

The C&G Survey

The C&G Survey offers an expert opinion on the condition of the property you are buying before you commit to one of the biggest purchases of your life.

The C&G Survey is an exclusive service for C&G mortgage customers, so are only available to customers applying for a C&G mortgage.

As we will have explained earlier during our discussions with you about your mortgage, Cheltenham & Gloucester plc is part of the Lloyds TSB Group, and the way we have set up the mortgage business within the group means the lender for C&G mortgages is Lloyds TSB Bank plc, but we at C&G design, market, sell and administer the mortgages. So, we're the ones who will provide you with the C&G Survey.

What will a C&G Survey give me?

- Sound professional advice on the property from a Surveyor with professional qualifications from the Royal Institution of Chartered Surveyors
- An extensive and detailed inspection of the property by the surveyor.
- A report in an easy to read format.
- A report providing guidance on significant repairs and the value of the property.
- A customer helpline for further advice and information.

What information will it provide?

- All the main building elements of the property will be rated as either poor, average, or good.
- Defects significant to the value of the property will be reported together with the repairs necessary to remedy the defects.
- Guide figures will be provided on the cost of the significant repairs.
- These repairs will be classified as to whether they need to be done now or in the longer term.
- A valuation will be provided to help you decide on whether the price you are paying for the property is reasonable.
- The cost of rebuilding the property will be reported upon so that you can provide a figure to your insurance company if they need one from you.
- A recommendation to have specialist advice on the structure of the property or its service installations if the surveyor thinks it essential to determine the value of the property.
- General advice on energy preservation measures for the property.

What will the C&G Survey not give me?

- A guarantee there is nothing wrong in parts of the property that can't be inspected. Some parts of the building are concealed from the surveyor's view. Furnishings also obstruct a full inspection.
- A warranty against any defective parts in the service installations, for example, the plumbing or electrical parts.

- Specific advice about the energy performance of the property, measures to improve it's energy performance nor comment upon any Energy Performance Certificates (EPC).
- A report on all of the minor defects.
- A Building Survey (sometimes called a full structural survey). This is a more detailed report and generally therefore more expensive.
- Advice by consulting engineers about structural mechanics or by qualified specialists on service installations such as the electrics and plumbing.

Is the survey suitable for all property types?

The C&G Survey is generally suitable for most houses, bungalows and flats built within the last 150 years, which are conventional in type and construction and in reasonable condition.

The C&G Survey is unlikely to be suitable for:

- 1. flats where the block is over four storeys**
- 2. buildings constructed in an unusual way, however old they are**
- 3. listed buildings**
- 4. properties you plan to renovate, convert or alter in any way**
- 5. properties that have had extensive alterations or have been converted**
- 6. properties with any commercial element**
- 7. 'Buy-to-lets' with multiple occupation**
- 8. high value properties**

The surveyor will not proceed with the C&G Survey if he or she concludes:

- a) that the construction of the property is of a type which the Surveyor has insufficient specialist knowledge to be able to provide a C&G Survey
- b) that it would be in your best interest to be provided, wherever practical, with a Building Survey plus a valuation

What will the Survey cost?

The price you pay for a C&G Survey is simple to calculate and is based on the agreed purchase price:

