

**When requesting a specialist surveyor inspection by a PCA member, prospective clients can confidently expect the surveyor to:**

- 1) Be appropriately dressed, courteous and informative.
- 2) Be well trained, qualified and competent to carry out the inspection.
- 3) Agree precisely the extent of the inspection requirements, both at the outset and in any subsequent report/quotation.
- 4) Have necessary equipment available to carry out the inspection requested.
- 5) Inspect all areas requested for inspection, within the limitation of your instructions, any obstructions and/or restrictions of access should be noted.
- 6) Produce a report/specification and/or quotation for any specialist works found to be necessary, providing justification for any works recommended. Precautionary treatments should not be recommended without justification. The report should include reference to the relevant PCA Code of Practice.
- 7) Respond promptly to any queries you may have on the report/quotation, prior to any works being put in hand.

**Property Care Association**

11 Ramsay Court, Kingfisher Road, Hinchingsbrooke Business Park,  
Huntingdon, Cambridgeshire, PE29 6FY

0844 375 4301 [pca@property-care.org](mailto:pca@property-care.org) [www.property-care.org](http://www.property-care.org)