



...beyond value

Allied Surveyors Diligence Ltd
www.allieddiligence.com

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A range of new due diligence, audit and panel management services for Mortgage Lenders and those responsible for the management and disposal of property assets. Most services are provided by our own teams but we work with associates in Asset Management, LPA Receiverships, Property Lawyers, Environmental Surveyors and Mortgage Underwriting Consultants.

Mortgage Book Reviews

We have been pleased to offer this service to lenders and originators who have been acquiring or disposing of mortgage books or who have simply wanted to check their exposure to risk especially on high LTV loans. This service is tailored to clients' requirements but includes:

AVM/desktop or drive-by re-assessments by local chartered surveyors, centrally coordinated.

Re-assessed mortgage books can be covered by valuation insurance and title insurance to give peace of mind, especially where original service providers have gone out of business.

Underwriting review

This is a process review and evaluation service delivered by a former senior underwriter (commercial and residential) who now acts in a consultancy capacity. The review includes:

- Original case assessment and underwriting decision.
- Adherence to loan policy and product criteria.
- Adherence to FSA's principles of Treating Customers Fairly and Responsible Lending.
- Overall processes and decision making prior to legal completion.

Commercial Property Valuation reviews and validations

Commercial property valuations reviewed against original valuation reflecting current yields and current rental values depending on the leases which are scrutinised and epitomised.

This service is particularly helpful to check exposure to risk for commercial loan books as commercial property values have fluctuated greatly over the past few years, especially as the correlation between interest rates and yields has seen huge adjustment.

Environmental Checks

Checklists completed by our own surveyors during on site visual inspections are forwarded to external Environmental Surveyors who carry out desktop appraisals. This could give rise to the recommendation that a physical investigative inspection for an Environment Audit should take place.

This is a very cost effective method of checking the environmental risk exposure for commercial/industrial mortgage books.

Title Checks

This is a combined service performed by our own commercial Chartered Surveyors and external property lawyers.

It involves extensive checking to ensure recorded title data matches true title.

Checks are made with the Land Registry against property type, correct owners and property address. Anomalies are identified for further investigation.

Adverse covenant and adverse possession are checked.

Leases are reviewed and epitomised.

Property Portfolio Management

Our property management service is provided at a local level under the supervision of our directors based near to the individual properties.

The service, which embraces both commercial and residential property, was developed primarily for investment companies and individual investors but it is equally suitable for repossessed properties which are subject to tenancy or which mortgagees in possession wish to retain on their balance sheets or to sell subject to tenancies.

Expert Witness

In conjunction with BlueBox Partners Ltd we have created a panel of independent experienced Chartered Surveyors throughout the UK who prepare detailed reports and who are able to provide evidence in Court if required.

Asset Management Support Services

We work with in-house Asset Managers and niche Asset Management companies acting for clients who want to ensure the best price is achieved but within an acceptable time frame. This service is for lenders who are not seeking a quick sale with minimum expenditure in the hope of retaining recovery elsewhere. Our service is predicated on offering speedy but well researched advice on how to optimise asset value in a timely fashion.

Our national coverage and experience ensures we are well positioned to offer a seamless Asset Management Support Service for both residential and commercial properties. In addition to providing valuation advice before and after any repossession takes place, marketing advice is given and the disposal of properties is managed on a local area basis but with central contact and administration.

Our menu of services includes:

- AVM/desktop and 'drive-by' valuations
- Physical inspection valuations and retrospective valuations
- Pre possession verification visits
- 'Voluntary sale' management
- Obtaining possession with bailiffs
- Lock change, drain down, gardening, inventories and cleaning
- Schedules of condition
- Advice in respect of repairs and improvements
- Small works supervision
- Home Information Pack provision
- Most appropriate selling estate agent selection
- Sales process management with scheduled progress reporting
- Property inspection checks and mystery shopper visits
- Post STC agreement support and liaison
- Auction liaison
- Live management information and updates via our online system
- Invoicing and payment processes tailored to clients' requirements

We are experienced in leading or forming part of a team working from the arrears management stage right through to sale completion.

We are currently acting on instructions from Accountants' Restructuring and Recovery departments, Insolvency Practitioners, LPA Receivers, Banks & Building Societies, Commercial Mortgage Lenders, Equity Release Providers, and liaising with Solicitors, External Valuers and Estate Agents, Asset Managers and other service providers.

Panel Management (Valuation Procurement)

With over 15 years' experience as Panel Managers for mortgage lenders and intermediaries, we have honed a flexible specialist service to meet individual clients' needs.

Corporate Governance

As a business owned and run by Chartered Surveyors, we are regulated by RICS and adhere to high standards of governance and transparency.

Fees paid by clients are "clients' money" and thus, for the protection of clients and panel valuers, fees are paid into our Clients' Account and from there transmitted to panel valuers on twice monthly payment runs.

Except where a panel management charge (to cover auditing and other services) is requested by the client to be taken from the valuation fee, the full fee paid by the client is passed to the panel valuer. Transparency of fees is set out in valuer agreements.

Quality Assurance

Allied Surveyors has ISO 9001/2008 Accreditation, which codifies our processes and methodologies. These principles are no less carefully applied in panel management. High standards of quality and performance are thus required by all valuers, be it those appointed by our clients or our own surveyors.

By agreement with our clients as to percentage, we sample reports randomly and subject them to our audit and review procedures (see below).

External valuers are selected at the clients' behest or in accordance with criteria set by the client which include levels of PI Insurance, geographical coverage, surveyors experience and qualifications all of which are verified. In each Postcode Area, efforts will be made to alternate between internal and external valuers as each case is allocated. At least 33% of all cases each month will be allocated to external valuers and 66% to Allied Surveyors valuers.

Audits and Reviews

The audit and review service will be tailored to the client's requirements but, typically, would be as follows:

AVM check

All reports subjected to monthly AVM check. AVM checker will refer variances between reported valuation and AVM prediction of more than 10% (depending on Confidence Factor) to Panel Management Leader who will review report and check with valuer and/or escalate to Valuer Review as appropriate.

Process Review

The Panel Management staff will check through reports looking for reporting errors such as blank or inadequate reporting under report headings especially if repeat errors have been noted in other reports. Minor discrepancies passed back to valuer for noting or improvement and resubmission of report, if necessary.

ASD will Process Review at least 25% of all reports.

Valuer Review

The Panel Management staff will select reports for Valuer Review as follows:

- Each valuer to be reviewed on submission of first case.
- Each valuer to be reviewed at least once every two months.
- Any valuer found to be non compliant will be reviewed on next report and in the following month.
- Valuers noted as non compliant in Process Review to be reviewed again in the following month.
- AVM variance cases escalated to Valuer Review as appropriate.
- In addition to the above, an additional number of cases will be reviewed to ensure that at least 15% of cases are subject to Valuer Review each month.

Technical Support

Our senior directors have had considerable experience in providing technical advice for policy decisions in respect of residential property issues. Detailed advice includes issues such as shared ownership schemes, non traditional construction and categories of properties which may not offer good long term security for mortgage purposes. This sort of support is valued by lenders who do not have an in-house Chief Valuer.

Panel Valuer Training

Our sister company BlueBox *partners* (also part of the Allied Surveyors Group) is a surveyor training business offering CPD courses to Surveyors plus Energy Assessor training and distance learning. Special training days are created to update panel surveyors not only on latest state of the art methodologies but also on the detail and rationale of the clients' requirements and procedures.

Technology and Management Information

Over the years, our IT department has created suites of 'backroom' processes to interface the industry standard software, Quest Associates and Valuation Exchange (Xit2), with our clients' own systems and with Sage accounting software. Experience and investment in this area means that we produce tailored Management Information for clients monthly, or as required, as well as offering web based access for case monitoring. Efficiencies developed in IT mean smooth and reliable processes with manual intervention being mostly confined to enquiries and liaison with valuers to ensure adherence to agreed service standards.

Service Standards

We agree Service Standards and KPIs with our clients to suit their requirements. In special circumstances we are able to offer a fast track service but generally the service standards are as follows:

Panel Managed Mortgage Valuations

Residential: 4 working days

Commercial: 10 working days

Repossession Valuations

4 days for internal only

7 days for internal and then third party valuer disparity reconciliation

Valuation and Possession Process Reports

“Chase reports” on Wednesday mornings and Friday afternoons, or as required, in addition to on-line access to live information.

Marketing Reports

Fortnightly on Thursdays or as required.

Selling Times

Working in conjunction with the most effective and suitable agents and specialist asset managers, we expect to obtain optimum value within 90 days.

Further Information

Please contact:

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