

# Structural Appraisal Report

on

Cottages adjacent to  
Cuckoldmans Farm  
Roman Road  
Hoddlesdon  
BB3 3PP

for

Graham Anthony Associates

Prepared by

Building Surveyors North West Ltd.  
Chartered Surveyors  
Chartered Construction Managers.  
Chartered Building Engineers.

The Dimples, Dimples Lane, Barnacre, Preston.  
PR3 1UA.

Date of Inspection

7 December 2017



Regulated by RICS

Cottages adjacent to Cuckoldmans Farm, Roman Rd, Hoddlesdon. BB3 3PP.

## CLIENT AND INSTRUCTIONS

In accordance with email instructions received from Graham Anthony Associates, as confirmed by our standard terms of engagement (a further copy of which is appended to the rear of this report), we confirm that we have carried out a Structural Appraisal of the above mentioned property in order to advise you as to the state of repair of the main structural components of the building (ie, roof frame, floors, walls).

We understand that this inspection and report are required in support of a planning application for residential status of this building. This report has been prepared for this purpose alone. It cannot be relied upon for any other purpose or by any other party.

## CIRCUMSTANCES, EXTENT AND LIMITATIONS OF INSPECTION AND REPORT

The inspection was carried out on the 7 December 2017. The weather was dry, overcast and windy. This followed a period of changeable weather conditions.

At the time of inspection the building was unoccupied. Our external inspection was limited by the adjacent buildings and structures on both sides. Our internal inspection was limited by stored items and debris. Some rotting timbers were noted to the staircases and first floors and it therefore follows (for safety reasons) that some areas were not inspected.

We have not excavated to expose foundations and observations concerning movement and structural stability are based upon a careful superficial inspection of the building undertaken during the course of a single visit thereto. We have also considered the historical response of the super-structure in arriving at opinions and judgements in this respect.

We have not cut into, opened up or otherwise damaged any parts of the building to inspect the condition of the underlying fabric. We cannot therefore confirm that any parts of the structure which were covered or inaccessible are free from defect.

Measurements of slopes, cracks, etc were taken over existing wall and floor finishes. Measurements are therefore approximate and intended to give only a general guide as to the extent and direction of any distortion.

The report is issued for the purpose of the instructing client and his/her professional advisors and the local authority planning department. No liability is accepted to any other party for re-production or reliance upon the whole or any part of this report.

Our inspection was made from ground level and from upper floor windows, where practical. A 3 metre Surveyor's ladder was used for upper parts of the building, where practical. It therefore follows that some two storey roof areas may not have been inspected in great detail, or indeed

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at all. Our external inspection from ground level was further limited to those areas which are visible from within the curtilage of the subject property or from adjoining public highways.

You are reminded that access was limited during the inspection and it is not possible to confirm that unseen areas are free from defect. Access to several areas and elements of the building were severely restricted.

In drafting this report we have limited comment to the more material matters and, in particular, we have not listed individually items which have no structural significance.

All directions given, unless otherwise stated are made as if the observer was standing facing the front elevation, looking towards the rear. An inspection of a property of this age, style and construction and size is subject to restrictions. Some defects which would normally be highlighted in later style structures form part of the property's overall character and style. They are considered acceptable in this instance.

This type of property will require an ongoing maintenance programme and a repair budget for which works must be allowed for to ensure that it is maintained in a good condition in the future. The report will highlight the main areas requiring structural repair as far as can be ascertained without opening or exposing the fabric.

Opinions with respect to structural movement have been arrived at following a non-destructive visual inspection of the property (made during a single visit). Foundations have not been opened up or inspected directly. Structural movement can only be fully diagnosed and categorised following multiple inspections, made over a period of time (usually 6 months or more), and/or intrusive inspection of the building fabric and/or foundations. Any comment with respect to structural movement made in this report cannot therefore be regarded as a definitive diagnosis. It should be seen as an initial opinion, arrived at following a single non-destructive visual inspection. The main purpose of any such initial opinion is to classify structural movement as significant or insignificant, progressive or non-progressive and to recommend repairs (where possible and appropriate), or to recommend further, more detailed, analysis where felt appropriate.

