

BUILDING SURVEY

On

**Redruth Town Clock
Fore Street
Redruth
Cornwall**

**on behalf of
Redruth Town Council**

Ref:WT/BS17(6597)

SURVEY REPORT

on the general condition of

REDRUTH TOWN CLOCK, FORE STREET, REDRUTH, CORNWALL



On the instructions of:	Redruth Town Council
Date of inspection:	6 February 2017
Inspection carried out by:	Wayne Tieken MRICS Chartered Surveyor
Weather conditions:	Heavy showers
Reference:	WT/BS17(6597)

TABLE OF CONTENTS

1. GENERAL INSTRUCTIONS	1
2. THE PROPERTY	1
3. SUMMARY OF CONSTRUCTION	1
4. ACCOMMODATION	1
5. LIMITATIONS OF SURVEY	1
6. CONDITION	2
A) MAIN WALLS	2
B) ROOF	6
C) FLASHINGS AND OTHER LEADWORK	8
D) FLOORS	11
E) DAMPNES	13
F) WINDOWS AND DOORS	15
G) TIMBERS AND WOODWORK GENERALLY	17
H) METALWORK	19
I) DECORATION	21
J) RAINWATER GOODS	21
7. SERVICES	24
A) ELECTRICITY	24
B) DRAINAGE	25
8. BASIS AND EXTENT OF SURVEY	26
10. GENERAL SUMMARY	27

1. GENERAL INSTRUCTIONS

We are instructed to report upon the general condition of the above property as per the terms of engagement previously supplied.

2. THE PROPERTY

Constructed on the site of a former town clock, the current structure was built in 1828 and comprises three storeys. In 1904, the clock tower was extended. The tower has a colourful history and was used in 1841 as police cells where the ground floor arches were filled in.

The clock tower is situated in the heart of Redruth town centre where most main amenities are available.

It sits on relatively high ground and is exposed to prevailing weather conditions.

It is of high-quality hand-cut stone finish and previously stood as a detached building but circa 1900 buildings were attached to the rear and left hand side.

3. SUMMARY OF CONSTRUCTION

The walls are of solid stone construction with the exterior face being of hand-fashioned stonework. The inner side of the walls is of random rubble infill. Due to the chiming bells, the roof is exposed however there is a hipped wooden structure covering the bells themselves and this is covered with lead. The gutters are of lead construction at the top; however there is a UPVC pipe running down the front left hand interior corner. The windows are of wooden construction and single glazed. The ground floor is of solid concrete construction with suspended timber joist floors above. The building has no ceiling or internal plaster finishes.

4. ACCOMMODATION

The clock tower comprises five storeys with the ground floor currently utilised as storage and the third floor housing the clock mechanism with the clock faces accommodated at the fifth level. The bells themselves are found on the underside of the roof structure. The accommodation internally is as access only.

5. LIMITATIONS OF SURVEY

At the time of my inspection this building was occupied and partially furnished. Therefore it should be clear that my inspection was thus limited. As it was not practicable to lift or move any of the stored furniture or the

mechanisms of the clock no assurance can, therefore, be given on those parts of the building that could not be seen readily. **The external stonework was inspected from ground level only but utilised binoculars.** A roof void inspection was undertaken via the main hatch. Unless stated otherwise, most of the external inspection was from ground level only. **The topside of the roof structure could not be seen from some elevations. Due to the construction of the attached buildings to the rear and left, these elevations could not be inspected externally.** Services were not tested but were generally examined and checked. Access to the drainage system was limited as referred to in the report. It should also be realised that defects, which may be apparent when the building is vacant may have been covered during this survey. I did, however, carry out as careful an examination as I could in the circumstances and the following was apparent.

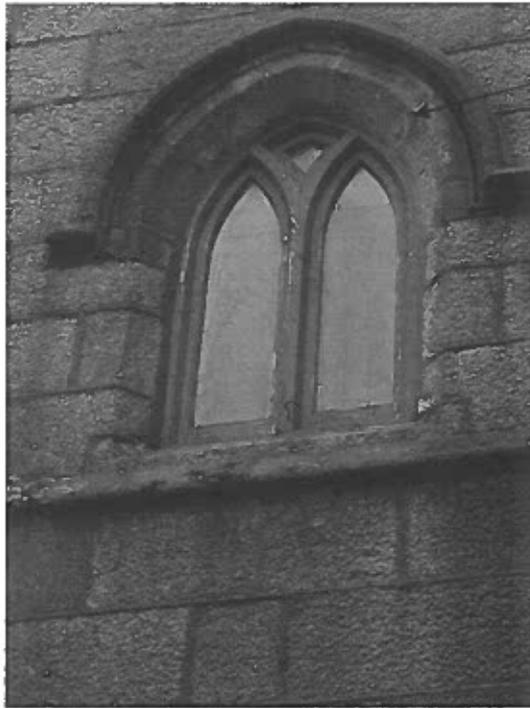
6. CONDITION

a) Main Walls

The main walls are of traditional stone construction with large stones being laid directly onto the substrata without any form of damp proof course. The window and door apertures are of cut quoins and lintels. Between the stonework there is a hard sand and cement pointing, which helps to prevent driving rain from entering the porous granite walls and this needs to be kept in good condition, **The external envelope of the clock tower has been finished with high-quality hand-fashioned stonework and this is reasonably well pointed, although some repairs are needed. It will be important to keep the pointing in good repair as it helps to prevent penetrating dampness through capillary action.**



