

BUILDING SURVEY

Surveyor Name & Qualifications

Ian B Gardner BSc MRICS

Surveyors Phone No.**Surveyor Address****Surveyor e-mail Address****Client Name & Address**

Mr M Whelan & Mr S Dronfield

Property AddressThe Former Coach House & Link
Structure to Original Building
Single Storey Offshoot:3 Beach Road
South Shields
Tyne & Wear
NE33 2QA

BUILDING SURVEY

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Introduction

Scope of Instructions

Instructions were issued by Mr Mark Whelan and Mr Simon Dronfield [REDACTED]
[REDACTED]

The instructions are specific and restricted to inspection and assessment of structural condition of the Coach House and adjoining single storey structure built up between the Coach House and the gable wall of the original single storey offshoot structure built out to the rear of 3 Beach Road, South Shields, Tyne & Wear, NE33 2QA.

The instructions issued by the Clients are to establish viability of the specific structures inspected to establish if repair and refurbishment is an achievable and realistic option to retain those structures on site for ongoing and productive use.

Date of Inspection

Tuesday 8 May 2018

Weather

Clear, fine, dry and warm.

Information Relied Upon In This Report

Investigations were made to the public access on-line Planning Portal of South Tyneside Council to establish Planning history.

I have reviewed the Planning Application Reference ST/0165/18/MBC to full extent.

I have reviewed in detail the Heritage Impact Assessment prepared on 3 Beach Road, South Shields, Tyne & Wear, NE33 2QA, that document prepared by Solstice Heritage LLP, Crabree Hall Business Centre, Little Houghton, Northallerton, North Yorkshire, DL7 7NY, document reference DOC178-79 dated February 2018.

Limitations

The structures inspected are derelict and had been secured to prevent unauthorised entry, internal access to these structures achieved by removal of security measures to open up the building, that work undertaken by an individual in the employ of the instructing Client.

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Some basic furnishings of particularly poor grade had been abandoned within the property which is reported to have been previously occupied on an unauthorised basis, there evidence of past use of the premises by drug users.

My inspection of this property covered all those parts of the building that could be seen either from ground level externally or from the interior including accessible roof spaces. I also inspected single storey roof surfaces from Surveyors ladders (3.1 metres).

Many parts of the building such as foundations and sub-floor areas are concealed during construction and we do not disturb these. It follows, for practical reasons, that I have not inspected woodwork or other parts of the structure that are covered, unexposed or inaccessible and therefore, I am not able to report that any such part of the property is free from defect.

Underground pipes from rainwater downpipes or gullies were not traced or tested.

This Report is for the private and confidential use of the Client for whom the report is undertaken and for the use of their professional advisers and should not be reproduced in whole or in part or relied upon by third parties for any purpose without the expressed written authority of the Surveyor.

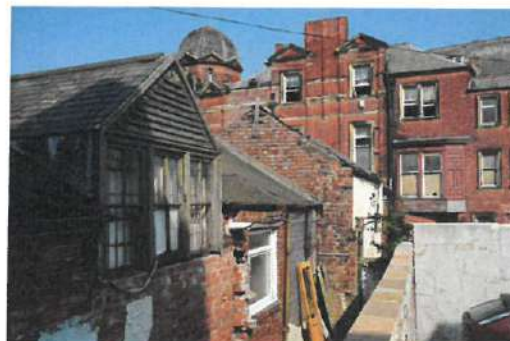
Description Of The Property

Structure Description

To the rear of the site of 3 Beach Road, NE33 2QA there is a former Coach House built up from the rear lane boundary, that structure having been abandoned, in disuse and subsequently now in derelict condition.



This structure has attachment to the original single storey built out extension structure to the rear of the original build two storey offshoot formed by enclosure of the open yard space that was formerly between the external wall faces of the single storey offshoot structure and the south gable wall of the Coach House with a pitched slate roof, the opening to the yard enclosed with a timber framed structure with horizontal set shiplap style timber cladding to the external face.



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Building Listing

3 Beach Road, South Shields, NE33 2QA is Grade II Listed, the Listing description being:

Entry Name: 3 and 3a Beach Road.

Listing Date: 1 February 1983.

Grade: II

Source: Historic England

Source ID: 1231674.

English Heritage Legacy IDL 406729.

1.