## MEASUREMENT AND CLASSIFICATION

Measurements of verticality and level were obtained by measuring offsets from a 1000mm spirit level and results are noted thus:

10/1000 (meaning 10mm out of plumb or level along the length of a 1000mm spirit level).

Assessment of structural movement is made in accordance with the Building Research Establishment Digest 251, Table 1, which classifies visible crack damage with particular reference to ease of repair of plaster

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and masonry. This is regarded as the definitive basis for reporting on structural damage and cracks in low rise buildings. The following table is based upon the BRE guidelines:

CRACK WIDTH (mm)	CATEGORY	CLASSIFICATION
Less than 2mm	Very slight	Aesthetic only
2mm to 5mm	Slight	Aesthetic only
5mm to 15mm	Moderate	Serviceability
15mm to 25mm	Severe	Serviceability
Greater than 25mm	Very severe	Stability

Cracking which is aesthetic only purely affects the appearance of the structure only, and whilst it may be unsightly, it has no affect on structural integrity. Damage within the serviceability category might affect weathertightness or could result in damage to services (eg gas or water pipes). Only cracking in excess of 25mm wide would generally affect stability.

## SITUATION AND ORIENTATION

For identification purposes, the subject building is that labelled 'C' on the site plan prepared by Graham Anthony Associates (GA3060-SP-03).

The property is situated in the area of Hoddlesdon, near Blackburn. The property occupies an agricultural setting, surrounded by farmland, accessed via a long gravel track. The location is very exposed.

The front of the property faces roughly north. All directions are given as if the surveyor is standing to the front of the subject property, facing the front elevation, looking towards the rear (unless otherwise stated).

## ACCOMMODATION

Having inspected the building internally and externally, it is our opinion that this building was formerly a pair of farm workers cottages, attached to one end of the main farmhouse. There are clearly two original main entrances to the front elevation. There are chimney breasts and fireplaces in both the left and right hand units. There is a party wall separating the two units. The right hand unit retains its original chimney stack. The chimney stack to the left unit has been taken down and tiled over (at some point). There are separate timber staircases in both cottages (left and right).

The accommodation in the left hand unit comprises:

Ground floor front room, ground floor rear room.

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First floor front room, first floor rear room.

The accommodation in the right hand unit comprises:

Ground floor front room, ground floor rear room.

First floor front room, first floor rear room.

## DESCRIPTION AND SUMMARY OF CONSTRUCTION

The subject property comprises a pair of two storey, terraced cottages (attached to the original farmhouse to the left). They were probably built around 100 to 150 years ago.

The building is of traditional construction with solid walls. The main roof is of dual pitched construction, formed with a timber frame and a stone slab covering. The ground floors are of solid construction and the first floors are of suspended timber.

## ROOF

The main roof is of traditional dual pitched construction, covered in stone slabs. The roof is supported on traditional timber rafters and purlins, which appear original. The purlins run left to right, supported on the gable walls and party walls. The purlins are adequately supported. The timber rafters run from the eaves to the ridge, supported on the front and rear walls and on the timber purlins. The rafters are adequately supported.

Roof slopes demonstrate minor dishing and sag consistent with age. This is a common defect in older housing. Distortion is within acceptable tolerances and is not a cause for immediate structural concern. Roof timbers should be re-levelled, braced and/or repaired when the roof covering is next routinely stripped and re-laid.

There has been some deterioration to the roof frame, in the form of wet rot caused by water ingress. The purlins are generally intact. Some of the rafters will need to be repaired or renewed.

There is a single storey projection at the rear, which may be a later addition. The roof slope is a continuation of the rear roof slope of the main building. The outrigger roof is similarly formed. There are timber purlins, supported on the left and right outrigger walls. The timber rafters run from eaves to ridge. The structural timbers are generally intact. Again, localised repairs are to be expected.

