check for damp penetration; nail sickness, etc. in the roof void

(iii) Roofs (internal)

- (a) Where there is no Sarking Felt or other secondary barrier against water penetration, check for defects to the roof covering, such as laminating or spalling tiles/slates.
- (b) Inspecting the Roof void:
 - The default position is that this will involve physical entry
 - Where there are limitations of access i.e. where the access hatch is not large enough, or access would be dangerous, or where there is a risk of damage to the building, etc., a head-and-shoulders inspection should be undertaken where possible.
 - All restrictions that prevent an inspection must be noted and reported
 - View without light/torch to detect holes/daylight shining through
 - When entering the roof void care must always be taken to ensure personal safety and prevent damage to the building (e.g. do not step or put weight on covered joists or any other parts that are not visible and apparently safe)

- Stored items should not be moved
- Do not roll back or otherwise disturb insulation
- Note the condition of chimney breasts
- Note evidence of nail 'sickness'/deteriorating tile 'nibs'
- Note spalling tiles/slates
- Note any water penetration, condensation, presence of moisture etc.
- Note poor support to water tanks
- Note construction of ceilings, if possible without disturbing insulation

(iv) Gutters and rainwater fittings

- Note the weather conditions at time of inspection
- Where possible, ask the current home occupiers if there are any problems with the gutters
- Inspection is normally done from ground level using binoculars, though if an opportunity exists to view gutters etc. from other vantage points this should be taken
- Wherever possible, the inspection should be from all sides of the property, noting that the inspection should only be from the property itself and any adjoining land to which the public has access
- Do not place ladders against gutters or fascias
- Consider using a pocket mirror behind cast iron downpipes if rusting/ cracks are suspected. View from underneath, as close to wall as possible
- Always note any discolouration, deposited salts, etc. to walls and fascias, hidden fixings (e.g. used with ogee gutters), form of drainage/ discharge

(v) Walls

- Walls include external walls (including non-load bearing), wall frames or other structures, wall foundations, pointing, renders and other coverings and coatings, cavity ties, lintels, masonry sills, insulation (cavity and external)
- Inspection is:
 - Normally done from ground level using binoculars, though if an opportunity exists to view higher levels from other vantage points this should be taken
 - Wherever possible, the inspection should be from all sides, noting that the inspection should only be from the property itself and any adjoining land to which the public has access
 - Note anything which limits visual inspection (presence of wall climbing creepers, hanging baskets, close proximity to neighbouring property etc.)
 - Check wall thicknesses at window and openings
 - Check construction and other detail (insulation etc.) in roof void where access is possible
 - Notes must be made of any cracking

(vi) Windows

- Include shutters and shutter furniture and security fixtures and locks if they exist.
- Inspection:
 - Upper windows will normally be viewed from ground level using binoculars, though if an opportunity exists to view higher levels from other vantage points this should be taken

- Wherever possible, the inspection should be from all sides, noting that the inspection should only be from the property itself and any adjoining land to which the public has access
- Access limitations which could add to repair costs should be noted and should be considered when determining if a Condition Rating 3 is appropriate
- Inspect external surrounds, i.e. lintels, cills, jambs as well as frames and glazing
- Inside, open and close a sample of windows to test that they work properly
- Test for damp around window openings

(vii) Doors

- Include patio doors
- Normally inspect doors by opening and closing them, view frames and surrounding walls while doing this. Inspect frame and threshold in both open and closed position
- Always note construction method and materials and any locked doors
- Test for damp inside surrounds at base/threshold

(viii) Other outside detail

- This category includes fascias, barge boards and soffits, eaves ventilation if through eaves construction, decorative/ornamental features even if non-wood materials are used for these parts
- Inspection is:
 - Normally done from ground level using binoculars, though if an opportunity exists to view higher levels from other vantage points this should be taken
 - Wherever possible, the inspection should be from all sides, noting that the inspection should only be from the property itself and any adjoining land to which the public has access
 - Note anything which limits visual inspection (presence of wall climbing creepers, hanging baskets etc.)
 - Report if non wood material is used for any feature
- Access limitations can add significantly to repair costs and should be considered when determining if a Condition Rating 3 is appropriate

(ix) Ceilings

- Ceilings include ceiling joists, covings and ornamental mouldings
- Inspection is:
 - Normally done from the floor of the room, except where visual indication indicates that closer inspection is needed (e.g. possible damp staining)

(x) Internal walls, stairs, partitions etc.