The archways for the window apertures in the external envelope are of a different type of stone and look to be of a sandstone material. Over time, these have suffered from driving wind and rain and the stone work has slightly deteriorated on the external surface. An attempt has been made to protect the first floor windows with a cement wash. This is somewhat unsightly.



The inner sides of the main walls are of random rubble. The damp meter was applied at all levels of the building with high damp readings taken. Obviously, driving wind and rain are making their way through the external envelope and into the interior. The interior surface has been finished with a whitewash and paint material and this is in poor repair and has started to flake away. I would recommend that the Council consider waterproof tanking the interior surface of the tower and then apply a hard sand and cement render and paint over. Currently, the whitewash is flaking and leaving debris, particularly around the mechanisms of the clock workings. I would also refer you to 'Timberwork' below.



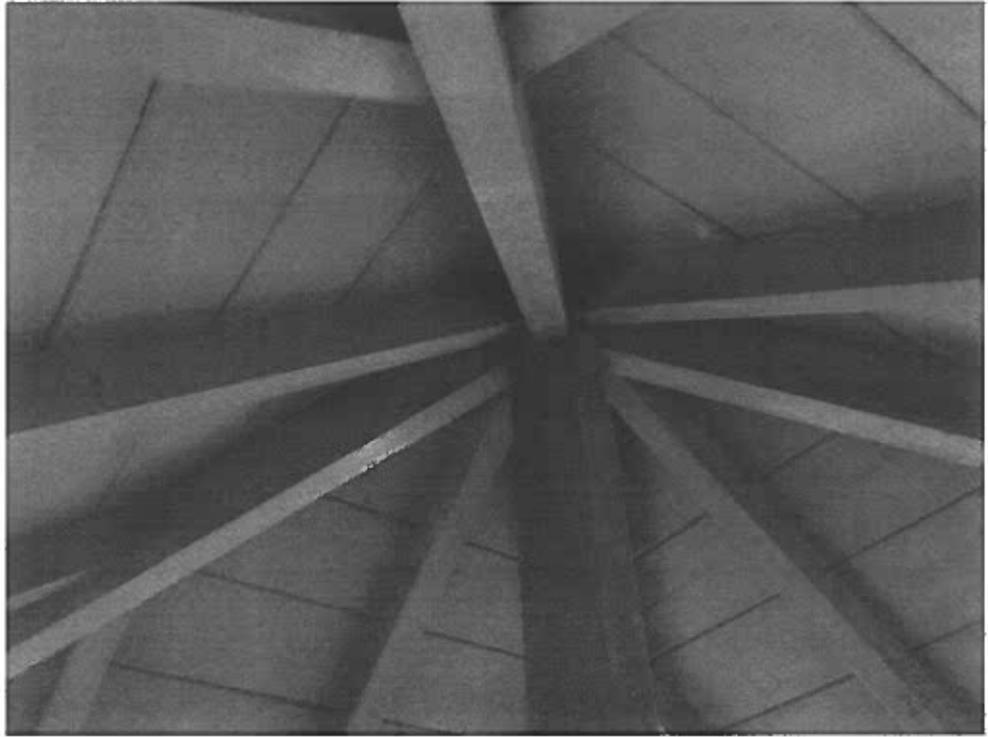
The building has a varied history and in 1841 the ground floor archways were filled to enable the ground floor to be utilised as a police cell. In the 1900s, neighbouring properties were added to the rear and left hand elevations. This involved the enclosing of the rear window apertures. Surprisingly, high damp readings were taken from these walls and I would refer you to 'Leadwork' below.