## FRONT ELEVATION

The front elevation is of traditional solid stone construction. The front elevation is around 500mm thick. It is likely to comprise an external stone skin, an internal stone skin and a central rubble fill. Externally, render has been applied at some point and this conceals some of the masonry from view. Internally, the wall has a plaster finish.

The external render finish to the front elevation conceals some of the masonry from view. We cannot confirm that unseen areas are free from defect. The render is probably a later addition, having been applied over the original stonework. The render is now quite weathered, which has exposed some of the original stonework.

The front elevation is faced in dressed stone (i.e. stones of regular shapes and sizes, laid in even courses). There are stone coins to the corners and stone heads and sills to the door and window openings.

The stonework courses are evenly laid. There have been minor previous cosmetic repairs, as to be expected. Some of the pointing is quite weathered. Patch repairs (to defective stones) and re-pointing are to be expected as part of renovation work.

There are two original door openings to the front elevation and it is our view that these would have served two separate cottages. The stone lintels above the right hand door are serviceable. The stone lintel over the left hand door has deteriorated. A new stone head should be installed as part of the renovation.

There are various window openings to the front elevation. Most of these appear original. Some areas are concealed by render finishes. Where visible, the original stone heads and sills are generally serviceable.

There are signs to suggest that two small ground floor window openings (one to each cottage) and one first floor window opening (to the left hand cottage) have been closed up at some stage. The stone heads remain intact.

When checked with a spirit level, the front elevation was found to be plumb and level (within acceptable tolerances). No major structural defects or cracks were noted.

## REAR ELEVATION

The rear elevation is of traditional solid stone construction, as described for the front. The elevation is again faced with dressed regularly shaped pieces of stone. There are stone coins to corners and stone heads above the window openings.

Externally, the central section of the rear elevation is concealed by the single storey outrigger.

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There are four window openings to the rear. There are two at ground floor level and two at first floor level, serving the left and right hand cottages.

The rear elevation stonework is generally serviceable, although the pointing is deteriorated. Re-pointing will be required as part of renovation.

The right rear corner of the building leans outwards slightly towards both the right and the rear. The rate of leaning is around 30/1000mm. Some of the vertical mortar joints between the stones have opened up (by around 30mm in places). The leaning to the right rear corner is caused by the outward forces exerted by heavy stone roof covering, in conjunction with deteriorated pointing to the rear elevation. The erosion of the mortar between the stones means that there is less friction to tie the stones together.

The movement to the right rear corner is relatively minor. The structure is not at risk. Ideally, the right rear corner should be re-built (i.e. around 5 sq mtr of masonry to the rear elevation and 5 sq mtr of masonry to the right gable). Alternatively, helical ties should be installed in horizontal mortar joints (every other course, to knit the stones together) and the elevation should be re-pointed.

When checked with a spirit level, the remainder of the rear elevation was found to be plumb and level with no major structural defects or cracks noted.

## RIGHT GABLE ELEVATION

The right gable elevation is of traditional solid stone construction, as described for the front and rear. The elevation is faced with dressed stone.

Stonework courses are evenly laid, but pointing is weathered. Re-pointing will be required as part of renovation.

There are no door or window openings to the right gable.

The right rear corner leans slightly, as previously discussed.

When checked with a spirit level, the remainder of the right gable elevation was found to be plumb and level (within acceptable tolerances), with no major structural defects or cracks noted.

## REAR OUTRIGGER ELEVATIONS

The rear outrigger is thought to be a later addition, but we cannot be sure.

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The external walls are of solid stone construction. The external facing stonework is of a more crude appearance than that of the main building. However, the stonework remains generally serviceable.

The pointing to the rear outrigger walls is again deteriorated. Re-pointing will be required as part of the conversion process.

There is one small window opening to each of the left and right outrigger walls. The stone heads above the openings are generally serviceable.

