

Adding Value to Client Major Client Contract

Approximately 3 years ago we were appointed to the Direct Valuations residential panel, providing building surveys, homebuyer's surveys and mortgage valuations to their secured lending clients such as HSBC, First Direct and Standard Life Bank. Their brief was to adhere to a turn around time of 3.8 days for each job, requiring us to obtain access, inspect and report on the building within this time frame. An additional service level agreement was to respond to any queries within 24 hours.

At that time, Direct Valuations had a panel of approximately 400 surveyors as well as their own in house surveying operation. During the first 12 months of our operation, we focussed on exceeding their service level requirements, meeting with their senior management staff regularly and constantly checking that their clients were fully satisfied with our services. Whenever possible we volunteered proposals on improvements which could be made to meet their clients' needs and, in many cases, our team worked over weekends and bank holidays to ensure that Direct Valuations achieved their own service standards.

Approximately two years ago, after a successful update, during which a Roxanne, a member of our booking staff, explained all our processes and shared improvements we had made which could improve Direct Valuation's booking process, we were invited to be the first member of a priority panel. It was explained to us that, seeing how well and quickly we were able to respond to our client's needs, Direct Valuations had decided to make us their preferred surveyor in our postcode areas which include South London, Kent, Surrey, Bristol and Gloucester. This panel was created specifically with us in mind and has since been expanded to a small number of surveyors in other parts of the country who have been able to achieve a similar level of service.

Building on the improvements we suggested and the priority panel, our client is now able to automatically place 95% of their jobs, thus making significant staff and other cost savings.