



Advancing standards in land, property and construction.

RICS is **the world's leading qualification** when it comes to professional standards in land, property and construction.

In a world where more and more people, governments, banks and commercial organisations demand greater certainty of **professional standards and ethics**, attaining RICS status is the recognised **mark of property professionalism**.

Over **100000 property professionals** working in the major established and emerging economies of the world have already recognised the importance of securing RICS status by becoming members.

RICS is an **independent** professional body originally established in the UK by Royal Charter. Since 1868, RICS has been committed to setting and upholding the **highest standards of excellence and integrity** – providing **impartial, authoritative advice** on key issues affecting businesses and society.

RICS is a **regulator** of both its individual members and firms enabling it to **maintain the highest standards** and providing the basis for **unparalleled client confidence** in the sector.

RICS has a worldwide network. For further information simply contact our Contact Centre.

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Chartered Surveyors Voluntary Service



What is CSVS?

The Chartered Surveyors Voluntary Service (CSVS) is a service operated by the Royal Institution of Chartered Surveyors (RICS).

This service provides free property advice to people who would otherwise be unable to obtain professional assistance from a Chartered Surveyor.

The free service is available to people living in private rented housing, council or housing association accommodation, or those who own their own homes. CSVS is not means tested, however the Citizens Advice Bureau will decide on who should be referred to the voluntary service for free advice.

CSVS will also take on cases involving groups of clients. For example, a number of tenants on the same estate – even though some tenants may not individually qualify for help.

How does CSVS work?

Once contact is made via a Citizens Advice Bureau or another advice agency, a CSVS Surveyor will be appointed. Typically the service involves an initial home visit by the CSVS Surveyor and a follow up report to the advice agency. In some cases the Chartered Surveyor may also be able to advise on the matter via telephone.

What areas can be advised on?

Chartered Surveyors are trained to deal with all practical aspects of property, construction and the built environment.

Typical problems CSVS can advise on are:

- **Landlord and tenant disputes** – repairs, service charges and leases
- **Building disputes** – advising on the quality of work, possible defects, payment disputes
- **Rents** – advising on appeals for fair rent claims
- **Planning** – when is permission needed and how to handle disputes
- **Compulsory purchase**
- **Environmental and conservation matters**
- **Boundary and similar disputes**

Other information

CSVS cannot advise on:

- **Finding somewhere to live**
- **Building surveys and valuation for home purchases**
- **Business or commercial matters**

RICS can offer advice on topics such as these through its free Helplines.

The Helplines offer 30 minutes specialist advice free of charge on boundary disputes, party walls and compulsory purchase. For more information call RICS Contact Centre on **+44 (0)24 7686 8555**.

Alternatively for further specialist advice you can find a local Chartered Surveyor through the Find a surveyor service by calling **+44 (0)24 7686 8555** or visiting www.ricsfirms.co.uk

How to contact the CSVS

If you would like help from the CSVS please contact the service through your local Citizens Advice Bureau, by visiting www.citizensadvice.org.uk

For further information on CSVS through RICS visit:

T: +44 (0)24 7686 8555

E: csvs@rics.org

W: rics.org/csvs