When checked with a spirit level the outrigger walls were found to be plumb and level (within acceptable tolerances), with no major structural defects or cracks noted.

## THE SITE, SURROUNDING AREA AND TREES

The property stands on the side of a hill. The surrounding ground slopes downwards from the rear to the front. The surrounding land is generally hilly. The hillside location means that exposure to the elements (and maintenance costs) will be higher than normal.

There are no trees within influencing distance of the subject building.

## INTERNAL WALLS AND PARTY WALLS

There is a stone party wall between the left hand cottage and the adjoining farmhouse. There is a further stone party wall between the left and right cottages. These appear to be of solid stone, around 500mm thick. They were found to be generally intact and plumb, with no major structural defects noted.

There are further masonry internal walls, separating the front and rear rooms within the cottages. No major structural defects were noted.

## FLOORS

The ground floors are of solid construction. Some of the levels have been raised over the years, with concrete floor slabs laid over the originals. The solid ground floors were found to be generally firm, with no major structural defects noted.

Ideally, the solid floor should be replaced (as part of renovation) to allow the opportunity to install insulative layers and damp proof membranes. Alternatively, it would be possible to install a damp proof membrane, insulative layer and screed (to provide a warm, dry floor), over the original floors.

Both cottages have suspended timber first floors, accessed by separate staircases. The timber first floors are generally intact, although there are



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some areas of decay caused by wet rot. The timber staircase in the right cottage is also rotting.

Although complete renewal of the timber first floor structures would be preferable (in structural terms), it would be possible to retain and repair the existing structures.

## STRUCTURAL ISSUES

The subject property is likely to be built on shallow masonry foundations, as was typical for properties of this age and type. These are narrower, shallower and weaker than modern concrete foundations. A degree of movement is therefore to be expected in such properties.

In our view, the main walls of this building are structurally adequate, with no major defects noted. There is some minor leaning to the right rear corner (caused by roof spread in conjunction with eroded mortar between the stones). Localised re-building would be preferable (in structural terms), but strapping and pointing would be adequate.

## RECOMMENDATIONS

	Description
1.	Cosmetic repairs to the main walls, to include removal of render, replacement of individual defective stones, re-pointing, etc.
2.	Renew defective stone heads above some openings.
3.	Take down and re-built around 10 sq mtr of external stonework to the right rear corner of the building.

Non-urgent repairs are generally not reported.

In addition to those items listed above, the property will require ongoing repairs, which would be considered to be part of a normal maintenance programme for this type of property. Listing these individually is outside the scope of this structural appraisal.

Older properties inevitably require more maintenance than newer ones.1

## FURTHER INVESTIGATION

No further investigations are required.

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## OTHER CONSIDERATIONS

Repairs or alterations to party structures should only be undertaken after consultation and agreement with adjoining owners in full compliance with the 1996 Party Wall Act.

Any refurbishment of a building will inevitably expose parts of the structure currently hidden from view and so unseen defects requiring expenditure may come to light. It would therefore be prudent to include within your budget an additional sum of money for unexpected items. You are also recommended to seek professional advice in respect of both planning and supervising any intended structural alterations.

Care must be exercised when choosing specialists or contractors to ensure they are sufficiently competent, and membership of relevant trade associations should offer some general reassurance.

We trust that we have correctly interpreted your instructions and have accurately reported on this property, but should any of the points in our report be unclear or should you wish to discuss our report in greater detail, please do not hesitate to contact us.

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## DECLARATION

This report constitutes a Structural Appraisal of the subject property. It has been prepared by an independent Chartered Surveyor, Chartered Construction Manager and Chartered Building Engineer, in accordance with current professional guidance.

We confirm that the surveyor who carried out the inspection and prepared this report is appropriately qualified and experienced to do so. We confirm that we hold professional indemnity insurance cover for structural surveying, with a limit of £500,000 for any single event.

DATED: 7 December 2017



JONATHAN HIGGINSON MRICS. MCIQB.MCABE. MB Eng.

RICS number 0842434.