5102 Beach Road

(north side)

(formerly Bent House Road)

Nos. 3 and 3A,

NZ3666 NE8/5.

IIGV

2.

Early C19.

Red brick, slate roof. Two storeys above a semi-basement. One dormer. Two bays. Original sashes. Bold wood bow windows to ground floor and basement. Three lights. Entrance, approached by flight of steps, framed by Tuscan doorcase with open pediment. Fanlight.

Listing NGR: NZ3658866928.

The Building Listings information is taken from www.britishlistedbuildings.co.uk

Tenure

The property is believed to be held on a Freehold basis.

Title documents have not been inspected to verify Tenure.

CONDITION & STATE OF REPAIR

COACH HOUSE

General Construction Form

The main element of the Coach House structure will have provided a single ground floor area with Hay Loft over, this structure having been extended to the west to incorporate what would originally have been an open yard/passage area.

The main walls of both structure elements are of solid brick construction, a cement render with paint finish applied to full extent to the north gable and west side wall faces of the Coach House.

The south facing gable wall is of solid brick construction.

The west wall of the original structure is of solid brick construction, that now internal to the ground floor accommodation as a consequence of incorporation of the yard area that was enclosed at an unknown point in the past.

The west wall of that enclosed yard area structure is to the Title boundary rear yard area of 1 Beach Road.

That boundary wall is of substantial thickness and of solid brick construction form.

The roof to the Coach House is of pitched design finished to gabled ends, the original Welsh slate roof covering in particularly poor condition.

The pitched roof surface over the enclosed yard area to the west of the Coach House structure is of single pitch with mineralised felt covering.

The floor of the Coach House is of concrete to which was applied a floating timber board on joist floor, elements of which have been removed.

Flooring to the upper level roof void former hay loft area is of timber board form on joists with unknown time installation of 4 No. steel beams to the underside of joists to provide strengthened support to that floor structure.

This upper floor level of the Coach House is enclosed and not able to be accessed.

The floor surface to the enclosed yard area that was formerly to the west side of the Coach House has a concrete floor.

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Roof Coverings & Roof Structure

Inspected from ground level.

East Pitch

The Welsh slate roof demonstrates extensive deflection from original set and level position at centre point position to the building, that at a point equidistant to the north and south gable wall peaks.



The Welsh slate roof surface is in poor condition to the extent that it is classified as being at the end of its effective life and not capable of overhaul and repair.



West Pitch

The roof surface demonstrates defined distortion from original set level position at a point that is at lowest level at the point equidistant between north and south gable wall peaks.



To the south section of the roof, the Welsh slate covering is in poor condition and holed to upper sections of that roof surface.



To the south side of the west facing roof pitch, slatework is in exceptionally poor condition and has been part oversurfaced with a mineralised felt application as an attempt to repair.



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The external to the structure substantial extent of structural distortion of the roof structure, as a whole, is readily apparent and the view is taken that the roof covering and the roof support structure are beyond repair and would require full extent replacement.

Repair and strengthening of the existing roof structure is not considered to be a viable option.

Base of Coach House West Roof Pitch Single Pitch Felt Roof Covering

The mineralised felt roof covering applied to enclose the passageway that was positioned between the west wall face of the Coach House structure and the west of site boundary wall has a mineralised felt covering.



The mineralised felt roof covering is a basic grade oversurface application, as demonstrated by the securing to position of feltwork elements with zinc nails.

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To the base of the single pitch felt roof there is a formed and lined gutter, that lining material defective and substantially blocked with mature growth vegetation.



The roof support structure within the Coach House is fully enclosed not able to be accessed.

When viewed within the ground floor accommodation there is extensive demonstration of ongoing water penetration through the defective roof covering which can be taken to have been a factor that has substantially contributed to diminishment in bearing capability of the timber roof support structure main frame and common rafter elements to the Coach House roof.

Water penetration is ongoing.

Elements of the roof support structure to the covered passage area can be seen to partial extent, timbers viewed having taken in water, over time, and subsequently deteriorated as a result of promotion of rot.





The single pitch mineralised felt surfaced roof covering to the enclosed passage would require replacement, in full, to achieve an effective extent and longstanding repair.

External Walls

The Coach House main external walls are of solid brick construction with render and paint finish applied to the north and east elevations.