Purchase price	Survey fee incl. VAT	
	Residential properties	Buy-to-let properties
From £25,001 to £50,000	£475	£575
From £50,001 to £100,000	£500	£600
From £100,001 to £150,000	£550	£650
From £150,001 to £200,000	£600	£700
From £200,001 to £250,000	£675	£775
From £250,001 to £300,000	£750	£900
From £300,001 to £400,000	£825	£975
From £400,001 to £500,000	£950	£1,050
From £500,001 to £600,000	£1,050	£1,150
From £600,001 to £700,000	£1,200	£1,300
From £700,001 to £800,000	£1,300	£1,400
From £800,001 to £900,000	£1,400	£1,500
From £900,001 to £1,000,000	£1,500	£1,600
From £1,000,001 to £1,100,000	£1,600	£1,700
From £1,100,001 to £1,200,000	£1,700	£1,800
From £1,200,001 to £1,300,000	£1,800	£1,900
From £1,300,001 to £1,400,000	£1,900	£2,000
From £1,400,001 to £1,500,000	£2,000	£2,100
From £1,500,001 to £1,600,000	£2,100	£2,200
From £1,600,001 to £1,700,000	£2,200	£2,300
From £1,700,001 to £1,800,000	£2,300	£2,400
From £1,800,001 to £1,900,000	£2,400	£2,500
From £1,900,001 to £2,000,000	£2,500	£2,600
From £2,000,001 to £2,100,000	£2,600	£2,700

If you have a C&G Survey you do not need to pay a valuation fee.

The next step

If you would like to arrange a C&G Survey, simply let us know when you apply for your mortgage. Please note that C&G Surveys are only available to customers applying for a C&G mortgage.

At the back of this document there is a tear off page. This should be completed, signed by all parties and either sent or given to the branch arranging your C&G mortgage, together with the appropriate fee.

In instances where it is not possible to provide you with a C&G Survey, we will notify you as quickly as possible. Where practical we will also provide you with details of other professional firms who may be able to offer you a Building Survey and Valuation.

Before you sign the tear off slip at the back of this document, you should carefully read the Agreement on the following pages. This defines the nature and extent of the C&G Survey in detail. It is intended to enable you to make an informed decision about whether the C&G Survey will meet your requirements. If you sign the tear off page, it means that you accept the terms on which a C&G Survey will be provided.

A helping hand

Once you have received your C&G Survey report, you may want to discuss some of the details in the report or you may want further advice.

This is made easy as the C&G Survey is backed by a professionally staffed helpline. The helpline telephone numbers will be available during normal office hours.

You will be told about the helpline telephone number in the report that you are provided with.



The Agreement

1. The importance of reading the agreement

This part of the C&G Survey document defines the nature and extent of the C&G Survey. It is intended to enable you to make an informed decision about whether the C&G Survey will meet your requirements. It is important that you read it carefully as it sets out the terms on which you engage C&G to prepare a survey report for you. It sets out details of:

- the service offered
- the inspection of the property that will be undertaken
- the report you will receive
- the valuation you will be provided with and
- what to do if there is a problem.

Throughout this document, we refer to Cheltenham & Gloucester plc and the surveyors we use as “we” and “us” and the person(s) requesting the C&G Survey as “you”. “The property” is the house, bungalow or flat you are proposing to purchase.

2. The service we offer

The C&G Survey aims to provide you with a report on the condition of the property in a clear, simple and readable format. The report will be prepared by a fully qualified surveyor authorised by C&G to produce C&G Surveys.

There are some types of property which are not suitable for a C&G Survey. We will tell you if the property falls into this category. Similarly, if we are unable to carry out a C&G Survey for you for any other reason, we will tell you as soon as possible and refund your fee.

3. The inspection we will undertake

The property

3.1 We will:

- 3.1.1 carry out a visual inspection of those parts of the exterior and interior of the property which are accessible and which it is safe for us to inspect. The external inspection will be made from ground floor level within the boundaries of the property or from nearby public areas and, where appropriate, from windows at the property. The internal inspection will be made from all internal floor levels;
- 3.1.2 inspect flat roofs provided they are readily accessible and no more than three metres above ground floor level;
- 3.1.3 carry out an inspection of the basic construction of the roof space provided the trapdoor is no more than three metres above floor level, the door can be opened without undue difficulty and the inspection can be carried out safely;
- 3.1.4 use a moisture detecting meter in certain areas of the property in an attempt to establish whether there are areas of damp;
- 3.1.5 open, where possible, a number of the windows and external doors of the property to assess their condition and general state of repair.