Chartered Surveyor. Chartered Construction Manager. Chartered Building Engineer.

On behalf of Building Surveyors North West Ltd.

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## APPENDIX 1.

### BUILDING SURVEYORS NORTH WEST LIMITED

CHARTERED SURVEYORS  
CHARTERED CONSTRUCTION MANAGERS  
CHARTERED BUILDING ENGINEERS

#### Structural Appraisal Surveys – Description of Service

The service offered is a detailed visual inspection by a Chartered Surveyor and Chartered Building Engineer of all reasonably accessible parts of the structure (which are reasonably likely to affect the structural stability of the dwelling). The Chartered Surveyor and Chartered Building Engineer will report on its general quality and condition, identifying significant defects and repairs essential at the time of inspection, referring to readily apparent potential hazards, and commenting on future major maintenance requirements. In preparing the report the surveyor and engineer will exercise the skill and diligence reasonably to be expected from a surveyor and engineer, competent to advise on the subject property.

The inspection and report will be limited to matters relevant to the structural stability of the property (e.g. walls, floors and roof frame).

During the course of our survey, the surveyor will open all accessible unfixed hatches to roof and floor voids and will carry out such examinations as are possible by the removal of access hatches to plumbing, boilers, tanks and other cavities where the removal of such hatches will not cause damage to decoration or finishes.

A moisture detecting meter will be used in selected positions, if relevant. Digital photographs will be taken where felt beneficial.

There will be some parts of the building (such as foundations) that we cannot inspect directly. However, where possible we will draw secondary inferences from visible defects (such as the pattern of cracking) and inform you if we have reason to suspect that a hidden defect may exist. If it is suspected that hidden defects exist which could have a material effect on the value of the property, the surveyor will so advise and recommend more extensive investigation prior to entering into a legal commitment to purchase.

Roof areas will be inspected from ground level or from an available vantage point and the surveyor will carry with him a 3 metre (10ft) long ladder. This means that the surveyor may be unable to view some roofs, particularly flat roofs of two-storey or higher parts of the building. However suitable ladder hire can be arranged if required. (See Optional Services below).

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Unless specifically instructed the following will NOT be inspected:

Building services (gas, electricity, water, heating),  
Manholes and drainage systems,  
Garages and other outbuildings,  
The boundary structures, retaining walls, paths and drives,  
Windows, doors and other joinery items,  
Internal and external décor,  
Rainwater fittings,  
Kitchens and bathrooms.

The report should be construed as a comment upon the overall condition of the relevant parts of the property and the quality of its structure and not an inventory of every single defect, some of which would not significantly affect the value, use or structural stability of the property. If the report does refer to some minor defects this does not imply that the building is free from other such defects.

The report will not offer an opinion of Market Value (MV) of the property.

The surveyor will offer a budget estimate of the cost of any necessary remedial work (where practical). In some instances (such as when further specialist or intrusive investigations are required to fully analyse defects), it will not be possible to provide cost estimates based only upon our initial visual inspection. Any estimated costs provided are based entirely upon our initial non-destructive visual inspection of the property, made during a single visit thereto. It is common for additional or unforeseen works to come to light, particularly after the structure and fabric have been opened up. It is always prudent to allow additional funds for such works. Estimated costs are for structural repairs only and exclude any allowance for making good, cosmetics, fixtures, fittings, décor, plaster, and the like. The Client must seek separate quotations for such items. In any case, the Client is advised not to rely upon the Surveyors budget cost estimates and is advised to seek competitive fixed price quotations for repair works from experienced reputable contractors.

The report will be prepared following a non-destructive visual internal and external inspection of the subject property, made in a single visit thereto. The primary objective of the inspection and report is to identify and classify structural movement and cracking. Detailed analysis and classification often requires monitoring over a period of time (requiring multiple visits). An initial report, made following a single visit, cannot therefore always be regarded as conclusive. The Surveyor will attempt to diagnose and classify cracking and movement so far as is practical, having regard to these limitations.