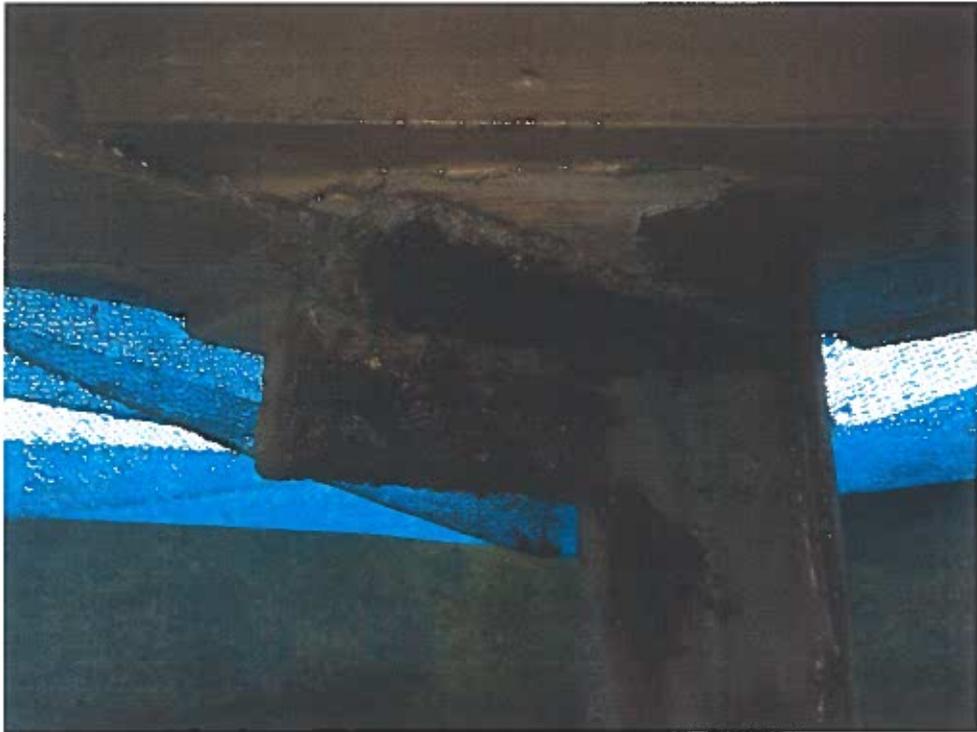
The walls of the tower were eyed and a plumb bob used. The property is well built and is relatively square in its construction. It is of a high quality construction and the stonework has not really deteriorated other than the softer sandstone of the window apertures. The extended upper floor has been well blended into the existing structure.

b) Roof

The clock tower has an open roof structure to enable the sound of the bells to permeate further through the town. It is of a hip design incorporating large rafters with a central wooden post. The corners are held up with old cast iron uprights. The external surface is covered with lead.



The underside of the roof timbers showed no particular evidence of deterioration and this indicates that the leadwork on top is functioning adequately. Unfortunately, the uprights holding this structure are heavily oxidised and will need to be replaced in the near future.



The current roof design allows driving wind and rain to make its way beneath the roof structure and onto the bells and the lead tray beneath. A new architectural design could help to alleviate the amount of driving wind and rain that makes its way into the top of the clock tower. You should bear in mind that granite is porous and any penetrating dampness will make its way down through the main walls. **I would refer you to 'Leadwork' and 'Rainwater Goods' below.**

There is an obvious problem with seagulls and pigeons and an adhoc anti-bird netting has been added around the roof turrets. This looks recently installed but is already suffering from weather damage. Further attention may be needed regarding the roof structure and bird problem.



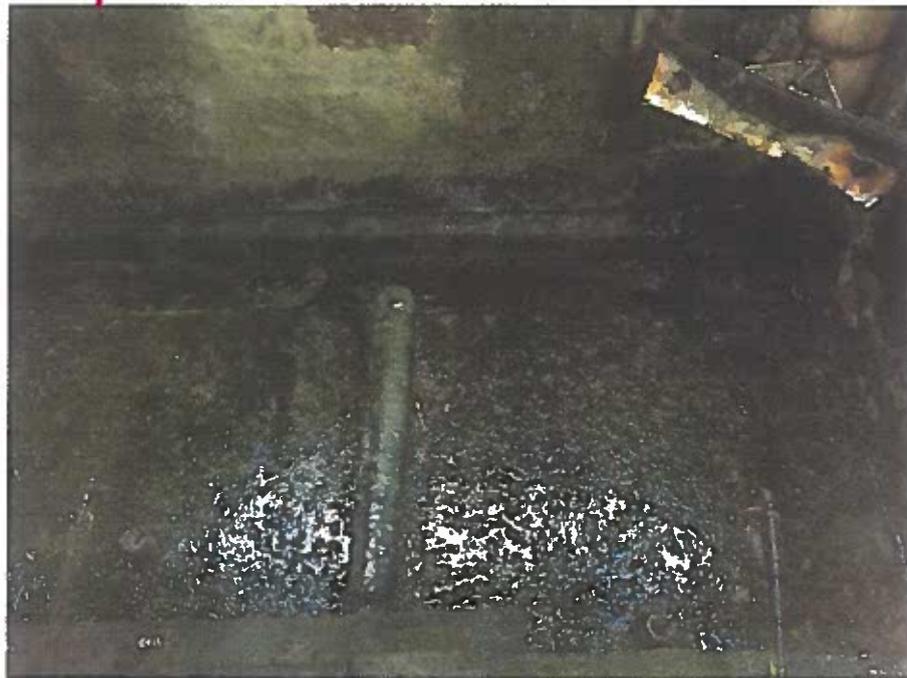
At the very least, the upright metal poles holding the roof structure up will need to be replaced in the very short term. These are extremely oxidised.

c) Flashings and other leadwork

Some leadwork can be found at the base of some of the window apertures. This was no doubt installed to prevent driving wind and rain making its way beneath the windows. Unfortunately, high damp readings were taken around the apertures and this leadwork may not be functioning adequately although a great deal of water is permeating down through the building.