3.2 We will not, however:

- 3.2.1 lift carpets, rugs or any other floor coverings or floor boards, or move furniture to inspect covered or hidden parts of the property;
- 3.2.2 inspect those parts of the property such as foundations or woodwork which are not visible or readily accessible;

- 3.2.3 examine specific roof timbers when inspecting the roof space(s), or inspect underneath any insulation material. Where defects are observed from our inspection we will report them to you;
- 3.2.4 comment upon whether it is safe for you to use any chimneys or flues at the property or whether they are in sound working order. Therefore, if you wish to use the chimneys or flues, we recommend you seek advice from a specialist contractor;
- 3.2.5 comment on the internal and external decoration of the property as this should be apparent to you from your own inspection of the property.

Garages, walls and drives

- 3.3 We will inspect the principal garage (if applicable) of the property. We will also inspect attached outbuildings and other outbuildings which significantly enhance the value of the property including, but not limited to, other brick or stone built buildings which are currently used for living accommodation. We will not inspect, or report upon, any other outbuildings, including any stables, barns, sheds or leisure facilities (including swimming pools).
- 3.4 We will inspect the walls which surround any formal gardens at the property, and all readily accessible paths and drives of the property to enable us to comment upon their general state of repair.

Flats and maisonettes

- 3.5 We will inspect all readily accessible external parts of the property and of the building in which the property is located to enable us to comment upon its general state of repair.
- 3.6 We will inspect all readily accessible internal parts of the property. We will also inspect the communal areas within the building in which the

property is located, if they are readily accessible, to enable us to comment upon their general state of repair.

Services

- 3.7 We will carry out a visual inspection of the exposed areas of the electrical, gas, plumbing and heating installations to enable us to comment upon their general state of repair. However, we will not carry out any specific tests of these services nor will we advise you whether they comply with current regulations. Only specialist tests will reveal their true condition. Where obvious faults are evident from our inspection we will draw them to your attention. However, due to the specialist nature of service installations, we will not normally provide any estimates of likely repair costs.
- 3.8 Where it is possible and safe to lift principal inspection covers of the main drainage system, we will do so and will carry out a visual inspection of the chamber below. We will not, however, carry out any test of the drainage system.

4. The report you will receive

- 4.1 The C&G Survey will:
 - 4.1.1 be in a standard report format which we have designed;
 - 4.1.2 be prepared by a qualified surveyor who will exercise the skill, care, integrity and objectivity reasonably to be expected of a surveyor and valuer;
 - 4.1.3 be undertaken in accordance with the Royal Institution of Chartered Surveyors Valuation Standards unless the other standards we have agreed with you are different. In this case these agreed standards will take precedence;
 - 4.1.4 report on the general condition of the interior and exterior of the property, other than the decorations. Where our surveyor finds evidence that the property has recently undergone structural alteration or extension of a significant nature, this will be mentioned in the report;
 - 4.1.5 draw your attention to any significant defects or hazards in the property which are evident from our inspection and which, in our opinion, are likely to have a material effect on the value of the property. If our surveyor suspects that the property has defects which are not visible or readily apparent but which could have a material impact on the value of the property, we will say so in the report and we will advise you to commission specialist reports before you legally commit yourself to purchasing the property;
 - 4.1.6 identify significant repairs which you will need to undertake both immediately and in the longer term, and give you an estimate of the cost of those repairs;

- 4.1.7 inform you of the apparent sharing of drives, paths or other areas which may have a material effect on the value of the property;
 - 4.1.8 comment upon any obvious security measures at the property, including the existence of a burglar alarm and window locks;
 - 4.1.9 give you information about the location of the property, for example road and rail links, shopping and leisure facilities, and schools;
 - 4.1.10 give you our opinion of the Market Value of the property (for more details of what this means, please see section 5 below);
 - 4.1.11 give you our calculation of a suitable figure for insurance re-building purposes, based upon tables provided by the Building Cost Information Service of the Royal Institution of Chartered Surveyors on behalf of the Association of British Insurers.
- 4.2 The C&G Survey will not, however:
- 4.2.1 report to you upon the condition of any parts of the property which, for whatever reason, we have been unable to inspect. You should not assume therefore that any parts of the property which have not been inspected by us are free of defects. If we are unable to carry out a substantial part of the inspection, we will inform you of this in our report;