- Include party walls, and other stone or masonry work in the roof space except chimney breast, partition walls, internal faces to external walls, skirtings and dado rails, lintels where they exist in internal partitions, dry lining
- Carry out a visual inspection, coupled with tapping to identify construction and to detect loose plaster, (which is reported in this Section even if the main fault lies with external wall etc.)

- (c) Test for damp around windows and doors
- (d) Open and close internal doors to detect movement/settlement after alterations
- (e) The default position is physical entry of under stairs cupboards. Where there are limitations of access this should be noted
- (f) Test fixings and spacing of banisters/rails and depth and rise of stair treads
- (g) Note any unusual gaps between skirting and floor

(xi) Floors

- (a) Include the under floor structure of timber floors, floor boards, fixed floor coverings, damp proof membranes, screeds, under floor ventilation, thermal insulation
- (b) Normal Inspection:
 - Includes inspection of sub-floor voids where practical
 - Where fitted carpets exist these should be left in situ. 'Wall-to-wall' carpets and rugs, which are not fitted or fixed, should be lifted in corners, if practical, without moving furniture/items.
 - Includes checking the floor's 'spring'
 - Includes checking for damp in floor
 - Includes recording any constraints to visual inspection (presence of furniture, carpets, laminate floor coverings, hardboard over floor boards etc.)
 - Includes noting the design/construction and materials

(xii) Fireplaces, Chimney breasts and flues

- (a) Include fireplaces and hearths, closed off fireplaces, chimney breasts in roof spaces and rooms (present and removed), external flues
- (b) Where old fireplaces are kept as 'features' only, report accordingly and do not comment on their functionality or possibility for future use as fireplaces
- (c) Note also that asbestos boarding is commonly used around fireplaces, stoves, etc. If a potential asbestos containing material is observed, report on this
- (d) Report on balanced flues if used
- (e) Normal Inspection:
 - Includes checking that there is continuity throughout the chimney structure, (tap on chimney breasts to identify structure)
 - Includes checking ceilings and walls adjacent to possibly unsupported chimney breasts for any signs of stress
 - Includes checking for dampness, noting in particular, areas around the base of the chimney breast at the junction with the lowest floor. Hearths at ground floor, at the junction of the chimney breast and the roof covering, and along the lines of flues serving lower rooms also need to be checked

(xiii) Built-in fittings

- (a) Include fitted kitchen cupboards and worktops, sinks and waste appliances and fitted wardrobes. Exclude kitchen white goods. Where a kitchen is 'freestanding' report this and advise that the purchaser checks the units are included in the purchase price
- (b) For built-in fittings do not comment on the original quality and/or adequacy of the fittings. However, actual, non-cosmetic defects in the units that affect the way they work, should be reported
- (c) Open sufficient drawers and doors to determine how well the fittings fulfil their function

- (d) Always inspect the cupboard under the sink
- (e) The Home Condition surveyor should not empty cupboards. However, where a possible defect is suspected, the seller/occupier should be asked to empty contents if possible
- (f) Note anything which limits visual inspection

(xiv) Bathroom fittings

- (a) Include baths, hand basins, shower cubicles and fittings, WCs and cisterns, bidets, splash backs, seals around fittings
- (b) Do not comment on the original quality and/or adequacy of the fittings. However, actual non-cosmetic defects in the units, that affect the way they work, should be reported.
- (c) Note that if one part of a bathroom suite needs replacement, matches may be difficult and expensive to find
- (d) Turn on all taps and showers to check that there is a water supply
- (e) Note and report if water is turned off
- (f) Do not remove bath/other panels

