

Terms and Conditions – Structural Warranty

Survey 7 Ltd. (from here on to be known as “Survey 7”) undertake structural warranty audits as requested by the warranty provider. The form of these audits are via on-site inspections at specific pre-agreed stages, set by the warranty provider.

It is the responsibility of the property owner/developer to engage with a warranty provider and agree a contract (sometimes known as a policy) amongst themselves. Survey 7 are not made privy to this contract.

Survey 7 have a contract with the warranty provider, and they are deemed as Survey 7’s client, not the property owner.

It is the responsibility of the property owner/developer to provide both the warranty provider and Survey 7 with all the necessary project information prior to the works starting. This information includes, but is not limited to, the following:

- Drawings, such as floor plans, elevations, site/block plans,
- Specification
- Structural Engineers’ designs and calculations
- Site investigation reports
- Desktop study reports
- Specialist contractor information and details
- Tanking designs
- Insurance backed guarantees (such as for flat roofs or tanking)
- Contamination surveys
- Condition survey reports
- Remedial treatment reports
- Commissioning certificates, etc.

It is the responsibility of the warranty provider to inform Survey 7 which stages they deem the property to be inspected at and provide Survey 7 with the relevant information, such as their own audit templates, to perform the warranty audits/inspections. It is not the responsibility of Survey 7 to decide which stages are inspected.

It is the responsibility of the property owner/developer to book Survey 7 in to inspect at the required stages set by the warranty provider, ensuring somebody is available on-site to interact with the surveyor as may be needed.

Survey 7’s contract is to undertake inspections at agreed stages and provide relevant feedback in the form of an audit to the warranty provider. Survey 7 charge the warranty provider for this service. To Survey 7’s knowledge, they do not form part of the contract/policy between the property owner/developer and the warranty provider, and are not provided with a copy of the contract/policy.



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As is stated by the warrant providers, Survey 7 are not allowed to share their information/audits with anyone apart from the warranty provider, unless given permission by them to do so. This includes copies of the audits.

Survey 7 are to comment on what is seen during their relevant inspections and relay this information to the warranty provider. It is for the warranty provider to review Survey 7's audit and action as they deem necessary, including contacting the property owner where further information may be required.

The warranty provider will have their own Terms & Conditions which the property owner/developer must follow.

The warranty provider is to be the primary point of contact where any issues or queries occur.

Complaints handing procedure

Any complaint should first be taken up with the warranty provider. Following this course of action, the warranty provider may deem it necessary to involve Survey 7.

Survey 7 do have a complaints handling procedure and will provide a copy if requested.

NOTE – These terms form part of the contract between you and Survey 7 Ltd., by accepting the service, you agree to the terms of the Contract above including acceptance by email.