- 4.2.2 comment upon all minor defects when, in our view, they do not materially affect the value of the property. If we comment on some minor defects, you should not assume that the property is free of other minor defects;
- 4.2.3 give you more than an estimate of the likely cost of immediate and longer term repairs. These estimates will be based upon the Building Maintenance Price Book which is published by the Royal Institution of Chartered Surveyors. Any estimate we give is for guidance only and we strongly recommend you obtain firm estimates from suitably qualified persons before you legally commit yourself to purchasing the property (see section 3.7 regarding 'Service' costs);
- 4.2.4 inform you whether any hazardous or deleterious materials are present in the structure of the property or whether the land under and/or surrounding the property is polluted or contaminated. If you want advice on these matters, we recommend you consult a specialist;
- 4.2.5 include an operational test of any burglar alarm system there may be, or include an inspection of the service history of the system, nor will we comment upon the sufficiency or adequacy of such a system. If you want advice on these matters, you should consult a security specialist;
- 4.2.6 be capable of being relied upon by anyone other than you, and C&G accepts no responsibility towards anyone else. The survey is provided solely for your benefit and is confidential to you and your professional advisers. It is not capable of being assigned to anyone else and it is not intended to give any rights or benefits to any other person(s).

5. The valuation we will provide

- 5.1 We will provide you with our opinion of the Market Value of the property, as this term is defined in the RICS Valuation Standards.
- 5.2 In valuing the property, our surveyor will need to make certain assumptions which he will be under no duty to verify. These are:
 - 5.2.1 that vacant possession is provided;
 - 5.2.2 that all required, valid planning permissions and statutory approvals for the buildings and for their use, including any extensions or alterations, have been obtained and complied with;
 - 5.2.3 that no deleterious or hazardous materials or techniques have been used, that there is no contamination in or from the ground, and that it is not landfilled ground;
 - 5.2.4 that the property is not subject to any unusual or especially onerous restrictions, encumbrances or outgoings and that good title can be shown;
 - 5.2.5 that the property and its value are unaffected by any matters which would be revealed by a local search, replies to the usual pre-contract enquiries, or by any statutory notice which may indicate that neither the property, nor its condition, its use, or its intended use, is or will be unlawful;
 - 5.2.6 that an inspection of those parts which have not been inspected, or a survey inspection, would not reveal material defects or cause the surveyor to alter the valuation materially;
 - 5.2.7 that the property is connected to, and there is the right to use, the reported main services on normal terms;

- 5.2.8 that sewers, main services and the roads giving access to the property have been adopted, and that any lease provides rights of access and exit over all communal estate roadways, pathways, corridors, stairways and use of communal grounds, parking areas and other facilities;
- 5.2.9 that, in the case of a new property; the construction of which has not been completed, the construction will be satisfactorily completed;
- 5.2.10 that, in the case of a newly constructed property, it has been built under the NHBC Buildmark Scheme, Zurich Municipal Newbuild and Rebuild Schemes, Housing Association Property Mutual Scheme, Premier Guarantee for Private and Completed Housing or equivalent, or under the supervision of a professional consultant.
- 5.3 In addition, where the property is part of a building comprising flats or maisonettes, the following assumptions will also be made:
 - 5.3.1 the costs of repairs and maintenance to the building and grounds are shared equitably between the flats and maisonettes;
 - 5.3.2 there are suitable, enforceable covenants between all leaseholds, or through the landlord or the freeholder;
 - 5.3.3 there are no onerous liabilities outstanding;
 - 5.3.4 there are no substantial defects, or other matters requiring expenditure (in excess of the current amount or assumed amount of service charge payable on an annual basis), expected to result in charges to the leaseholder of the subject property, during the next five years, equivalent to 10% or more of the reported Market Value;
 - 5.3.5 that, where the dwelling is leasehold, and because the surveyor has no further and better knowledge or information;