(xv) Reporting on Damp

- (a) Damp does not have a category of its own but should be reported on in the element where the Home Condition surveyor determines that moisture is present
- (b) These notes cover all forms of dampness, including rising and penetrating damp, plumbing and appliance leaks, and condensation. All should be reported where noted
- (c) Moisture can only be determined by visual inspection, touch or by interpreting a surface reading taken using a moisture meter (as a destructive investigation involving sampling of building materials is outside the scope of the Home Condition Survey)
- (d) Home Condition surveyors must not restrict their own checks and inspection on the assumption that guarantees or warranties exist
- (e) Internal inspection:
 - The default position is that a moisture meter will be used at 1 m intervals on external walls, except where furniture etc. prevents access, this should be noted
 - For vulnerable areas take meter readings at different levels on the wall to determine the profile of any moisture, including at ceiling level
 - Do not omit checking internal partition/ party walls, which are, or may be, built off the ground/over-site concrete
 - Check window and external door surrounds
 - Check airbricks or other ventilation apertures
 - Do not omit the checking of floors, and note any limitations to the inspection due to fixed floor coverings
- (f) External inspection:
 - Should involve checking the position and material used for the damp proof course and its distance from ground level
 - Where access is restricted (by vegetation etc.) this should be noted
 - Check airbricks or other ventilation apertures

- Where there is any evidence to suggest that there may be a dry rot attack; e.g. fruiting body, spores or mycelium, are observed, the Home Condition surveyor must recommend further investigations

If the Home Condition surveyor knows that guarantees and/or warranties for work undertaken to minimize or prevent damp exist, their presence should not alter the inspection methodology.

(xvi) Electrical Services

- This includes wiring circuits, fuse boards, consumer units, electrical fittings, and permanently fixed appliances associated with the electrical system
- Tests are not required, but visible defects must be noted
- Light switches should be turned on and off
- The presence or otherwise of a test certificate or authorised notification regarding the system should be reported
- It is normal to carry out visual inspection on the point of entry of the electrical supply, including subsidiary switches to other parts of the property such as to the garage or other outbuildings, fuse boards/consumer units, switches, sockets, visible wiring and residual circuit breakers. Check for old cables and fittings, broken and loose fittings, signs of poor/untidy installations, earth bonding

(xvii) Gas/Oil services

- This includes the gas supply where it enters the property, the gas meter, distribution pipework, permanent fittings and appliances, storage tanks (LPG or oil)
- The suitability, efficiency and safety in use of gas or oil installations including appliances such as boilers and fires, cannot be assessed without appropriate tests by a 'competent person'
- The Report should identify if there are current gas safety certificates relating to all gas installations at the property. If there is no current certificate relating to an appliance installation, the advice given is that a 'competent person' should be instructed to check and test the installation and appliances with a view to issuing the relevant certificates
- Normal Inspection:
 - Look to see if any alterations have been undertaken since the appropriate safety certificate or Building Regulations certificate was issued, any apparent visual defects and appliances not covered by the certificates referred to above should be noted
 - Home Condition surveyors should also note the presence, or otherwise, of the boiler manufacturer's instructions, service details and/or a log book

(xviii) Water services

- Includes the utility company stop valve, supply pipe where it enters the building, visible distribution pipework within the property, external pipework and taps, water softeners, cold and hot water storage tanks, expansion tanks, insulation to these tanks where appropriate, and the overflow system
- Normal Inspection:
 - Carry out visual inspection of exposed pipe-work, tanks, stopcock, etc.