To the north gable wall, the believed to be original hay loft entry point appears to be retained, whatever wall opening was in place at ground floor level having been built up and modified to form a combination pedestrian door and window unit.

The rendering will have been applied, in part, to provide cosmetic disguise to the modifications carried out to the north gable wall.



The north wall face of the covered yard structure that forms an enclosed passage from the Coach House to the basic form link structure that abuts the south gable of the Coach House is a solid brick construction wall that is believed to have been a site boundary wall of solid construction form.

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That wall element to the west side of the north face of the Coach House structure has been modified to create a window opening and the wall has a full extent cement render and paint finish.

The cement render finish to the external wall faces demonstrates extensive fracturing and has substantially de-bonded from brickwork and other built up wall structures to which it was applied.

The north gable wall to the offshoot structure is vertical and appears to be stable.

The east wall face of the Coach House has likely been modified and built up to enclose openings, in the past, as a full extent cement render with paint finish is applied.

The rendering has substantially de-bonded and demonstrates extensive and relatively fine extent fracturing that passes through the render surface.

The applied render has de-bonded, in places.



The east wall to the Coach House is vertical and indicated to be stable, as far as can be ascertained.

The east wall face of the link structure is of substantial thickness solid brick construction, this wall built along the boundary between the subject property and 1 Beach Road.

The wall demonstrates substantial extent ageing deterioration and weathering to brickwork and pointing.

This west of site wall is in exceptionally poor condition with loose brickwork to upper courses within which vegetation has grown and been allowed to mature.

This west facing wall is considered to be in poor condition, in overall terms, will require substantial extent repair and overhaul to return to good order, that work to include taking down and re-building substantial elements of the wall to the extent that its ongoing viability as a structure is called into question.

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The south gable wall to the original Coach House has been substantially enclosed to the external wall face by the building up of a basic grade structure to link the Coach House with the single storey offshoot.

The south elevation gable wall of the Coach House demonstrates extensive ageing deterioration and weathering to brickwork pointing, openings present to the head of the wall at the gable peak and structural movement disturbance to the upper eastern corner of that wall.



The internal face to the south gable wall demonstrates extensive damage as a result of penetrating and rising dampness on what is indicated to have been a long term basis.



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The internal face of the original west wall to the original Coach House structure, that the wall that separates the Coach House from the enclosed passage formed, provides demonstration of extensive rising and penetrating dampness.



The internal faces of the west walls of the Coach House and the enclosed linking structure are extensively damaged as a consequence of water penetration and root growth encroachment from vegetation growing within the west of site boundary wall.



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The structure of the main walls to the Coach House and the enclosed passage that leads to the link structure are in acceptable condition for repair and refurbishment, in part, if the stated structures were intended to be used as ancillary buildings attached to the main building for storage purposes.

Overall condition of the walls is such that extensive repair work is now required to rectify the substantial extent maintenance and repair neglect and associated physical deterioration of brickwork pointing.

The main structure walls to the Coach House and roof enclosed passage structure will also require Specialist Contractor work to deal with rising and penetrating dampness and structural strengthening to elements of the structure where structural distortion and disturbance has occurred.

Floors

The floor slab is of solid concrete onto which was laid a floating floorboard on timber joist floor.

The floating timber floor is extensively water damaged, elements of the floorboard surface have been removed and all timbers will need to be stripped out.



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The concrete floor slab is visually indicated to be of substantial age and is considered unlikely to have been laid incorporating a damp proof membrane.

The concrete floor would need to be broken up and re-laid incorporating insulation and a damp proof membrane.

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LINK STRUCTURE

General Construction Form

The roof covering formed to enclose this link structure area is of pitched design with Welsh slate covering with mineralised felt oversurface.

The east wall face has been formed by the building up of a timber framed stud wall with horizontal set shiplap style timber cladding to the external wall face, the internal wall face having been lined out with plasterboard with plaster skim finish.

The west wall to the structure is the substantial build thickness wall at the Title boundary position with the site of 1 Beach Road.

The floor surface is of concrete.

Roof Coverings & Roof Structure

Inspected from ground level.

The link structure roof covering is of pitched design with ridge running from north to south, the roof pitches having originally been fitted with Welsh slates over which a mineralised felt covering was applied.

To the east facing pitch, the mineralised felt roof covering is in poor condition and its application over the Welsh slates renders those materials beyond salvage.



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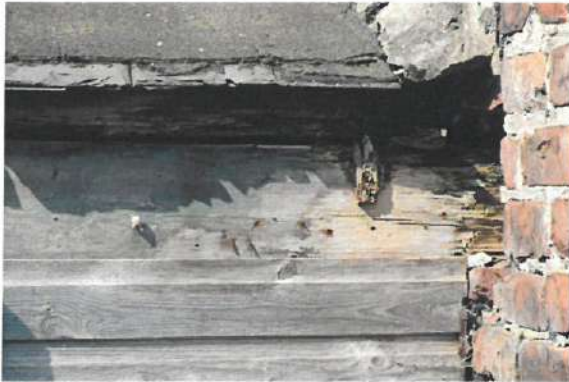
To the base of the west facing roof pitch there is a formed and felt lined valley gutter, the lining material having failed to full extent and there being extensive mature vegetation growth within brickwork to the west site boundary wall.



To the base of the east roof pitch, the roof support structure base timbers bear onto a timber lintel that was provided with support by the south gable wall of the Coach House and the north facing wall of the single storey offshoot structure.

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The bearing ends to that timber support beam have rotted extensively to the point of failure.



Elements of the timber roof structure to the link building that can be seen without carrying out destructive exposure work are established to demonstrate areas of extensive water penetration, which has resulted in promotion of rot to the point of structural failure of those elements of the timber roof support structure.



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The external to the structure substantial extent of structural distortion of the roof structure, as a whole, is readily apparent and the view is taken that the roof covering and the roof support structure are beyond repair and would require full extent replacement.

Repair and strengthening of the existing roof structure is not considered to be a viable option.

External Walls

Access was not available to the rear yard of the property at the time of inspection, view of the external face of the east wall to the link structure made from Surveyors ladders set against the wall of the rear yard of the adjoining property, 5 Beach Road.

The east wall to the basic form link structure is timber framed with shiplap style timber cladding external wall face.

A pedestrian door is fitted.



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Timbers to the base of the timber clad external wall finish and to the base of the door could not be seen as materials and debris were placed against those base external wall areas.

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The internal face of the east wall to the link structure is of plasterboard form.



Base elements of the wall are wet and the enclosed timbers within the support frame are indicated to have taken in water on a long term basis and are anticipated to demonstrate rot.

The west wall face of the link structure is the substantial thickness solid brick wall at the boundary position with the site of 1 Beach Road.

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The external wall face, as viewed from the rear site of 1 Beach Road, is in poor and unsatisfactory condition to brickwork and pointing, upper elements of the wall demonstrating mature vegetation growth and physical deterioration of brickwork and pointing to the extent that upper sections of the wall are classified as unsafe.



The internal face to the west wall of the link structure and the north wall face of the single storey structure against which the link structure was built up are plasterboard and plaster skim lined.

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The internal wall faces demonstrate extensive water damage as a result of rising dampness, penetrating dampness and black spot mould growth.



The west wall to the built up link structure is in poor condition to the extent that the wall should be reduced in height and brickwork re-built, as far as is necessary, to place in good and structurally sound condition.

The timber wall to the east face of the built up link structure is of poor and unsatisfactory form and demonstrates extensive rot to the timber lintel set into the head of the opening upon which the roof structure bears.

The timber framed and externally shiplap board clad wall will need to be removed, in full, and replaced.

All internal wall finishes require removal and replacement.

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Floors

The floor is of floating timber on concrete form, as described to the Coach House.

This area of accommodation provides a Kitchen, passage with access leading to the yard area and two separate WC cubicles.

The floor surface has a thermo-plastic tile covering.

The floating timber floor has bene excessively damaged as a result of water penetration into the structure and is classified as requiring replacement, in full.



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The concrete floor slab is visually indicated to be of substantial age and is considered unlikely to have been laid incorporating a damp proof membrane.

The concrete floor would need to be broken up and re-laid incorporating insulation and a damp proof membrane.

CONCLUDING REMARKS

Summary & Recommendations

The Grade Level II Listed Building classification description makes no reference to the former Coach House and adjoining link structures built up on the rear/northern element of the site of the subject property.

The unknown date scheme carried out to modify the Coach House to create what is believed to have been accommodation formerly in use as the office of a Taxi Company, with provision of basic grade Kitchen facilities and two separate WC cubicles, was likely carried out to an acceptable standard for intended use, at that unknown point in time, but not to a standard that would likely have complied with Building Regulations.

The structures of the Coach House, link structure and the enclosed yard area that forms a passage providing access from the Coach House to the link structure are in exceptionally poor condition to the extent that classification as derelict is appropriate and correct.

The roof coverings and roof structures to all individual building elements are defective to the point of being beyond economic repair.

The manner in which the Coach House has been externally finished with render externally and plasterboard and plastered surfaces internally prevents comprehensive and effective structural inspection.

However, the external and internal to the structure inspection provides effective assessment to be made of the extent of structural neglect, evidence of settlement distortion, at least in part, and long term water penetration and damage that will have compromised structural integrity.

The Coach House structure is not considered to be a viable structure, in condition terms, cost of repair at an uneconomic financial level.

The structures inspected provide no benefit to the main building elements of 3 Beach Road, South Shields, NE33 2QA, the Coach House and adjoining link structure recommended to be demolished and all relevant site areas cleared.

The development proposal to construct a new build structure to the existing footprint of the Coach House and west of that structure narrow length, full building depth, site area to create habitable accommodation of a style that is considered to be complementary to the existing structures on site is recommended as best option.

Surveyors Signature


Ian B Gardner BSc MRICS

Report Date

18 May 2018

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CONDITIONS OF ENGAGEMENT RELATING TO RESIDENTIAL VALUATIONS & SURVEYS

- 1.0 The valuation will be undertaken in accordance with RICS Valuation – Professional Standards (March 2012 Edition).
- 2.0 It has been assumed that the property's Tenure is Freehold or long Leasehold with at least 85 years of the original term unexpired.
- 3.0 The property is a residential dwelling and will continue to be used by the Client for residential purposes.
- 4.0 The valuation is made on the basis of vacant possession by an 'Independent Valuer'.
- 5.0 Market Value is defined as 'The estimated amount for which a property should exchange on the date of valuation between a willing buyer and a willing seller in an arms length transaction after proper marketing wherein the parties each had acted knowledgeably, prudently and without compulsion'.
- 6.0 Market Rent is defined as 'The estimated amount for which a property, or space within a property, should lease (let) on the date of valuation between a willing Lessor and a willing Lessee on appropriate Lease terms in an arms length transaction after proper marketing wherein the parties had acted knowledgeably, prudently and without compulsion'.
- 7.0 The date of valuation will be the date of inspection unless indicated as a Special Assumption.
- 8.0 The Valuer is a member of the RICS; is an RICS Registered Valuer and has sufficient local knowledge to undertake the valuation competently.
- 9.0 The Valuer will undertake a brief inspection for the purpose of describing the characteristics of the surround area and establishing the gross external area of the building, the use of the land and buildings, the accommodation, the installations, amenities and services, and the apparent state of repair and condition.
- 10.0 The Valuer will not carry out a survey, nor inspect those parts of the property which are covered, unexposed or inaccessible. The Valuer will also be under no duty to arrange for the testing of the electrical, heating, or other services.
- 11.0 Bowes Gardner has no conflict of interest that could threaten or compromise the Valuers integrity.
- 12.0 Our opinion of Market Value and/or Market Rent will be expressed in Pounds Sterling.
- 13.0 The Valuer will make the following assumptions, which he will be under no duty to verify;
 - 13.1 that Vacant Possession is provided;
 - 13.2 that there are no boundary disputes and that all of the boundary structures are correctly positioned;
 - 13.3 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;
 - 13.4 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;
 - 13.5 that should there be mine workings in the vicinity of the property, any ground movement associated therewith ceased long ago;
 - 13.6 that the property is not in a flood risk area and that there are no adverse environmental matters;
 - 13.7 that the property is not subject to any unusual or especially onerous restrictions, encumbrances, Rights of Way or outgoings and that good Title can be shown;
 - 13.8 that the property and its value are unaffected by any matters which would be revealed by a local search (or their equivalent in Scotland and Northern Ireland), replies to the usual pre-contract enquiries, nor its condition, its use or its intended use, is or will be unlawful;
 - 13.9 that an inspection of those parts which have not been inspected, or a survey inspection, would not reveal material defects or cause the Valuer to alter the valuation materially;
 - 13.10 that the property is connected to, and there is the right to use, the reported main services on normal terms;
 - 13.11 that sewers, main services and the roads giving access to the property have been adopted, and that any Lease provides Rights of Access and egress over all communal estate roadways, pathways, corridors, stairways and use of communal ground, parking areas and other facilities;
 - 13.12 that, in the case of a new property, the construction of which has not been completed, the construction will be satisfactorily completed;
 - 13.13 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 by a professional consultant acceptable to a Lender;
 - 13.14 that, for the purpose of Market Rent, the Lease is an Assured Shorthold Tenancy on a furnished basis for a term of six months.

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- 14.0 Where the property is part of a building comprising flats or maisonettes, the following assumptions will be made, unless instructed to the contrary;
- 14.1 the costs of repairs and maintenance to the building and ground are shared equitably between the flats and maisonettes;
- 14.2 there are suitable enforceable covenants between all Leaseholds, or through the Landlord or the Freeholder/any Feuholder;
- 14.3 there are no onerous liabilities outstanding;
- 14.4 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, or Feuholder, of the subject property, during the next five years, equivalent to 10% or more of the reported Market Value;
- 14.5 that, where the dwelling is Leasehold, and because the Valuer has no further and better knowledge or information;
- the unexpired term of the Lease is 80 years, and no action is being taken by any eligible party with a view to acquiring the Freehold or to extending the Lease term;
 - there are no exceptionally onerous covenants upon the Leaseholder;
 - the Lease cannot be determined, except on the grounds of a serious breach of covenant in the existing Lease Agreement;
 - 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;
 - the Lease terms are mutually enforceable against all parties concerned;
 - there are no breaches of covenant or disputes between the various interests concerned;
 - the Leases of all the properties in the building/development are materially the same;
 - the Ground Rent stated or assumed is not subject to review and is payable throughout the unexpired Lease term;
 - 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;
 - that there is a Dutyholder, as defined in the Control of Asbestos in the Workplace Regulations 2002, and that an Asbestos Register and effective management plan is in place, which does not require any immediate expenditure, or pose a significant risk to health or breach the HSE Regulations;
 - 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;
 - where the property forms part of a development containing separate block 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;
 - 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;
 - there are no unusual restrictions on assignment or sub-letting of the subject property for residential purposes;
 - there are no outstanding claims or litigation concerning the Lease of the subject property or any others within the same development;
 - 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 restriction, 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;
 - The property can be Insured under all risks cover, which includes subsidence, landslip and heave, for the current reinstatement cost;
 - The cover assumed is available on normal terms;
 - There are no outstanding claims or disputes;
 - Where individuals in a block make separate Insurance arrangements, the Leases make provision for mutual enforceability Insurance and repairing obligations; and
 - Any Landlord responsible for Insurance is required to re-build the property with such alterations as may be necessary to comply with current Building Regulations and Planning requirements.

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- 15.0 Unless agreed with the Client prior to disclosure of the Report, the Valuer will make no Special Assumptions.
- 16.0 No enquiries, whether formal or informal will be made in respect of Planning, Building Regulations, Contamination and Hazardous Substances and Environmental matters.
- 17.0 The Valuer shall rely upon information provided by the Vendor, Client and/or Client's legal or other professional advisers relating to Tenure, Tenancies and other relevant matters.
- 18.0 The Valuer shall rely upon comparable sales evidence obtained from Land Registry derived sources.
- 19.0 The Report is for the use only of the party to whom it is addressed, and should only be used within the context of the instructions under which it is prepared. It may be disclosed to other professional advisers assisting in respect of that purpose. No responsibility is accepted to any third party for the whole or any part of its contents.
Neither the whole, nor any part of the Valuation Report or any reference thereto may be included in any published document, circular or statement or published in any way, without the Valuer's written approval of the form and context in which it may appear.
- 20.0 The Client will pay to the Valuer the fee agreed/confirmed in writing, and the amount of any Value Added Tax on the fee. In addition, if similarly agreed/confirmed in writing, the Client will reimburse the Valuer the costs of all reasonable out of pocket expenses which may be incurred, and any VAT thereon.
- 21.0 This Firm has a Complaints Handling Procedure which is available on request. Any complaint arising will be managed in accordance with the RICS Code of Practice.