

Bob Massey Associates Ltd

On acceptance of your commission we will carry out your instructions in accordance with the following terms and conditions.

- Arrange to inspect the property at the earliest convenient time.
- Carry out your instructions which will be confirmed verbally and where applicable in writing either by post or e-mail.
- Our inspection will be non-destructive unless by specific arrangement for example where covers or flooring have to be removed for exposure purposes, if loose floorboards can be easily removed without causing damage this will be done if it is considered appropriate.
- We will inspect the property with due diligence and professional integrity.
- In the case of damp inspections our external inspection will be from ground level using binoculars; ladders will not be used externally without prior agreement.
- Internally specialist surveying equipment will be used to detect damp, such as a Protimeter moisture meter, insulated deep wall probes. A hygrometer, air and surface temperature gages. If considered appropriate and after permission has been agreed we may recommend using a carbide meter or possibly plaster analysis sampling, these last two tests have the disadvantage of being destructive to the wall fabric and cannot be used without the express permission of the property owner. Whilst this equipment will not be used in all circumstances it is available and in some cases may prove to be the only definitive method of establishing the precise nature of the problem, if these type of tests are considered to be required additional costs will be incurred, we will not carry out these extra tests without receiving further instructions and a cost agreed with the client.
- Where cavity wall tie inspections are to be carried out we will use ladders to the height of 3 metres only for health and safety reasons, if additional access equipment is required this must be disclosed at the time of the enquiry and will be discussed prior to the site visit, arrangements will be agreed regarding cost and logistics.
- Wall tie surveys will in the case of a whole house inspection include at least 2 endoscope inspections within the cavity to each elevation more will be carried out if considered appropriate.
- Where a waterproofing design is required for new build construction all necessary plans and property design details must be provided to us at the time of engagement.
- We will not remove any fixtures, fittings, floor coverings, and furniture without prior arrangement.
- Inaccessible areas where additional defects are considered to be either present or possible will be highlighted as requiring further exposure work within the report.
- With flood and restoration work all documentation and information appertaining to the inundation must be provide at the time of the inspection it is essential to fully understand the circumstances appertaining at the time of the flood in order to design a system that will offer a level of protection should the same circumstances occur at some future time.
- Our report is for the clients use only and whilst it may be shown to professional advisers acting on our clients behalf the contents are not to be used by any third party without the permission of Bob Massey Associates Ltd. Without such consent Bob Massey Associates will not accept any liability to a third party.

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