

Survey Information



Prior to your survey

- Ensure that we can access every room in the property, including rooms in the roof and any cellar or basement area.
- Please remove any radiator covers or anything obstructing a clear view of the radiators or valves.
- Anything obstructing a clear view of the boiler or water tanks should be removed.
- Ensure we can access both the gas and electric meters, and your electrical consumer unit.
- We will need access to the loft space in your property. Don't worry if you don't have loft ladders, our surveyors have their own.
- Should your loft be fully or partially boarded, you will need to remove a board to allow us to evidence and measure the insulation, if any, that is under the boards.
- If you have any insulation guarantees, please have them available for our surveyor to take copies of.

The day of your survey

- Your survey will take approximately 90 minutes to complete.
- We are required to take pictures of the exterior of your home, and pictures in every room of the property, including the hall, stairs, landing, all bathrooms & toilets, loft & any basement / cellar areas and attached garages.
- The pictures taken will include a wide angle each individual room and then specific ones of radiators, windows / doors, any heating appliances (boiler / fires etc.), extractor fans, any heavy use electrical appliances (fridge / washing machine etc.), water tanks.
- We are also required to take pictures of gas & electric meters and of your electrical consumer unit.
- If your home is of cavity wall construction and we are unable to evidence that your cavity has been filled, we will need to drill a small hole from the outside of your property into the cavity and insert a small camera inside to capture images of the insulation inside the cavity. Any holes drilled will be filled prior to your surveyor leaving.
- Our surveyor will also need to take measurements around the property and will also draw a floor plan.

Following your survey

- Once all the checks following your survey have been completed and your application has been approved, you will receive a call to book any insulation measures being installed, and your boiler replacement. Should you require loft insulation, it will be your responsibility to ensure that your loft is empty prior to install.