- Tests are not required; but the Home Condition surveyor should check appliances and fittings while in normal operation. This means turning taps on and off and flushing toilets etc., after seeking permission. The Report should indicate those taps/appliances which were not checked
 - Check overflow pipes for all required tanks and cisterns
 - Check insulation/lagging where required
 - Check arrangements for expansion
- (c) Note any constraints to normal inspection (e.g. if the airing cupboard is full of stored items, if an empty property has been drained down, or the water is turned off at the stopcock etc., N.B. it should not be turned on). These facts must be noted. Note the position of tanks and stopcock, and any alterations/additions to the original installation.
- (d) If the property has a private water supply this should be noted
- (e) If anything is noticed which is in obvious contravention of a known regulation, it should be noted
- (f) Where lead water service pipe-work is identified, Home Condition surveyors should recommend referral to current health and safety information available from water authorities
- (g) If a property has been drained down, or the water is turned off at the stopcock etc., it should not be turned on. This fact must be noted

(xix) Heating

- (a) Includes the main heating source, heat distribution pipework, circulation pumps and valves, heat emitters, expansion vessels which are only linked to the heating system, and ventilation for heating system where required
- (b) Normal Inspection:
- Visual inspection of all accessible parts of the system
 - Noting partial systems (where not all of the property is covered)
 - Note, where appropriate, if records of regular inspection exist
- (c) The Home Condition surveyor should note if the system is switched on during the visit, and if not, record this as a limitation of the inspection
- (d) If the heating is only switched on just before the inspection, it is unlikely that its ability to bring room temperatures to an acceptable level can be ascertained. This should be noted as a limitation to the Report
- (e) Home Condition surveyors should record the presence, or absence, of the boiler manufacturer's instructions, service details and/or a log book
- (f) Any secondary sources of heating should also be noted

(xx) Drainage

- (a) Includes above and below ground foul and grey water drainage, gullies, inspection chambers, rodding access points, cess pits and septic tanks
- (b) Normal Inspection:
- No testing is done - the inspection is visual only, though if possible flushing toilets and/or running taps will be observed via open inspection chamber(s)
 - The default position is that inspection chamber covers will be lifted unless the Home Condition surveyor determines that they or their surroundings are likely to suffer any damage as a result of the lifting, and/or that it would not be safe to do so and/or that the chamber is not reasonably accessible and/or that the chamber is outside the curtilage of the property
 - Where there are limitations preventing lifting this should be noted

- The Home Condition surveyor will note construction methods and materials of pipe-work as well as gullies and inspection chambers
 - The Home Condition surveyor will report any vigorous vegetation close to sealed gullies, or exceptional nettle growth next to cess pools, which may indicate leakage. Home Condition surveyors should consider whether a further investigation by way of a drains test is required, but only when there is a clear indication, or local knowledge suggests, that a problem may exist
- (c) Soakaways will not be available for inspection and are therefore outside the scope of the Home Condition Survey
- (d) Blockages by leaves and other debris is counted as a defect and should be noted
- (e) Private drainage should be noted including the type of disposal. Private drainage that is shared with other properties or outside the boundary should also be noted

(xxi) 'Grounds', permanent 'Outhouses' etc.

- (a) Include garages, outside toilets, greenhouses, summerhouses/follies, tool sheds and workshops, old air raid shelters, substantial animal housing/cages, barns, conservatories, paths and driveways, the presence of ponds or other water features
- (b) Normal inspection will include:
- A walk around the extent of the grounds
 - Visual inspection of external and internal permanent buildings where safe to do so and access is available
 - Viewing from ground level using binoculars, although if an opportunity exists to view roofs from other vantage points this should be taken
 - Wherever possible, the inspection should be from all sides, noting that the inspection should only be from the property itself and any adjoining land to which the public has access
 - Use a ladder to inspect roofs if this is possible and safe, and where the building is of a type where a watertight fabric is likely to be important
- (c) Describe the type, construction, age, dimensions and any obvious defects of Garages which can reasonably be identified by a brief, visual inspection but do not comment on if a car will fit
- (d) Note and report if a garage cannot be used to park a vehicle (due to inadequate access etc.)
- (e) Note and report any inappropriate use (e.g. if an outbuilding is being used inappropriately as a habitable room)
- (f) Note and report any health and safety issues
- (g) Note and report any issue that might lead to any future disputes
- (h) As Conservatories are considered to be an important part of the property, Home Condition surveyors should report any inappropriate use of them

(xxii) Boundaries, Fences, retaining walls etc.

