



## Survey Wise – Company Policy

*Effective from: 03/05/2025*

**Contact:** [info@surveywise.uk](mailto:info@surveywise.uk) | 0800 014 9318 | [www.surveywise.uk](http://www.surveywise.uk)

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### 1. Company Mission

Our mission at **Survey Wise** is to provide accurate, timely, and professional property valuation services with integrity, transparency, and client-focused care. We aim to help our clients make informed property decisions by offering reliable valuation reports grounded in current market data and industry best practices.

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### 2. Scope of Services

We offer:

- Residential property valuations
- Commercial and mixed-use property valuations
- Pre-sale and pre-purchase valuations
- Probate, matrimonial, and inheritance valuations
- Insurance and investment assessments

All services are conducted by qualified professionals using recognized industry standards.

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### 3. Professional Standards

- All valuations are carried out in accordance with applicable legal, regulatory, and professional guidelines (e.g., RICS Red Book, if applicable).
  - We commit to accuracy, objectivity, and independence in all valuations.
  - Our team maintains up-to-date training, licensing, and continuing professional development.
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### 4. Confidentiality and Data Protection

- All client information is treated as strictly confidential.
  - We comply fully with UK GDPR or Data Protection Act 2018 and will never share personal or property data without consent, except where legally required.
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### 5. Quality Assurance



- Every valuation report undergoes internal review to ensure accuracy and consistency.
  - We aim to deliver reports within agreed timeframes. If delays occur due to unforeseen circumstances, we communicate promptly with the client.
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## **6. Client Conduct and Expectations**

- Clients are expected to provide full, honest, and accurate information.
  - Safe and timely access to the property must be arranged to allow a full and proper inspection.
  - We reserve the right to decline service if client conduct is unreasonable, abusive, or violates our terms of service.
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## **7. Complaints and Dispute Resolution**

- We are committed to resolving client concerns quickly and fairly.
  - If you are dissatisfied with our service, please contact us in writing within 14 days of receiving your report.
  - We will respond within 5 business days and aim to resolve the matter amicably. Where necessary, disputes may be referred to an independent mediator or professional body.
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## **8. Health & Safety**

- Our staff and clients' safety is paramount. We follow all current health and safety regulations while on site.
  - We reserve the right to postpone or cancel a valuation if the property presents unsafe conditions.
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## **9. Environmental and Ethical Commitment**

- We strive to minimize our environmental impact through reduced paper usage, digital reporting, and low-emission travel when possible.
  - We are committed to fair business practices and do not engage in conflicts of interest, bribery, or unethical valuation practices.
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## 10. Policy Review

This policy is reviewed annually or in response to changes in regulations or business practices. Clients will be informed of any major changes.

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**Signed:**

Chigozie Onuoha

Chief Executive Officer C.E.O

**Date:** 03/05/2025

## 11. Amendments

We reserve the right to amend these Terms from time to time. The latest version will always be available on our website and can be provided on request.

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## 12. Acceptance

By instructing us to proceed with a valuation, you confirm your acceptance of these Terms of Business.