- 5.3.6 the unexpired term of the lease is 70 years, and no action is being taken by any eligible party with a view to acquiring the freehold or to extending the lease term;
- 5.3.7 there are no exceptionally onerous covenants upon the leaseholder;
- 5.3.8 the lease cannot be determined, except on the grounds of a serious breach of covenant in the existing lease agreement;
- 5.3.9 if there are separate freeholders, head and/or other sub-head leaseholders, the terms and conditions of all the leases are in the same form and contain the same terms and conditions;
- 5.3.10 the lease terms are mutually enforceable against all parties concerned;
- 5.3.11 there are no breaches of covenant or disputes between the various interests concerned;
- 5.3.12 the leases of all the properties in the building/development are materially the same;
- 5.3.13 the ground rent stated or assumed is not subject to review and is payable throughout the unexpired lease term;
- 5.3.14 in the case of blocks of flats or maisonettes of over six dwellings, the freeholder manages the property directly or there is an appropriate management structure in place;
- 5.3.15 where the subject property forms part of a mixed residential or commercially used block or development, there will be no significant changes in the existing pattern of use;
- 5.3.16 where the property forms part of a development containing separate blocks of dwellings, the lease terms of the subject property apply only to the subject block, and there will be no requirement to contribute towards costs relating to other parts of the development, other than in respect of common roads, paths, communal grounds and services;

- 5.3.17 where the property forms part of a larger development, the ownership of which has since been divided, all necessary rights and reservations have been reserved;
- 5.3.18 there are no unusual restrictions on assignment or subletting of the subject property for residential purposes;
- 5.3.19 there are no outstanding claims or litigation concerning the lease of the subject property or any others within the same development;
- 5.3.20 where the subject property benefits from additional facilities within the development, the lease makes adequate provision for the lessee to continue to enjoy them without exceptional restrictions, for the facilities to be maintained adequately, and that there are no charges over and above the service charge for such use and maintenance;
- in respect of insurance, that:
- 5.3.21 the property can be insured under all risks cover, which includes subsidence, landslip and heave, for the current reinstatement cost;
- 5.3.22 the cover assumed is available on normal terms;
- 5.3.23 there are no outstanding claims or disputes;
- 5.3.24 where individuals in a block make separate insurance arrangements, the leases make provision for mutual enforceability of insurance and repairing obligations; and
- 5.3.25 any landlord responsible for insurance is required to rebuild the property with such alteration as may be necessary to comply with current building regulations and planning requirements.
- 5.4 Our valuation will exclude:
- 5.4.1 any development value attaching to the property;
- 5.4.2 any value attaching to carpets, curtains and other soft furnishings; and

- 5.4.3 any value attributable to fittings and other removable items which are on the property at the time of our inspection.
- 5.5 If you wish to receive details of how "Market Value" is defined, we will provide this information to you on request.

6. If there is a problem

- 6.1 While we will try to ensure that the service you receive is at all times to your satisfaction, if there is a problem, we have an internal procedure to investigate and resolve complaints quickly and fairly. A note of how this procedure works is available at your request.
- 6.2 If we are unable to resolve the complaint with you direct, you may refer the matter to the Financial Ombudsman Service for independent adjudication.
- 6.3 If, for any reason, the subject matter of your complaint is unsuitable for referral to the Financial Ombudsman Service or falls outside the terms of reference of that scheme, we support the use of the RICS Surveyors and Valuers Arbitration Scheme. We are able to provide you with details of this scheme at your request.