- (a) Note any matters relating to ownership of boundary walls, fences, etc., also report serious defects or matters, which have an impact on the safety of able bodied occupants
- (b) Report on common use areas in blocks of flats, such as staircases, car parking areas, communal garages and forecourts
- (c) The condition of retaining walls should be determined and noted

Appendix 3 – Disciplinary Process Tariff

Tariff element	Performance Criteria	Severity		Initial Sanction to be applied: Instigate notice period, member must...	Secondary Sanction
		Minor	Serious		
Personal and Professional standards					
1.	All information given to the Scheme in respect of your membership or your ongoing dealings should be accurate and complete.		X	Termination of Membership	
2.	You should not attempt to transfer your Membership, or use of it , to another person		X	Minimum suspension for 7 days with requirement to co-operate with Scheme investigations and evidence appropriate work practices prior to reinstatement (note – depending on detail and severity of the breach, some instances may be referred to the Disciplinary Panel)	Failure to respond to initial sanctions results in continued suspension for a maximum of 28 days after which time non response will result in termination of your membership.
3.	You should act with integrity, honesty and trustworthiness and be open and transparent in your dealings		X	Minimum suspension for 7 days with requirement to co-operate with Scheme investigations and evidence appropriate work practices prior to reinstatement (note – depending on detail and severity of the breach, some instances may be referred to the Disciplinary Panel)	Failure to respond to initial sanctions results in continued suspension for a maximum of 28 days after which time non response will result in termination of your membership.
4.	Recognise the limits of your competence and keep your skills up to date	X		Respond to any specific scheme requirement within 7 days and demonstrate improvement within 28 days	Initial breach and subsequent failure to respond to initial sanctions results in a breach of tariff element 10
5.	Work with reasonable skill and care	X		Respond to specific scheme requirement within 7 days and demonstrate general improvement within 28 days	Initial breach and subsequent failure to respond to initial sanctions results in a breach of tariff element 10

6.	Treat all customers' information as private and confidential. You should contribute to the security of their property or information relating to their property		X	Minimum suspension for 7 days with requirement to co-operate with Scheme investigations and evidence appropriate work practices prior to reinstatement (note – depending on detail and severity of the breach, some instances may be referred to the Disciplinary Panel immediately)	Failure to respond to initial sanctions results in continued suspension and the case being referred to the Disciplinary Panel
7.	Do not accept gifts or inducements which may be perceived to affect your judgement		X	Minimum suspension for 7 days with requirement to co-operate with Scheme investigations and evidence appropriate work practices prior to reinstatement (note – depending on detail and severity of the breach, some instances may be referred to the Disciplinary Panel immediately)	Failure to respond to initial sanctions results in continued suspension and the case being referred to the Disciplinary Panel
8.	Do not use your position improperly. Clearly indicate any perceived or actual conflict of interest with any parties connected with the production of the Home Condition Survey		X	Minimum suspension for 7 days with requirement to co-operate with Scheme investigations and evidence appropriate work practices prior to reinstatement (note – depending on detail of the breach, some instances may be referred to the Disciplinary Panel immediately)	Failure to respond to initial sanctions results in continued suspension and the case being referred to the Disciplinary Panel
9.	Assist the Scheme in any disciplinary enquiry that it may decide to hold	X		Respond to specific scheme requirement within 7 days	Initial breach and subsequent failure to respond to initial sanctions results in a breach of tariff element 10
10.	You must comply with all Scheme Rules		X	Minimum suspension for 7 days with requirement to co-operate with Scheme investigations and evidence appropriate work practices prior to reinstatement (note – depending on detail and severity of the breach, some instances may be referred to the Disciplinary Panel)	Failure to respond to initial sanctions results in continued suspension for a maximum of 28 days after which time non response will result in termination of your membership.

11.	You must not do anything that damages the reputation of the Scheme		X	Minimum suspension for 7 days with requirement to co-operate with Scheme investigations and evidence appropriate work practices prior to reinstatement (note – depending on detail and severity of the breach, some instances may be referred to the Disciplinary Panel)	Failure to respond to initial sanctions results in continued suspension for a maximum of 28 days after which time non response will result in termination of your membership.
12.	Continuous repeated suspensions, whatever their cause		X	Termination of membership	
Health and Safety					
13.	You must contribute to the maintenance of health and safety at work	X		Respond to specific scheme requirement within 7 days and demonstrate general improvement within 28 days	Initial breach and subsequent failure to respond to initial sanctions results in a breach of tariff element 10
14.	You must contribute to the security of self, colleagues and others	X		Respond to specific scheme requirement within 7 days and demonstrate general improvement within 28 days	Initial breach and subsequent failure to respond to initial sanctions results in a breach of tariff element 10
15.	You must ensure your actions do not endanger the health and safety of others and must abide by instructions given by a responsible person when on site		X	Minimum suspension for 7 days with requirement to co-operate with Scheme investigations and evidence appropriate work practices prior to reinstatement (note – depending on detail and severity of the breach, some instances may be referred to the Disciplinary Panel)	Failure to respond to initial sanctions results in continued suspension for a maximum of 28 days after which time non response will result in termination of your membership.
Inspection, Reporting and Other Operational Requirements					
16.	Have a 'Duty of Care'	X		Respond to specific scheme requirement within 7 days and demonstrate general improvement within 28 days	Initial breach and subsequent failure to respond to initial sanctions results in a breach of tariff element 10

17.	You must be able to explain details of the assessment procedure to the homeowner including any limitations of both the inspection and report	X		Respond to specific scheme requirement within 7 days and demonstrate general improvement within 28 days	Initial breach and subsequent failure to respond to initial sanctions results in a breach of tariff element 10
18.	You must make, and keep, accurate and legible records	X		Respond to specific scheme requirement within 7 days and demonstrate general improvement within 28 days	Initial breach and subsequent failure to respond to initial sanctions results in a breach of tariff element 10
19.	You must securely maintain all records for 15 years, making sure they are readily accessible on request	X		Respond to specific scheme requirement within 7 days and demonstrate general improvement within 28 days	Initial breach and subsequent failure to respond to initial sanctions results in a breach of tariff element 10
20.	You must not begin or continue with an assessment if an unaccompanied minor or vulnerable person is the only person in the property		X	Minimum suspension for 7 days with requirement to co-operate with Scheme investigations and evidence appropriate work practices prior to reinstatement (note – depending on detail of the breach, some instances may be referred to the Disciplinary Panel)	Failure to respond to initial sanctions results in continued suspension for a maximum of 28 days after which time non response will result in termination of your membership.
21.	You must make it clear that any other service offered during a visit to complete an energy assessment is not offered in your capacity as a Home Condition Surveyor		X	Minimum suspension for 7 days with requirement to co-operate with Scheme investigations and evidence appropriate work practices prior to reinstatement (note – depending on detail of the breach, some instances may be referred to the Disciplinary Panel)	Failure to respond to initial sanctions results in continued suspension for a maximum of 28 days after which time non response will result in termination of your membership.
Continuous Professional Development (CPD) Requirements					
22.	You must develop yourself to improve your professional performance and competence	X		Respond to specific scheme requirement within 7 days and demonstrate general improvement within 28 days	Initial breach and subsequent failure to respond to initial sanctions results in a breach of tariff element 10

