

Red Line Plans Ltd - Terms and Conditions

Expectations:

Our aim is to provide the optimal plans to support your business needs.

For property owners and their agents this means providing professional plans tailored to their purpose, be it Land Registry submissions, supporting licensing applications, or providing accurate as-is surveys prior to development.

We recognize the importance of your reputation to the success of your business, once commissioned we will endeavour to protect and enhance it. You can expect us to be polite, smart and efficient. Where appropriate we make it clear that we are working upon your behalf.

We strive to achieve the fastest economical turn around on all our work. For most of our instructions we return completed work within 5 working days of a site visit. For sites over 450 sq m (5000 sq ft) we may require slightly longer. For sites over 750 sq m (8000 sq ft) we recommend discussing with us the time scales required.

Our turn around time is subject to access being made readily available. Our operator availability will vary according to existing order book and travel times to site.

We may be able to offer the option of express scheduling, and evening / weekend visiting for an additional fee. These services are offered subject to our availability.

Our time on site will depend upon the nature and volume of the work involved. For lease plans we typically require between 45 and 60 minutes per flat or floor. For title plans for properties with medium sized gardens we typically require 2 - 3 hours.

We prefer to make appointments directly with the owner or resident of the property so that we can confirm arrangements relating to our work. When making an appointment, we give an estimate of arrival time and time required to complete the work. If our arrival is likely to be delayed by more than 30 minutes then we will attempt to let your client know.

We primarily correspond via email. We also use telephone, SMS text and post as appropriate.

We generally provide quotes based upon site details provided to us. We try and avoid adding extra charges, particularly for trivial items, but reserve the right to surcharge proportionately where a site has been significantly misrepresented.

To prepare a quote we will need an address to allow us to identify the building(s) or land concerned, also a description of the extents and nature of the parts to be recorded, and the type of drawings required.

We like to be fair in our charging, so apply discount rates on plans of large simple buildings like agricultural barns and modern warehouse units.

Our quotes normally include 12 months of reasonable edits (from order date) and travel to site for a stated number of visits (one if not specified).

We generally provide our output as pdf files, scaled and ready for you to print or to forward with emails. We can provide printed copies by arrangement.

We carry public liability and professional indemnity insurance.

Terms:

Red Line Plans Ltd retains ownership and copyright of its work, including the web site. Note also that third party copyright may exist for design elements and software used.

We specialise in measured surveys. We do not provide architectural services, legal services or structural engineering services. We do not provide reports on structure or condition of properties, nor do we provide valuations or financial services. Should we make comment infringing any of these disciplines it is simply as a casual lay observer, and not to be taken as professional guidance. Notwithstanding, there is much we have observed, and we will feel free to provide informal comment.

We primarily provide our drawings as pdf files (scaled ready for direct printing). For most orders we can provide a printed set (normally of 4-5 copies) for a modest fee. Allow 7 days for delivery.

We are happy to collect keys where this involves only a minor detour and minimal parking issues. Where key collection is not trivial we will charge for time at £30/hour plus any parking / extra transport costs. Keys can be posted at the clients risk at £10.00 for time p&p. (We will not post to the address for which the keys provide access. Please ensure other copies of keys exist - we have experienced theft from Royal Mail recorded post and do not wish to pay for lock replacements).

Our drawings and photographs are provided on a licence to use basis for a specific purpose. No other use is authorised, and no responsibility is accepted for any such use. To obtain additional usage rights please contact us; we may charge additional fees / place additional limitations on our liability. (Plans designed and surveyed for one purpose may not always be suitable for another purpose, and by permitting additional uses we broaden our liabilities. Limitations of onward usage are also imposed upon us when we purchase third party mapping services.)

For estate agency our service is provided only for the purpose of assisting with marketing of properties for

sale unless otherwise stated. We allow publishing by any means for marketing of a single sale of a single property. For use with further sales of a property a new license will be required. The license is not transferable. Personal private usage is permitted providing it is non-commercial and legal. Red Line Plans Ltd accepts no responsibility for such usage.

For our professional drawings (licence, lease, developer etc) we can provide plans in a range of paper and digital formats, and are happy for plans to be held in these and a range of other formats. Use of these plans are restricted to their original stated purpose, and limited to twelve months active use for submissions etc. After this time archive copies may be held and referred to as required. Personal private usage is permitted providing it is non-commercial and legal. Red Line Plans Ltd accepts no responsibility for such usage. All other reuse of our work requires further licensing.

Most Land Registry compliant mapping incorporates OS mapping. We licence this for 12 months, and can only edit plans during this period. After 12 months from ordering we archive drawings, and will charge for any additional editing and the relicensing required.

We will require evidence that suitable OS licensing exists before releasing CAD files containing OS mapping data.

An additional fee of around 40% will be charged for release of CAD dwg files where this is requested subsequently.

Reverse engineering of our drawings is a copyright infringement and is not permitted.

Billing is by invoice to the commissioning individual or organisation. In accordance with RICS guidelines the liability for invoices remains with the commissioning agent. Liability will only pass to their client in the case that the commissioning agency ceases trading.

A deposit or staged payment may be requested prior to commencement on larger instructions. Outstanding balances typically will be billed upon preparation of the first draft of any work, with payment required by return (within 7 days), and before completed work is released.

Occasionally we find the scope of the work required significantly exceeds the original expectation. In such cases we will try to contact the client in a timely manner to discuss the matter and options available. This may occur where the area of the property is larger than quoted for (extra floors, cellars, grounds or access rights), or where the nature of the building is significantly different to that anticipated (medieval buildings behind modern facades), or where access is restricted requiring more time or additional visits to a site.

Commercial clients may be offered the option of an account. These are normally subject to 7 day payment terms, with final work released prior to settlement for well maintained accounts.

Payment may be made by cheque or electronic transfer. Other means of payment may be accepted subject to negotiation but may incur additional charges.

Discounts are applied in the following order: Quantitative discounts to area, count or mileage, fixed fee discounts to price of component services, percentage fee discounts to component services, fixed fee discounts to total invoice, percentage fee discounts to total invoice.

Any fee discounts offered are subject to full payment being made within the offered terms. After this time the billing will revert to our standard undiscounted rate.

Interest is charged on bills not settled within our offered terms. Interest is applied compound per month or part month from the invoice date.

Interest is charged at: 3.0% per month or part month beyond due date, compounded (42.58% APR).

On the rare occasions that payment is not forthcoming we will take steps to legally recover the debt and any costs incurred.

Cancellation fees are chargeable, and cover fees for any work done, time and expenses incurred, and opportunities lost. If a cancellation is unavoidable, please advise us at the earliest reasonable opportunity in order to keep cancellation fees to a minimum.

In the event that an issue arises with one of our drawings, please contact us. If there is a clear error then we will require the opportunity to correct the matter. If the matter is subjective, indeterminate or outside the scope of our original brief then we will review the matter and suggest ways forward and potential fees.

By ordering our services these terms are considered accepted.

Updated 03 February 2020 PMM - E&OE