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## Flats, Maisonettes, etc.

If the property to be inspected is a part of a larger building, the areas covered by the Basic Service noted above will be:

The exterior of the subject property, and sufficient of the remainder of the building in which it is situated to ascertain the general state of repair.

The interior of the subject property, and in a more superficial way, those communal areas within the building from which the subject property takes access and on the floor(s) of the subject property.

Inspection of the common parts of the building in more detail is offered as an optional service, subject to the co-operation of the building owner. It will be the responsibility of the client to arrange access to any common parts to be inspected and to provide a copy of the lease and other relevant documents, in order that the surveyor can ascertain the liability for maintenance works and service charges in respect of the common parts. Common services, including lifts will only be inspected visually.

## Exclusions

The surveyor will be working in a building owned by another person (the Vendor) and will not lift floorboards, cut into, pierce or otherwise damage any part of the property without the vendor's prior consent in writing; neither will he attempt to move heavy or delicate furniture or lift fitted carpets.

The surveyor and engineer will have regard to his personal safety and will not inspect any parts of the building that are not safely and readily accessible.

The surveyor and engineer is unable to see defects hidden behind plaster, decorations, heavy furniture, fitted carpets etc.; neither is he able to view the foundations directly.

In the event of termination of gas, water or electrical supplies, it will not be possible for us to comment upon the physical operation of those fittings which operate in conjunction with these services.

Unless specifically instructed (see Optional Services detailed below), leisure facilities such as swimming pools, saunas etc. will not be inspected.

The report will not identify the existence of contamination in or from the ground, as this can only be established by other specialists.

If it is not reasonably possible to carry out any substantial part of the inspection, this will be stated in the report.

## Optional Services

The following optional additional services are offered, if specifically instructed by the client, for an additional fee:

- (1) Hire of access equipment, scaffold towers, builders ladders, etc. together with the cost of transportation and attendance by a contractor for erection and moving of equipment.
- (2) Lifting and relaying of carpets by approved carpet fitter, to allow direct inspection of floor surfaces. It will be the client's responsibility to obtain the Vendor's written permission before this work is carried out.
- (3) Opening up for inspection, and repair of floor, wall or other surfaces by an approved contractor. It will be the client's responsibility to obtain the Vendor's written permission before this work is carried out.
- (4) Formal testing of services, including drainage, by approved contractors. Any testing will concentrate on the current condition and operation of the services, rather than attempting to rework original design calculations.
- (5) Formal testing of leisure facilities by approved contractors. The client must specify in some detail what leisure facilities are required to be tested, and the extent of testing required.
- (6) Inspection of common parts of buildings containing flats, maisonettes, etc.
- (7) An assessment of the estimated current reinstatement cost in its present form for insurance purposes.

## Charges

Unless a fixed fee has been agreed, fees will be charged at our current hourly rates. Other expenses, including contractors' costs incurred in performing the Optional Services, will be charged at cost plus 10%. The current hourly rate is £100.00 per hour.

Before agreeing a fixed fee the clients are expected to give a fair indication of what is to be inspected, including the size and type of building to be surveyed, (including the size of the main building in which a flat/maisonette is situated), the approximate extent of the grounds, any unusual features, and any Optional Services required. In the event of the inspection being substantially more extensive than described by the clients, the surveyor shall be entitled to an additional reasonable fee.

In the event that previously arranged access to the property is denied or restricted, the surveyor shall be entitled to charge for travelling expenses and travelling time as set out above. The surveyor will notify the client of

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the problem, and it will be a matter for the client to seek reimbursement from the Vendor if required.

The clients will pay the fee to the surveyor within 30 days of the invoice date, otherwise interest will be levied at 4% above base rate. Survey reports are not normally released until the appropriate fee has been paid and a signed copy of these terms returned to the surveyor, thus confirming that the survey is to proceed in accordance with the above conditions.