There is a lead tray directly beneath the bells which is designed to capture rainwater and direct it to a lead guttering in the front left hand interior corner. Unfortunately, this leadwork shows evidence of leakage beneath as some of the timbers were shown to be rotten. The lead guttering tray and downpipe have also leaked for a long period of time, causing the timbers beneath and all of the floors to have rotted out and some of these have needed to be replaced. This whole area of leadwork needs to be reworked to include a good surface water downpipe. The long term leakage in this area has caused damage throughout the building.





Although difficult to see, there appears to be no leadwork where the neighbouring properties adjoin this building. There were high damp readings on the walls internally here and I suspect that the flashing with the clock tower is inadequate. Both flashings and leadwork should be incorporated here.

d) Floors

The ground floor is of solid slab construction. This concrete floor looks to have been recently laid and indeed, when a damp meter was applied, no particular high readings were taken, indicating that a damp proof membrane is incorporated. This floor is relatively level and hardwearing and is considered adequate.

The floors above are of suspended timber joist construction with floorboards over. High damp readings were taken from each floor level and rotten timbers were noted.

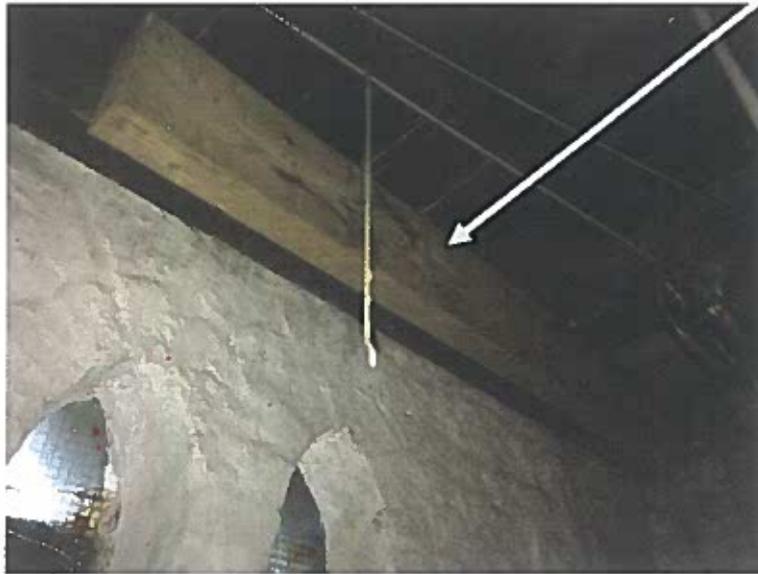




You should be aware that timber joist ends embedded in external walls can often be affected by rot which is not always visible until it breaks through to the boards. **Active woodworm was also detected during my inspection.**



Adhoc repairs have been made to the floor joists where one or two modern timbers have been scarfed in but more work needs to be done. Unfortunately, the walls are so damp that the joist ends are suffering from long term moisture penetration. Whilst the floors in the property are currently sound underfoot, they will not remain so for long given the levels of moisture being experienced and the active woodworm, together with the timber rot noted.



e) Dampness

A moisture meter was randomly applied throughout the property.

Damp Proof Course

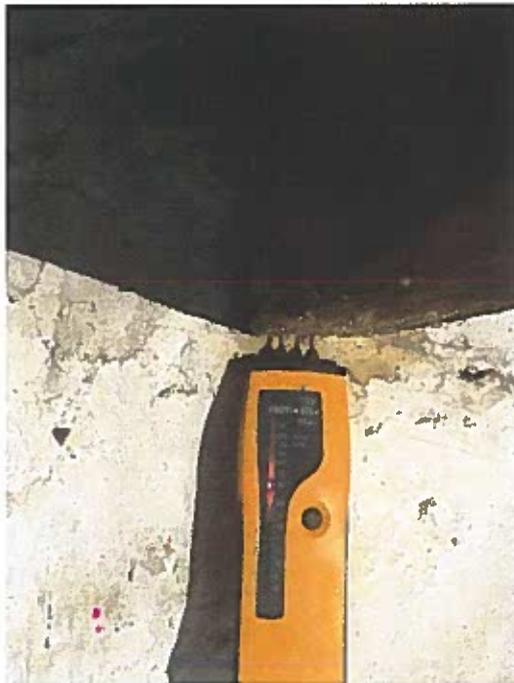
The moisture meter was randomly applied to the base of the main structural walls and rising damp was detected. Old stone buildings have no form of damp proof course and rising damp is common.



Penetrating Dampness

Penetrating dampness was recorded at all levels and around all window and door apertures. Old stone buildings have no form of vertical damp proofing other than the quality of the stonework and pointing. This property has an open roof, defective leadwork and a poor run off of surface water which

allows water to trickle down the stone walls. I would strongly recommend that the interior of the clock tower be waterproof tanked and when repairs are made to floor joists, that the ends are waterproofed.



You are strongly advised to consult with a timber and damp specialist with regard to this building. There was active woodworm, timber rot

and damp recorded throughout.

f) **Windows and doors**

The front entrance door is of a high quality hardwood bespoke design and this is well installed. It is in reasonable condition and looks to have been relatively well maintained.



The windows on the first and second floors also appear to have been replaced with wooden sealed units. These appear to be in reasonable condition but you should bear in mind that they are suffering from long term exposure to dampness which will cause timber rot in the medium term. The exterior of these windows has also not been particularly well maintained. In order to maintain them, scaffolding will be required.

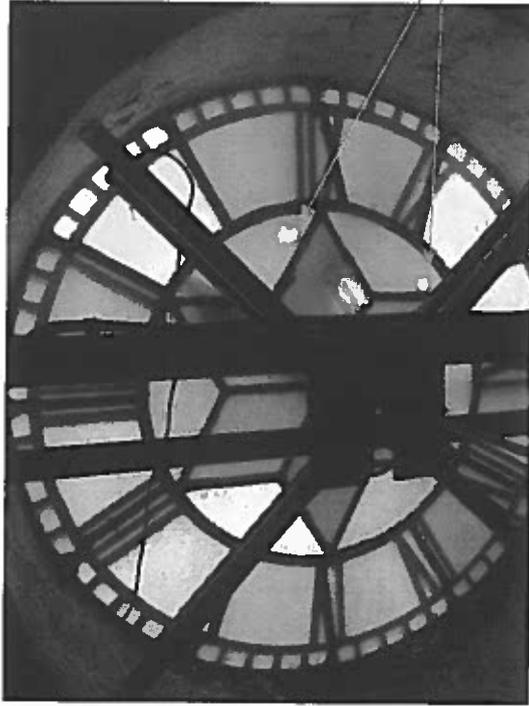


The fourth floor windows are glazed slats embedded in the stonework where originally there would have been slates. These are of a modern safety glass and have been poorly maintained.



The clock tower has suffered some vandalism and the first and second floor windows have been replaced with Perspex to prevent them from being damaged by projectiles. The fourth floor windows are poorly maintained but are probably too high off the ground to suffer from vandalism. These give good ventilation to the clock tower but require some maintenance.

The glass on the clock faces themselves looks to have been vandalised, probably by airgun pellets, and there have been a number of repairs undertaken. There are other repairs required on the clock faces and I would refer you to metalwork below.



g) Timbers and woodwork generally

As stated above, the woodwork consists of window frames, suspended timber joist floors and the roof structure. The roof structure itself is in reasonable repair apart from the metal uprights. The floor joists are

suffering from long term exposure to dampness and exhibit signs of timber rot and woodworm infestation. As advised above, a timber and damp specialist should be employed to make recommendations.



The woodwork for the hammers on the bells is in an advanced state of timber rot and needs immediate repair.



h) Metalwork

The bells are held up by large metal beams and these are heavily corroded and will need to be replaced in the short to medium term.



Throughout the clock tower there are embedded strips of metal in various places for the clock mechanism. This includes the clock face. Metalwork that is poorly maintained and exposed to moisture can oxidise quickly and

most of the metalwork in this building is in an advanced state of oxidation. The clock face itself is in need of immediate repair with regard to its metalwork, including where it is affixed into the stone walls.



Most of the metalwork within requires immediate replacement because, as it

oxidises, it will expand and cause the building to crack.

i) Decoration

Externally, it is only the window and door frames that require decoration. Unfortunately, these are quite a long way off the ground and in order to decorate these small sections, scaffolding is required.

The internal surface of the building has been whitewashed however, due to high levels of damp and lack of maintenance, this is flaking off the walls and debris was noted throughout the building. There is quite a lot of debris around the box that supports the clock workings and you can also see debris on the floor inside the protective box. I would recommend that the internal surface of the building be refurbished following consultation with a timber and damp specialist.

j) Rainwater goods

The building has one main gutter. There is a lead tray directly beneath the bells just under the roof covering which collects any water and sends it to a gully which runs to a downpipe, dropping the entire length of the building to an open trap found just inside the entrance door. **The lead tray is heavily clogged with bird mess and other debris and is not functioning adequately. The downpipe is also defective, allowing water to penetrate the floors below. There is water staining all the way down this gully. It seems a shame that this area of the building has not been maintained well as it is a low cost element and relatively easy to repair. It has had a large effect upon many of the defects in the building and I would recommend that this area is repaired immediately.**





