

CHAIRMAN OF STANDARDS REPORT – AGM 2021.

Once again, I have to report that there have been several complaints about surveyors being negligent. Poor reporting leaves the Surveyor open to criticism and a possible negligence claim that cannot always be defended.

We are here to help our members, but unfortunately some members will not even respond to their clients when there is a complaint. This only causes resentment from the client and escalates the problem. This makes mediation extremely difficult.

Following our intervention this year and, as a result of our findings, some of the complaints have been found to be unsubstantiated and have been dropped. Others are on-going. All these complaints take up a lot of time for the CEO and myself to investigate and reply to. I think that it is a good idea for surveyors to do a report writing course every few years to keep them sharp and to lose any bad habits we all tend to pick up over time.

We have had four ZOOM interactive on-line report writing courses again this year. These have been well attended and we have had very good feed back from the members.

Paul Homer
Chairman of Standards