



**HERA INDEMNITY**

## **Survey & Valuation Questionnaire**

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**This form is designed to accompany  
the Proposal Form for Surveyors & Estate Agents**

# Survey & Valuation Questionnaire

Professional Indemnity

**This form has been designed to be completed and signed electronically.**

Once completed please save it and send it back to: [enquiries@heraindemnity.co.uk](mailto:enquiries@heraindemnity.co.uk)

**Or if you prefer to print and send the form, please post to:**

Hera Indemnity  
First Floor Offices, 1 Mulgrave Chambers  
26-28 Mulgrave Road  
Sutton  
Surrey  
SM2 6LE



## Hera Indemnity Insurance Survey & Valuation Questionnaire

This form is designed to accompany the Proposal Form for Surveyors & Estate Agents

### Your Firm

Name(s) of firm(s):

Reference Number:

Renewal Date:

### Questions

1. Please indicate where your survey/valuation work is undertaken

Mile radius from office	Percentage of Surveys/Valuations
0-25 mile radius of office	%
25-50 mile radius	%
50+ mile radius	%

If you regularly take on work outside your immediate geographical area, especially outside a 25-mile radius of your office(s), please provide further details of what extra controls you put in place to ensure sufficient knowledge of local values or other factors that may affect the value/condition of the property in question using the 'Additional Information' section at the end of this form.

2. Please provide a split of your Surveying and Valuing fees and number of reports between the following

Purpose	Residential		Commercial	
	Percentage	Number	Percentage	Number
Valuations for lending purposes (excluding 3 below)	%		%	
RICS Homebuyer or equivalent surveys	%		%	
Further advances/re-mortgage valuations	%		%	
Asset Valuations for balance sheet purposes or probate/divorce valuations	%		%	
Full structural surveys with valuations	%		%	
Building Surveys (no valuation)	%		%	
Home Condition Reports for HIPS	%		%	
Other (please provide details in the 'Additional Information' section at the end of this form)	%		%	

3. Have you undertaken any valuation work in respect of **i) Buy-to-Let Properties ii) Property Clubs iii) New build for Developers iv) Sub-prime products** during the last 2 years? Yes  No

If 'Yes' please provide details in the following table

Valuations in respect of	Percentage of Total Valuation Fee Income	Number of Reports	Brief Description of Properties Involved	Name of Lender/s
Buy-to-let Properties	%			
On behalf of Property Clubs	%			
New build for developers	%			
Sub-prime products	%			

4. Please give details of the five largest residential valuations undertaken **for lending purposes** in the last 5 years

Type/Location of Property	Year of Report	Value of Property	Description of Work	Name of Lender

5. Please provide the average value of residential valuations undertaken:

6. Please give details of the five largest residential valuations undertaken **for lending purposes** in the last 5 years

Type/Location of Property	Year of Report	Value of Property	Description of Work	Name of Lender

7. Please provide the average value of residential valuations undertaken:

8. Please provide details of the lenders for whom you have undertaken valuation work during the last 3 years and state the fee income for the last year

Name of Lender	Fee Income

If you need more space please continue in the 'Additional Information' section at the end of this form.

9. Have you been removed from or refused admission to any lenders panels? Yes  No   
 If 'Yes' please provide further details in the 'Additional Information' section at the end of this form

10. Please detail below the type of comparable database you maintain and how its use is monitored/audited. Confirm how many comparables you hold per property

11. When undertaking re-mortgage or further advance valuations in what percentage of cases do you

Re-inspect the property	%
Undertake drive-by valuations	%
Undertake desk-top valuations	%

12. How do you control your firm's increased risk exposure resulting from drive-by or desk-top valuations and in what circumstances do you undertake them?

13. What is the average number of surveys undertaken per fee earner per week from?

Lender Valuations	
Homebuyers Reports	
Home Condition Reports	
Full Structural Surveys and Valuations	
Other	
Average total of surveys per fee earner per week	

14. Please describe in detail the procedures you have in place to monitor the quality, accuracy and integrity of surveys and valuations e.g. audit and checking procedures, sign-off thresholds by size of valuation, spot checks on work, peer reviews, validation of valuations, checks by visit to property. If you are a sole practitioner describe the procedures you have in place to obtain a second opinion e.g. in respect of valuations / difficult properties

15. Is allocation of work to individual valuers controlled via a central process?

Yes  No

**If "No", please explain how you prevent the possibility of undue influence being exercised by external parties in the 'Additional Information' section at the end of this form.**

16. Please provide the following information for all fee earners undertaking Survey and Valuation work (if insufficient space please list details in the 'Additional Information' section of this form)

Name	Qualifications	Number of years with this practice	Previous experience of this type of work (please state previous employment history where employed with the last 2 years)

17. Do you always verify qualifications and previous experience?

Yes  No

18. Please provide details of the types and age of properties you regularly inspect and any listed, unique, unusual or pre 20th Century buildings you have inspected in the last year

19. Please provide information on how your firm ensures that all staff and principals maintain their qualifications and ensure their knowledge is up-to-date

**Additional Information**

If you require more space please provide information on separate letter headed paper.

## Declaration

### How we will use your Information

Hera Indemnity will process your data in accordance with relevant data protection legislation. The information supplied to us by you may be held on computer and passed to insurers for underwriting and claims purposes. You should show this notice to anyone whose personal data may be processed to administer this policy.

In order to administer your insurance policy and any claims made against the policy we may share personal data provided to us with other companies and with business partners including overseas companies. If we do transfer your personal data including where we propose a change of underwriter we make sure that it is appropriately protected.

Under the conditions of your policy you must tell us about any Insurance related incidents whether or not they give rise to a claim. When you tell us about an incident we will pass information relating to it to the relevant database. We may search these databases when you apply for insurance in the event of any incident or claim or at time of renewal to validate your claims history or that of any other person or property likely to be involved in the policy or claim. We may also pass your information to reinsurers and/or loss adjusters.

Under data protection legislation you can make a written request for a copy of certain personal records held about you and have any inaccuracies corrected. Any requests or enquiries about our data protection policy or practices should be addressed to Hera Indemnity.

### Fraud Prevention & Detection

In order to prevent and detect fraud, we may at any time:

1. Share information about you with other organisations including the Police
2. Undertake credit searches
3. Check and/or share your details with fraud prevention and detection agencies.

If false or inaccurate information is provided and fraud is identified, details will be passed to fraud prevention agencies to prevent fraud and money laundering.

When you provide information about another person, you are confirming that they have appointed you to act for them. Such persons will have been made aware of the purposes for data collection and processing set out above and have consented to such processing. You will receive, on their behalf, any data protection notices and keep them informed about how their data will be processed and where it may be disclosed.

**By signing this form you are confirming that you have read and accepted the information set out above.**

## Duty of Discourse

You are responsible for carrying out a reasonable search of all information held by the firm, and disclosing all material facts and circumstances to the Insurer. You are under a duty to make a fair presentation of the risk, and we as your brokers, are also under a duty to disclose material information. Please see Important Note (E), above.

**I declare that to the best of my knowledge or belief the particulars and statements given in this application and any other documentation and information provided in connection with this application are true and complete.**

**I declare that I have carried out a reasonable search of all information held by the firm and informed the Insurer of all facts which are likely to influence the Insurer in the acceptance or assessment of this insurance. I understand that failure to do so could invalidate this insurance. I accept that if I am in doubt whether any fact may influence the Insurer I should disclose it.**

Number of additional sheets included with this application:

Signed:

Date:

Print Name:

Position Held:

Company Name:

**This form and any questionnaires or additional sheets must be signed by a Partner / Principal / Member / Director of the practice.**



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