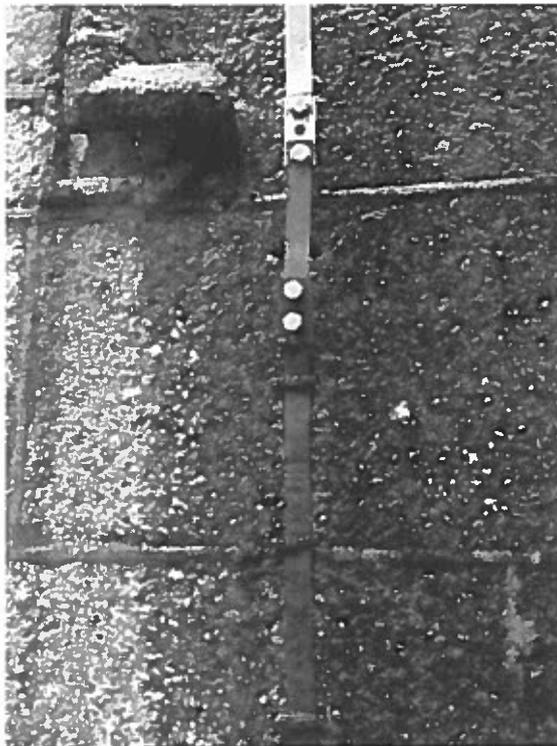
Externally, there is a downpipe running down the left hand corner and this is for the drainage for the neighbouring property to left. This runs to an open trap at the base of the clock tower which is heavily clogged with debris. You are advised to keep this cleared and flushed or ask the neighbours to do so.



k) Health and safety

Access to the upper floors is via steep rickety wooden stairs and ladders. The internal woodwork is suffering from timber rot and woodworm infestation and this will weaken and soften the internal timbers. The ladders are very steep and poorly affixed to the main walls and there are no health and safety procedures for people requiring access. The stair wells themselves are very steep and have inadequate protection. I understand that someone is employed to wind the clock mechanism and it was also evident that someone has had access to the building to make repairs to the clock face and other areas of disrepair. I would advise that a full risk assessment be undertaken by a health and safety consultant.

There is a lightning conductor system installed whereby the tower will be protected from a lightning strike with the energy being deflected through a copper strip which is earthed to the ground. This needs to be kept well maintained.



Boundaries

The clock tower was originally detached but later a building was added to the rear left hand side. Any works you undertake close or near to the neighbouring properties will require compliance with the Party Walls Act.

Legal advice should be taken on this matter.

o) **Clock mechanism**

The clock mechanisms are an engineering work of art and look to have been relatively well maintained. Unfortunately, the debris and defects within the building will start to affect this mechanism.



7. SERVICES

These were not inspected in detail, and no tradesmen's tests have so far been instructed, but can be arranged if required. However we make the following observations:-

a) **Electricity**

Mains electricity is installed and the consumer unit can be found in the ground floor internal left hand elevation. This is a modern system incorporating RCD and MCB switches and looks to be relative up to date. There is evidence of poor wiring and you are advised to have this system inspected by a suitably qualified electrical engineer and certified.



b) Drainage

The building only has surface drainage. A neighbour's drain and the surface drain from this building run to open traps both found on the left hand corner. The surface drainage from this property runs to the internal trap with the neighbour's property running to the external trap. This will then run underground to the stormwater system. It would be advisable to have this system cleared and flushed to ensure a good run-off of surface water. **The surface water at this property has caused a great deal of long term damage due to a lack of maintenance. This is a relatively easy repair to make and will have a long lasting effect on the building.**



8. BASIS AND EXTENT OF SURVEY

This report is based on a visual examination of the exposed surfaces of this property and is intended to give an indication of the general condition rather than to record in detail all defects which might have given attention.

Compliance with the Building Bylaws and Regulations have not been checked.

The Vendor's possessions were not disturbed and, except where stated, no enclosed spaces were opened, and the inspection of the exterior was from ground level.

No responsibility can be accepted for the services, but specialist tradesmen tests will be instructed if required.

We have not inspected the woodwork or other parts of the property which are covered, unexposed or inaccessible, and such parts will be assumed to be in good repair and condition. The report will be purported to express an opinion about or to advise upon the condition of uninspected parts and should not be taken as making any implied representation or statement about such parts. Any further inspection or investigation required will be carried out on receipt of further instructions.

The report is provided for the stated purposes and for the sole use of the named clients. It is confidential to the clients and their professional advisers. We accept responsibility to the client alone that the report is prepared with the skill, care and diligence reasonably to be expected of a competent Chartered Surveyor, but accept no responsibility whatsoever to any person other than the clients themselves. Any such person relies upon the report at their own risk. Neither the whole or any part of this report or any reference to it may be included in any published document, circular or statement published in any way without our prior written approval of the form and context in which it may appear.

We have not carried out any investigation into previous uses of this property, or those in the vicinity.

This report is based on the assumption that the property is not affected by any mining activity, or any contaminative land use in or near it. Whilst there is not obvious cause for concern in this respect, Cornwall as a whole was subject to extensive mining and industrial processes. It may therefore be prudent to commission searches for appropriate specialists, as the discovery of mining or contamination of the land could have a significant affect on the value of the property.

10. GENERAL SUMMARY

This is a fine and well built structure which is a landmark building for the town centre. Structurally, it is in sound condition with regard to the main stone walls.

Immediate repairs should be made to the surface water drainage and internal downpipe running down the left hand corner. This has had a long term detrimental effect on the surrounding timbers.

Given that there was active woodworm and timber rot noted, together with damp issues, it would be advisable to consult with a timber and damp specialist. I would advise that the interior surface of the building be waterproof tanked and finished with a low maintenance material.

The roof structure itself is in reasonable repair but its design allows a great deal of water to penetrate the bell area. The leadwork here is allowing moisture to penetrate beneath and it has probably come to the end of its natural life. It is also heavily affected by debris and needs to be cleared. Whilst repairing the gutter in the corner, I would recommend that replacement of all of the leadwork here is also undertaken.

In the short to medium term, you will need to consider replacing the metal within the building. Large metal beams support the bells themselves and the roof structure is held up on much smaller metal beams. These are in an advanced state of oxidisation.

The clock faces are made of metal and glass. Vandalism has caused many of the panes of glass to be damaged and the metalwork here is also in an advanced state of oxidisation. In the short to medium term, refurbishment of these will be needed.

You should consult a stonemason with regard to maintaining the sandstone arches of the windows, rather than making the adhoc repairs that are currently being undertaken.

You are strongly advised to consider talking with a health and safety consultant with regard to access to the interior.

The property has suffered from a lack of expenditure and maintenance over many years and I would advise that you consider a planned maintenance schedule for the building. A small maintenance budget could have a very positive impact. Repairing the defective surface drainage, treating the woodworm and making other minor repairs will result in a significant improvement. A medium term schedule of repair can then be considered.



.....
Wayne Ticken MRICS
Chartered Surveyor

Date:

BUILDING SURVEY

General Terms of Engagement

1. Introduction

(a) This document sets out the contractual terms upon which the Surveyor will advise the client by means of a written report as to their opinion of the visible condition and state of repair of the property.

(b) The Surveyor will use all of the care and skill to be reasonably expected of an appropriately experienced Chartered Surveyor.

2. Contents of the Report

In accordance with these terms the Surveyor will report upon:

(a) the main aspects of the property including assessing the site/location, the design, structural framework, fabric and services;

(b) the grounds, boundaries and environmental aspects considered to affect the property;

(c) any requirements for further investigation arising from the inspection.

3. Delivery of the Report

(a) The report is to be dispatched by the date agreed or at such later date as is reasonable in the circumstances.

(b) The Surveyor will send the report to the Clients' address (or other agreed address) by first class post for the sole use of the Client. The Client agrees to keep the Report confidential disclosing its contents only to the Clients professional advisor's. In particular (but without limit) the Client must not disclose the whole or any part of the Report to any person (other than a professional advisor) who may intend to rely upon it for the purpose of any transaction.

4. Payment of Fees

(a) The Client will pay the Agreed Fee any Additional Fees and any agreed disbursements by the Payment Date.

(b) The Report will not be forwarded to the Client unless payment of the fee is paid

5. Assumptions

Unless otherwise expressly agreed the Surveyor while preparing the report will assume that:

(a) the property (if for sale) is offered with vacant possession;

(b) the Property is connected to mains services with appropriate rights on a basis that is known and acceptable to the Client; and

(c) access to the Property is as of right upon terms known and acceptable to the Client.

6. Scope of the Inspection

(a) Generally

(i) The Surveyor will consider all advice carefully but is not required to advise on any matter the significance of which in relation to the property is not apparent at the time of inspection from the inspection itself.

BUILDING SURVEY
General Terms of Engagement/Continued

- (ii) The Surveyor will inspect diligently but is not required to undertake any action, which would risk damage to the property or injury to the Surveyor.
- (iii) The Surveyor will not undertake any structural or other calculations.

(b) Accessibility

- (i) The Surveyor will inspect as much of the inside and outside surface area of the building as is practicable but will not inspect those areas which are covered, unexposed or not reasonably accessible from within the site, or adjacent to public areas.
- (ii) The Surveyor is not required to remove any obstruction to inspection including, but not limited to, furniture and floor coverings.

(c) Floors

The Surveyor will lift accessible sample loose floorboards and trap doors, if any, which are not covered by heavy furniture, ply or hardboard, laminate or other similar style floor finishes, fitted carpets or other fixed floor coverings. The Surveyor will not attempt to cut or lift fixed floorboards without express permission of the owner.

(d) Fixed covers or housings

The Surveyor will not attempt to remove securely fixed and screwed down covers or housings without the express permission of the owner.

(e) Roofs

The Surveyor will inspect the roof space if there are available hatches, which are not more than 3m above the adjacent floor or ground. Where no reasonable access is available, the roof spaces will not be inspected. Similarly outer surfaces of the roof or adjacent areas will be inspected using binoculars, but will be excluded if they cannot be seen. The Surveyor will report the areas, of roof slope, void or other access areas, which are not available.

(f) Boundaries, Grounds and Out-buildings

The inspection will include boundaries, grounds and permanent out-buildings (excluding timber garden sheds and greenhouses) but will not include constructions or equipment with a specific leisure purpose including, without limit, swimming pools or tennis courts.

(g) Services

The Surveyor will carry out a visual inspection of the service installations where accessible. Drainage inspection covers will be lifted where they are accessible and it is safe and practicable to do so. No tests on the service installations will be carried out, although general overall comments will be made where possible and practicable. The Surveyor will report if it is considered that tests are advisable

BUILDING SURVEY**General Terms of Engagement/Continued****(h) Areas not inspected**

The Surveyor will identify any areas which would normally be inspected but which he or she was unable to inspect.

(i) Flats or maisonettes

Unless otherwise agreed, the Surveyor will inspect only the subject flat and garage (if any), the related inside and outside common parts of the structure of the building or particular block in which the subject flat is situated. Other flats will not be inspected. The Surveyor will state in the report the limits of access and/or visibility in relation to the common parts and structure. The Surveyor will state whether he or she has seen a copy of the lease and, if not, the assumptions as to repairing of legations on which he or she is working.

(j) Environmental and other issues

(i) Particular noise and disturbance affecting the Property will only be noted if it is significant at the time of inspection.

(ii) The Surveyor will report on any obvious Health and Safety hazards to the extent that they are apparent from elements of the property considered as part of the inspection.

7. Hazardous Materials

(a) Unless otherwise expressly stated in the Report, the Surveyor will assume that no deleterious or hazardous materials or techniques have been used in the construction of the Property. However, the Surveyor will advise in the Report if, in their view, there is a likelihood that deleterious material has been used in the construction and specific enquiries should be made or tests should be carried out by a specialist.

(b) Subject to clause 6b the Surveyor, based on a limited visual inspection, will note and advise upon the presence of lead water supply pipes and asbestos.

(c) The Surveyor will advise in the report if the property is in an area where, based on information published by the National Radiological Protection Board, there is a risk of Radon. In such cases the Surveyor will advise that tests should be carried out to establish the Radon level.

(d) The Surveyor will advise if there are transformer stations or overhead power lines which might give rise to an electromagnetic field, either over the subject property or visible immediately adjacent to the property. But is not required to assess any possible affect on health or to report on any underground cables.

8. Ground Conditions

The Surveyor will not be required to comment upon the possible existence of noxious substances, landfill or mineral extraction or other forms of contamination.

BUILDING SURVEY
General Terms of Engagement/Continued

9. Consents, Approvals and Searches

(a) The Surveyor will be entitled to assume that the Property is not subject to any unusual or onerous restrictions, obligations or covenants which apply to the property or affect the reasonable enjoyment of the Property.

(b) The Surveyor will be entitled to assume that all Planning, Building Regulations and other consents required in relation to the Property have been obtained. The Surveyor will not verify whether such consents have been obtained. Any enquiries should be made by the Client or Client's legal advisors. Drawings and specifications will not be inspected by the Surveyor unless otherwise previously agreed.

(c) The Surveyor will be entitled to assume that the property is unaffected by any matters which would be revealed by a Local Search and replies to the usual enquiries, or by a Statutory Notice, and that neither the Property, nor its condition, its use or intended use, is or will be unlawful.

10. Insurance Rebuilding Cost Assessment

The Surveyor will provide an insurance re-building cost assessment only if this is agreed at the time of taking instruction. Building insurance cost assessments will be calculated using the current edition of the *BCIS Guide To House Re-building Costs*.

11. Additional services

The Surveyor will provide, for an additional fee, such additional services as may be specified in the Specific Terms or are agreed between the Surveyor and the client and confirmed by the surveyor in writing.

12. Miscellaneous

(a) In the event of a conflict between these General Terms and Specific Terms, the Specific Terms prevail.

(b) Unless expressly provided no term in the agreement between the Surveyor and the client is enforceable under the *Contract (Rights of Third Parties) Act 1999* by any person other than the Surveyor or the Client.

(c) Where the Client has instructed the Surveyor to make investigations which cause damage to the property on the basis that the Client has obtained the owner's consent, the Client will indemnify the Surveyor against any loss or cost arising.

(d) Dispute Resolution In the event that the client has a complaint regarding the standard of service he or she has received, a formal complaint handling procedure will be followed. A copy of the Surveyors complaint handling procedure is available upon request. Using the Surveyors complaint handling procedure will not affect the Clients' legal rights

(e) The Client may only rely upon the Surveyor's advice and Report for purposes described in the Particulars or communicated to the Surveyor in writing prior to the agreement of the Fee and if the client wishes to rely upon such advice and Report for any other purpose he or she may only do so with the written consent of the Surveyor.