Floor Planning Client Guide

Detailed floor plans, Land Registry, fire, licensing and HMO plans

Document control	
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Welcome

Thank you for considering Assessment Hive. We send this guide with every quote and again when you instruct us, so you have everything in one place. It explains our floor planning services, how the process works, what we need from you and the terms that apply.

Our services

Plan	What it is	When you need it
Detailed floor plan	A measured plan showing room layout, dimensions and floor areas	Sales and lettings particulars, refurbishment planning, or your own records
Land Registry plan	A plan prepared to HM Land Registry's requirements for scale and edging	Registering or transferring part of a property, or granting a lease
Fire plan	A plan showing fire safety features such as escape routes, fire doors, alarms, detectors and extinguishers	Fire risk assessments, HMO licences and commercial premises
Licensing plan	A plan of the premises showing the layout, exits and features a licensing authority asks for	Premises licence applications and variations
HMO plan	A plan showing room sizes and uses, shared facilities and fire safety features	HMO licence applications and renewals

How it works

1. **Quote:** tell us the property address, the type of plan and any requirements you have been given by the council or HM Land Registry.
2. **Booking:** we agree a 2-hour appointment slot for the measured survey.
3. **Survey:** your surveyor measures the property and notes room uses, doors, windows and any fire safety features needed.
4. **Drawing:** we draw the plan with scale, north point, key and labels.
5. **Check and delivery:** the plan is checked by our Chief Compliance Officer and emailed to you.

What we need from you

- Access to all areas to be included in the plan
- A copy of any council, licensing or HM Land Registry requirements or guidance you have received
- For fire, licensing and HMO plans: the symbols or details the council expects, if they have specified any
- For Land Registry plans: the title number and the extent of the land, if known

Who looks after your case

Every job is managed in our case management system from your first enquiry to final delivery, so whoever you speak to can see where your order is up to.

- Your work is carried out by a member of our team who is trained, accredited for that type of work and DBS checked. Assessors carry photo ID on every visit.
- Our Chief Compliance Officer, Andrew Andreou, checks every report, certificate, plan and search before it is issued to you.
- We keep you updated at each stage, and tell you straight away if anything will cause a delay.

We also check a sample of completed work every month as part of our quality monitoring.

Key terms

Our full Terms of Business are sent with every quote and are on our website. By placing an order you accept them. The main points are:

- We confirm the service, price (stating whether VAT is included) and timescale in writing before starting. Quotes are valid for 30 days.
- Payment is due before work starts unless you have a credit account with us. Payment is due whatever the result or rating.
- Consumers ordering by phone, email or online can cancel within 14 days. If you ask us to start within that time, you pay for work carried out before you cancel. To cancel, tell us by email, letter or phone.
- Appointments are in 2-hour slots, Monday to Saturday. Cancelling with less than 24 hours' notice, or our assessor being unable to gain access, incurs a £50 administration fee.
- Our total liability is limited to £2,000,000 per order. This does not apply to death, personal injury or fraud, and consumers' statutory rights are not affected.
- Our reports are for you and your client, for the purpose they were ordered for. We own the copyright, and licensed data (such as Ordnance Survey and HM Land Registry data) must not be copied or resold.

Terms that apply to this service

- Plans are prepared from our measured survey of the accessible areas of the Property. Floor areas and dimensions are given for guidance and are subject to reasonable measuring tolerances.
- Land Registry plans are prepared to HM Land Registry's published requirements. If a plan is rejected for a reason within our control, we will amend it free of charge.
- Fire, licensing and HMO plans are prepared to the requirements you or the council give us. Approval of any licence or application is a decision for the council and is not guaranteed.
- Plans that include Ordnance Survey mapping carry an OS copyright notice and are licensed for the purpose of the Order only.

If something goes wrong

Please tell us straight away so we can put it right. Contact Andrew Andreou, Chief Compliance Officer, on 020 3745 1093 or at info@assessmenthive.co.uk.

We acknowledge complaints within 3 working days and send a full written response within 10 working days. Floor plans are not covered by an accreditation scheme, so if you remain unhappy, Citizens Advice can give you free advice on your options (www.citizensadvice.org.uk, 0808 223 1133).

Our standards and policies

Area	Details
Licences	Licensed to use Ordnance Survey and HM Land Registry data
Insurance	Professional indemnity insurance with QBE of £2 million for any one claim, plus public liability insurance
Our people	Trained, accredited for the work they do, DBS checked, and carry photo ID
Policies	Terms of Business, Complaints Procedures, Privacy and Cookies Notice, Quality and Compliance, and Health, Safety and Environment are all on our Ethics & Code of Conduct page at assessmenthive.co.uk

Contact us

For a quote, to book or with any question about your order:

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