

**SURVEYORS**

**RISK MANAGEMENT QUESTIONNAIRE**

1. Have you, and do you retain, an outline from your customers on the scope of work they require?  
**YES/NO**

2. Do you make your recommendations for the scope of work to your clients in writing?  
**YES/NO**

If so, do you retain a copy of such recommendations on file? **YES/NO**

If no, please explain

3. Do you require your clients to confirm their acceptance in writing of your recommendations for the initial scope of work?

**YES/NO**

If so, do you maintain this confirmation on file? **YES/NO**

If no, please explain

4. Where you have received a rejection or a request for changes to the proposed scope of work from your client do you obtain it in writing from them? **YES/NO**

Do you maintain a written record of this exchange on file? **YES/NO**

If no, please explain

5. Where clients specify changes to the scope of work that are impractical or impossible to accommodate for reason of local objections, planning restrictions, building regulations or the like, what steps are taken to resolve the clients concerns?

Do you ensure that this process is recorded in writing and a written record maintained?

**YES/NO**

If no, please explain

6. Do you maintain a dedicated client file documenting the scope of works and agreed changes that have taken place over the period of the works/services, enabling you to review requests for information, in the event of an issue emerging with your client relating to the work?

**YES/NO**

Please provide details of your procedures: -

7. Do you consider and discuss with the client whether the risks of Epidemic/Pandemic will impact upon the timely delivery of the agreed scope of work?

**YES/NO**

What is the criterion you use to determine this?

8. If the scope of work, affected by the risks of Epidemic/Pandemic, includes inspecting a property, either to value it for a financier, who is considering a mortgage application, or to undertake a structural survey, what caveats or warnings do your reports contain?

9. In the event of the circumstances of the risks of Epidemic/Pandemic dictating that it is not possible to inspect a property for valuation purposes, does your report to the prospective lender contain reference to the RICS guidance notes, using a recommended form of words on the basis of 'material valuation uncertainty', in accordance with VPS 3 and VPGA 10 of the RICS Red Book Global, in their valuation practice alerts?

**YES/NO**

Signed:

Dated: