

Savills home survey – customer FAQs

Why are you surveying my home?

The survey will help us to establish what work, (such as the replacement of the kitchen, bathroom, windows, doors and general maintenance etc.) will be required in the coming years. The surveyor will make a note of the condition of your home and any urgent work will be flagged as a priority.

Is my home safe?

We have no reason to believe that your home is unsafe. The purpose of the survey is to look at where investment might be needed in the future.

Are you surveying every home you own?

Yes, we will be surveying almost 30,000 homes over the next six months.

What covid safe precautions will the surveyor take?

- Regular lateral flow tests
- A verbal check of your household's COVID-19 position before entering your home
- Regular sanitizing of hands
- Wearing a face covering
- Maintaining social distancing
- Asking you to ventilate your home by opening windows
- Asking you to remain in a different room whilst the survey is completed
- Cleaning surfaces they have touched during the survey

Will I be able to arrange a time for the survey to take place?

Not in the first instance, but if you are not at home when the surveyor visits, a calling card will be left with details for you to call and make a convenient appointment to have this important survey completed.

Where will the surveyor need to look in my home?

The surveyor will need to complete a full survey of the property both inside and outside including any outbuildings. This will mean the surveyor requires access into every room, including the loft space if you have one. They may need access into rooms more than once. You will need to ensure any gates are unlocked and pets are secure please.

Will I need to move any furniture in my home or lift carpets?

No, you will not be required to move furniture or lift carpets, but you will need to ensure there is access into all rooms.

Will the surveyor take photographs?

Yes, the surveyor may need to take photographs during the visit.

Can I report repairs to the surveyor?

Unfortunately, the surveyor cannot report repairs on your behalf, you will need to report repair requests to us in the usual ways - through the 'My Aster' portal or by phoning us on 0333 400 8222.

How do I know the surveyor is genuine?

The surveyor has a letter of authority from Wayne Nippard, Strategic Asset Management Director at Aster Group and carries either a Savills or Aster photographic identification badge. We would encourage you to ask to see both letter of authority and ID badge before allowing access to your home.

What personal information will be shared with Savills?

In order to arrange the survey, we will share your name, address and preferred contact details with Savills. We may also share any special needs or circumstances that the surveyor needs to be aware of during the visit.

Who should I contact if I have any questions following the survey?

Should you have any questions relating to the survey, you can contact us on 0333 400 8222 and we will be happy to help or direct you to the team that can help.