23.	You must provide evidence of your CPD on a yearly basis when requested by the Scheme	X		Respond to specific scheme requirement within 7 days and demonstrate general improvement within 28 days	Initial breach and subsequent failure to respond to initial sanctions results in a breach of tariff element 10
General Operational Requirements					
24.	You must abide by the rules and conventions of the assessment calculation methodology	X		Respond to specific scheme requirement within 7 days and demonstrate general improvement within 28 days	Initial breach and subsequent failure to respond to initial sanctions results in a breach of tariff element 10
Specific operation requirements					
25.	The Home Condition Survey must only be based on factual evidence either seen or appropriately deduced	X		Respond to specific scheme requirement within 7 days and demonstrate general improvement within 28 days	Initial breach and subsequent failure to respond to initial sanctions results in a breach of tariff element 10
26.	The inspection must not be destructive or invasive	X		Respond to specific scheme requirement within 7 days and demonstrate general improvement within 28 days	Initial breach and subsequent failure to respond to initial sanctions results in a breach of tariff element 10
27.	You must undertake a methodical inspection, taking accurate measurements, obtaining all information and making appropriate records	X		Respond to specific scheme requirement within 7 days and demonstrate general improvement within 28 days	Initial breach and subsequent failure to respond to initial sanctions results in a breach of tariff element 10
Customer Enquiries and Complaints					
28.	You must comply with your own formal complaint procedure which is based on a process of escalation, starting with attempts to resolve the issue by you	X		Respond to specific scheme requirement within 7 days and demonstrate general improvement within 28 days	Initial breach and subsequent failure to respond to initial sanctions results in a breach of tariff element 10
29.	If a customer complaint is escalated to the Scheme all required documents and information is to be provided to the Scheme within 3 working days and in the specified format	X		Respond to specific scheme requirement within 7 days and demonstrate general improvement within 28 days	Initial breach and subsequent failure to respond to initial sanctions results in a breach of tariff element 10

30.	The decision of the Scheme is final. You must comply with the Scheme's decision. This applies to the resolution of a complaint or the outcome of a disciplinary panel		X	Minimum suspension for 7 days with requirement to co-operate with Scheme investigations and evidence appropriate work practices prior to reinstatement (note – depending on detail and severity of the breach, some instances may be referred to the Disciplinary Panel)	Failure to respond to initial sanctions results in continued suspension for a maximum of 28 days after which time non response will result in termination of your membership.
Identity Cards					
31.	Identity cards must always be shown when attending a property in your capacity as a Home Condition Surveyor	X		Respond to specific scheme requirement within 7 days and demonstrate general improvement within 28 days	Initial breach and subsequent failure to respond to initial sanctions results in a breach of tariff element 10
32.	Identity cards must never be given to another person for any reason. Lost or stolen cards should be reported to the Scheme.		X	Minimum suspension for 7 days with requirement to co-operate with Scheme investigations and evidence appropriate work practices prior to reinstatement (note – depending on detail and severity of the breach, some instances may be referred to the Disciplinary Panel)	Failure to respond to initial sanctions results in continued suspension for a maximum of 28 days after which time non response will result in termination of your membership.
Monitoring Procedures					
33.	You must respond within 3 working evenings to a request for a desktop audit or site audit	X		Respond to specific scheme requirement within 24 hours and demonstrate general improvement within 28 days	Initial breach and subsequent failure to respond to initial sanctions results in a breach of tariff element 10
34.	You must respond to any feedback from an audit within 3 working days unless otherwise specified by the Scheme	X		Respond to specific scheme requirement within 24 hours and demonstrate general improvement within 28 days	Initial breach and subsequent failure to respond to initial sanctions results in a breach of tariff element 10

35.	Failure to meet our Quality Standard on more than one occasion for the same reason		X	Minimum suspension for 7 days with requirement to co-operate with Scheme investigations and evidence appropriate work practices prior to reinstatement (note – depending on detail and severity of the breach, some instances may be referred to the Disciplinary Panel)	Failure to respond to initial sanctions results in continued suspension for a maximum of 28 days after which time non response will result in termination of your membership.
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