### General Conditions of Engagement.

Building Surveyors North West Ltd are instructed by the Client to provide building surveying and/or valuation services. The Client's instructions may be in writing, e mail or verbal. The Surveyor will confirm the instructions (usually by email) and will provide a copy of the Description of Service (usually by e mail, if appropriate) for the specific service instructed (e.g. Homebuyer report, Building Survey, Structural Appraisal, etc.). The Description of Service will include general conditions of engagement.

The Surveyor shall perform the services instructed with reasonable skill, care and diligence. No liability shall be attached to the Surveyor in respect of the services, except such liability as ought to be covered by the Professional Indemnity Insurance referred to in the General Conditions of Engagement.

The limit of financial liability shall not exceed the level of cover provided by said Professional Indemnity Insurance. The RICS recommends the use of liability caps. The liability arising out of this contract shall not exceed the level of cover provided by said Professional Indemnity Insurance.

The Surveyor's advice (report) is for the named Client only. It may not be relied upon by any other party for any purpose.

The Client shall pay the Surveyor for the performance of the services, the fees, and charges as agreed in advance. All fees and charges under the agreement are exclusive of Value Added Tax (VAT) which, if due, shall be paid concurrently in addition. The 'due date for payment' shall be 7 (seven) days after the date of the submission of the invoice. The Surveyor when submitting his or her invoice shall, on each invoice, confirm the basis on which the stated amount is calculated.

Any amounts due to the Surveyor under this Agreement which remain unpaid by the Client after the final date for payment shall bear interest at a rate of 4% (four per cent) above the base rate, in force from time to time at the bank holding the Surveyor's current account, calculated from the date for final payment or from the date 7 (seven) days after publication of an adjudication settlement, whichever is the later. The Surveyor may levy additional charges associated with the collection costs of any unpaid amounts.



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The Surveyor is required to comply with the regulations of The Royal Institution of Chartered Surveyors in respect of the maintenance of Professional Indemnity Insurance. He or she shall use reasonable endeavours to take out and maintain such Professional Indemnity Insurance above RICS limits, provided that it is available at commercially reasonable rates. Such Insurance shall be with an insurer who is listed for this purpose by the RICS.

In the event that the Client has a complaint in respect of the performance of the Surveyor's services under this agreement, without prejudice to any other remedy available under the agreement, he or she shall be entitled to have access to the complaints handling procedure maintained by the Surveyor, written copies of which should be available on request from the Surveyor.

The contract for provision of services is between the instructing Client and Building Surveyors North West Ltd (the Surveyor). No Director, Proprietor, Partner or employee shall have any personal liability to the client.

The Surveyor shall retain copyright and ownership of all reports, correspondence specifications, or other documents; drawings, maps, photographic and other records, models and presentation materials prepared by the Surveyor.

If a dispute arises out of this contract, the Client and the Surveyor shall attempt to reach a settlement in good faith. If the dispute is not thus resolved, either the Client or the Surveyor may, at any time, give notice to the other that he or she wishes to refer the dispute to an adjudicator. The dispute shall be referred to the Property Ombudsman in the first instance. The cost of such a referral shall be shared equally by each party. The Client and the Surveyor may agree to accept the decision of the adjudicator as finally determining the dispute.

The liability of the Surveyor shall be limited to such sum as it would be just and equitable for the Surveyor to pay. This will have regard to the extent of the responsibility of the Surveyor for the loss or damage suffered, on the basis that all other parties who have a liability shall be deemed to have provided contractual undertakings to the Client on terms no less onerous than those applying in the case of this Agreement. They shall be deemed to have paid to the Client such sums as it would be just and equitable for them to pay having regard to the extent of their responsibility for such loss or damage. The liability of the Surveyor shall be limited to the amount of the Professional Indemnity Insurance.

This document shall form part of the contract between the Client and the Surveyor.

## Acceptance

Please carry out a structural appraisal in accordance with this description of service:

Cottages adjacent to Cuckoldmans Farm, Roman Rd, Hoddlesdon. BB3 3PP.

At (address):

Signed: